



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



75
Azadi Ka
Amrit Mahotsav



*Social Welfare
(including
Health,
Agriculture &
Home Security)*

NeSDA -Way Forward

Monthly Report for States/UTs | October 2023

Department of Administrative Reforms and Public Grievances

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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 October Monthly Report for States/UTs incorporates sector-wise analysis of e-services approach and presents deeper insights into services of *Social Welfare (including Health, Agriculture & Home Security)* sector. The report highlights the key themes of e-services in *Social Welfare (including Health, Agriculture & Home Security)* sector and the number of e-services provided by each State/UT under each theme.

The common citizen-centric themes of e-services in Social Welfare (including Health, Agriculture & Home Security) 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, October 2023 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 5th November, 2023.



3. Key Highlights

e-Services

- **15,295** e-services are provided across States/UTs, which is an **increase of 1.4%** (220) services from the September Report
- Maximum e-services (**6,502**) lie in the sector – Local Governance & Utility Services
- **1,519** out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at **75%**
- 23 out of 36 States/UTs have achieved **saturation of mandatory e-services** in the **Tourism sector**, followed by **Environment 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 (1075), e-Sevanam (911), Sewa Setu (469) and Odisha One (404)**, respectively. Saturation Status of Unified Service Delivery Portal is attached in **Annexure 10.1**

e-Services in Social Welfare (including Health, Agriculture & Home Security) Sector

- **3,207 e-services** are mapped under the Social Welfare (including Health, Agriculture & Home Security) sector
- Identified themes of e-services are:
 - 1124 e-services under *Agriculture (including Animal Husbandry & Dairying and Fisheries)*
 - 509 e-services under *Health*
 - 589 e-services under *Home Security*
 - 842 e-services under *Specific Social Groups*
 - 143 e-services under *Other*
- **Out of 29 types of distinct themes of e-services identified** under the Social Welfare (including Health, Agriculture & Home Security) sector, **Jammu and Kashmir (27), Karnataka (26), and Uttarakhand (25)** provide the maximum types of e-services

Education, an important component of Social Welfare Sector, has already been covered independently in NeSDA Way Forward Monthly Report of July, 2023.

Best Practices (as reported by States/UTs)

- The **Government of Tamil Nadu** has developed a single window platform, **UMIS**, to streamline higher education institutions by consolidating student data, courses, and facilitating integration with other platforms
- The **Government of A&N Islands** has launched **UrjaPay**, which simplifies electricity bill payments, integrating with BharatKosh and achieving substantial growth in transactions and payments in 2023
- The **Government of Assam** has built **Ease of Doing Business** portal fostering state-wide business support, aligning with technology, innovation, inclusivity, and sustainability, encompassing objective business regulation measures and NeSDA framework parameters

Right To Service (RTS) Commission

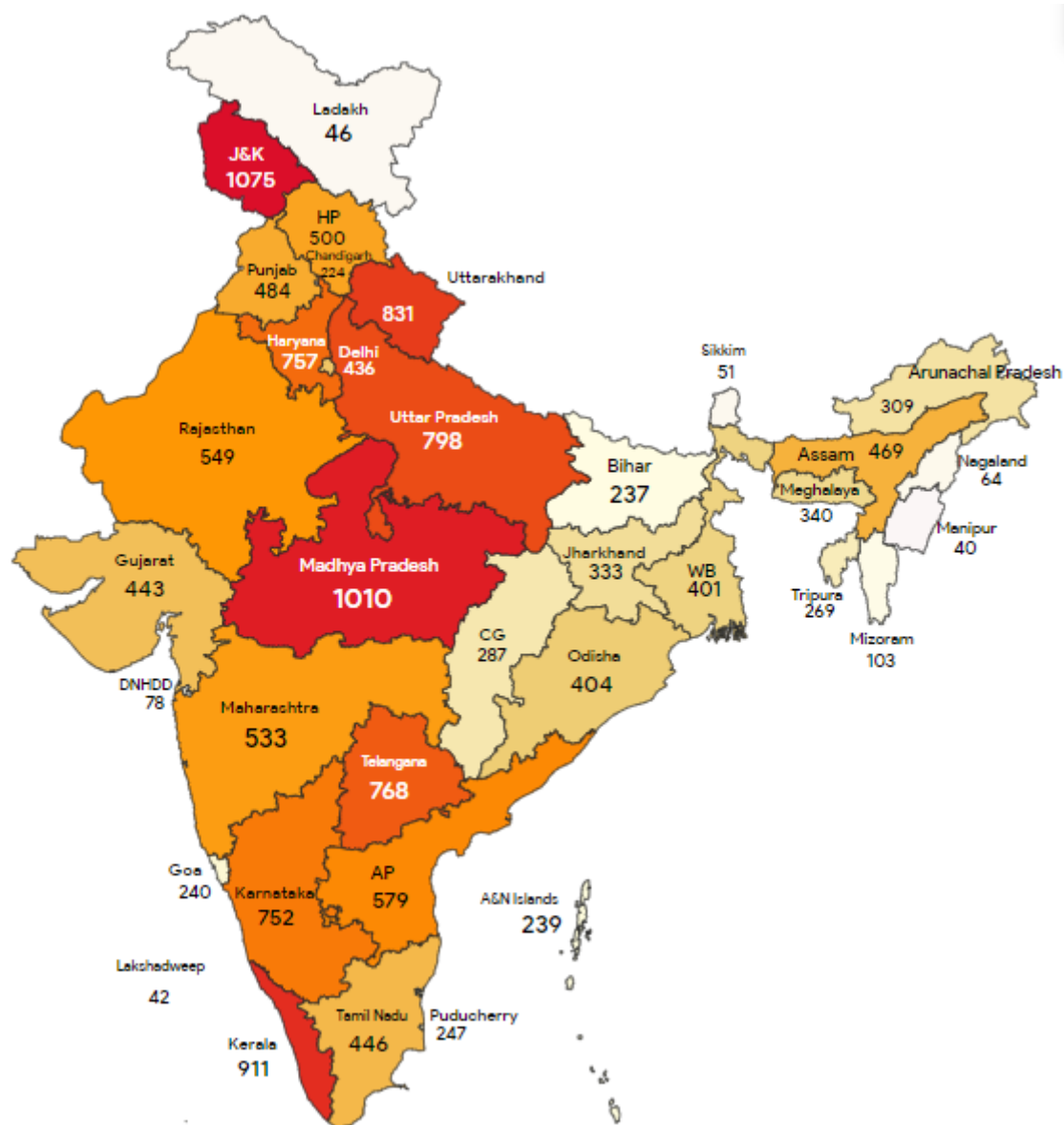
- The Meghalaya Right to Public Services Act, 2020 guarantees time-bound delivery of citizen-related services, overseen by the **Meghalaya State Public Services Delivery Commission**, which, through its web portal, aims to increase efficiency by making services online, with a vision to include 200 services by March 2024 and 500 by March 2025. This initiative, guided by NeSDA standards, emphasizes efficiency, transparency, and public accountability in service delivery for the people of Meghalaya.

NeSDA 2023

- NeSDA 2023 framework is extended to evaluate the maturity of **e-governance at the City level by assessing City Portal** i.e., the official portal of respective City/Urban Local Body. The City Portals will be assessed on seven assessment parameters, viz., Accessibility, Content Availability, Ease of Use, Information Security & Privacy, Open Government Data, E-Participation and Leveraging Emerging Technologies.

4. Review of Status of Implementation in States/UTs

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

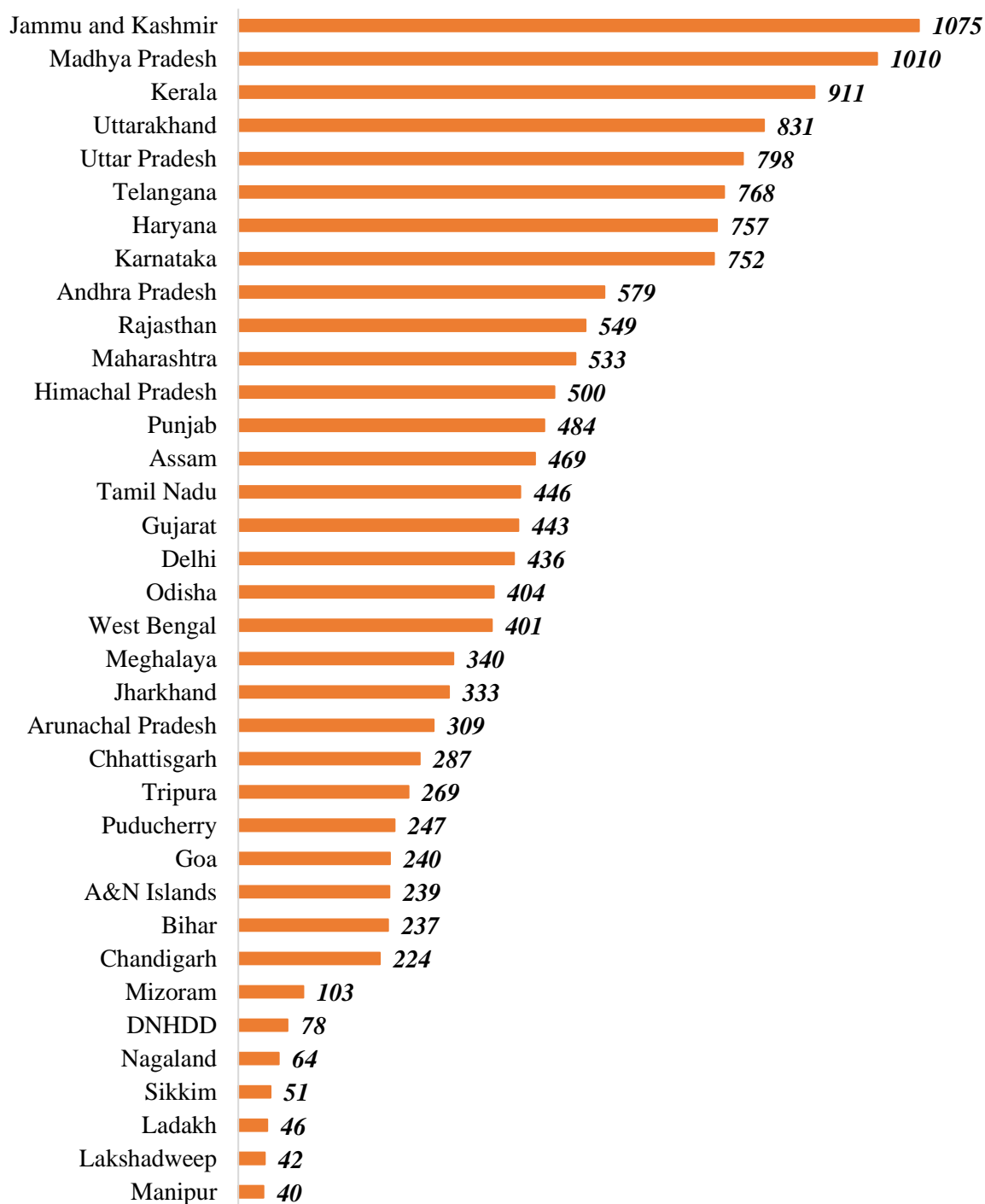


Total e-Services
15,295

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

Note: The aforementioned figures are uploaded by States/UTs as of 05/11/2023.

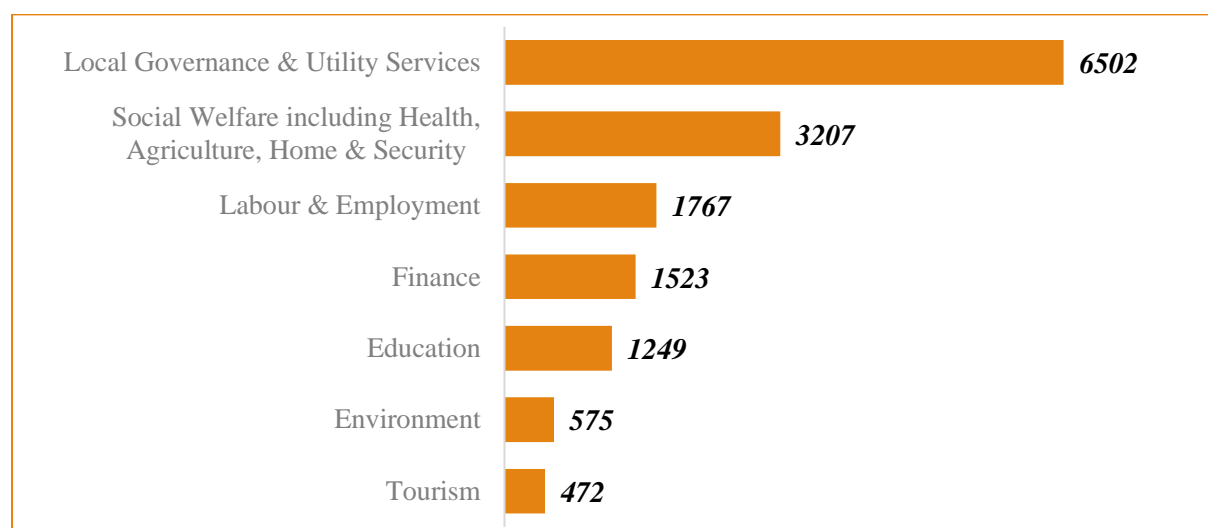
Status of e-Services
As per inputs on NeSDA – Way Forward dashboard



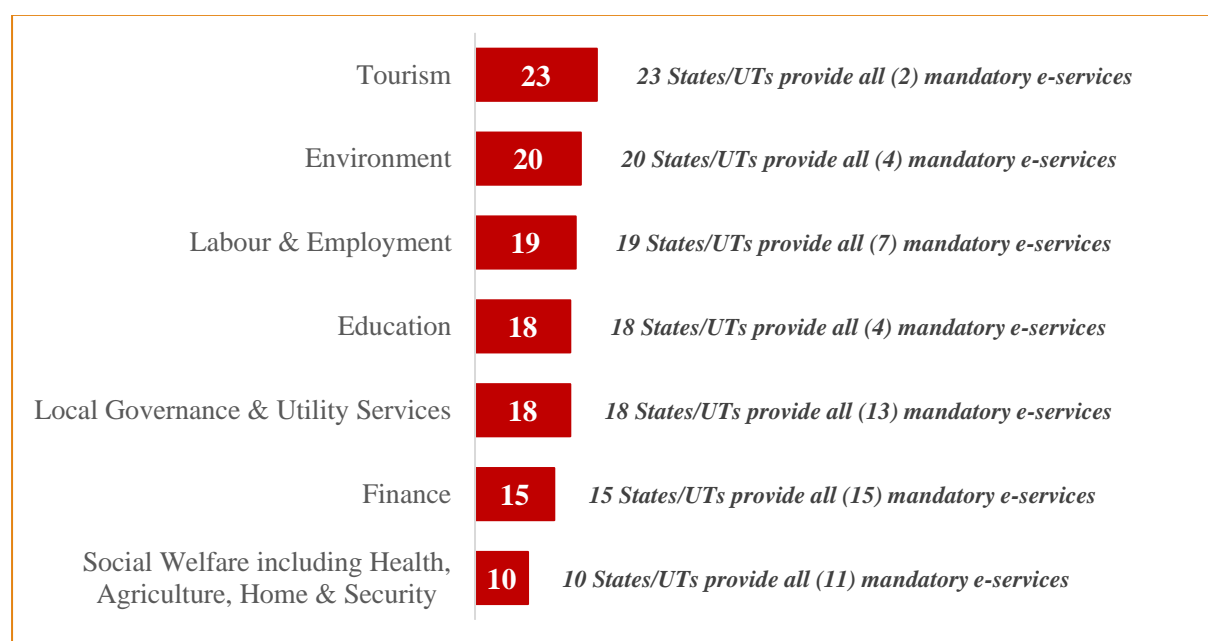
Monthly progress of status of e-services across States/UTs is attached in **Annexure 10.2**.

Note: The aforementioned figures are uploaded by States/UTs as of 05/11/2023.

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

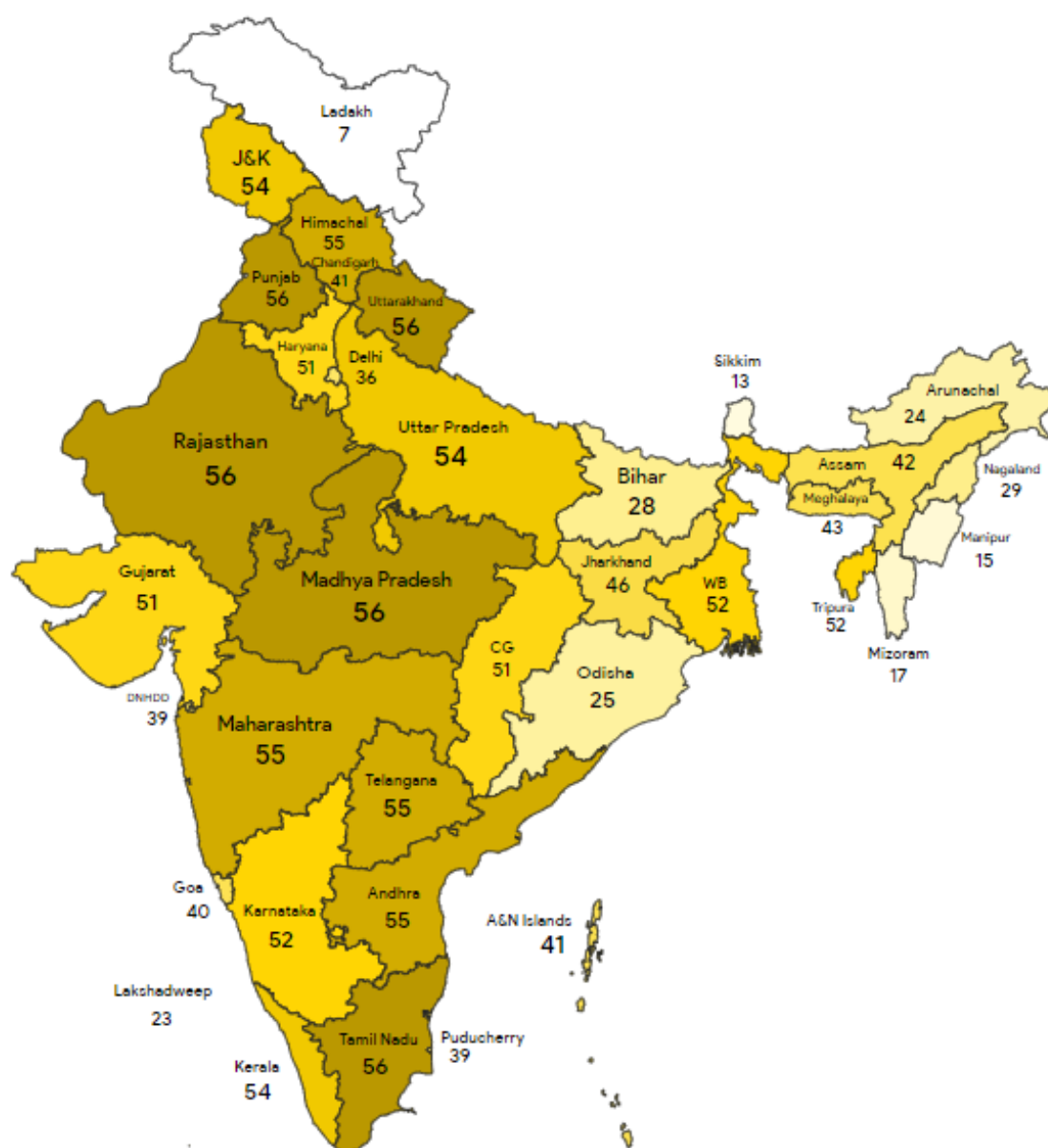


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 05/11/2023.

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

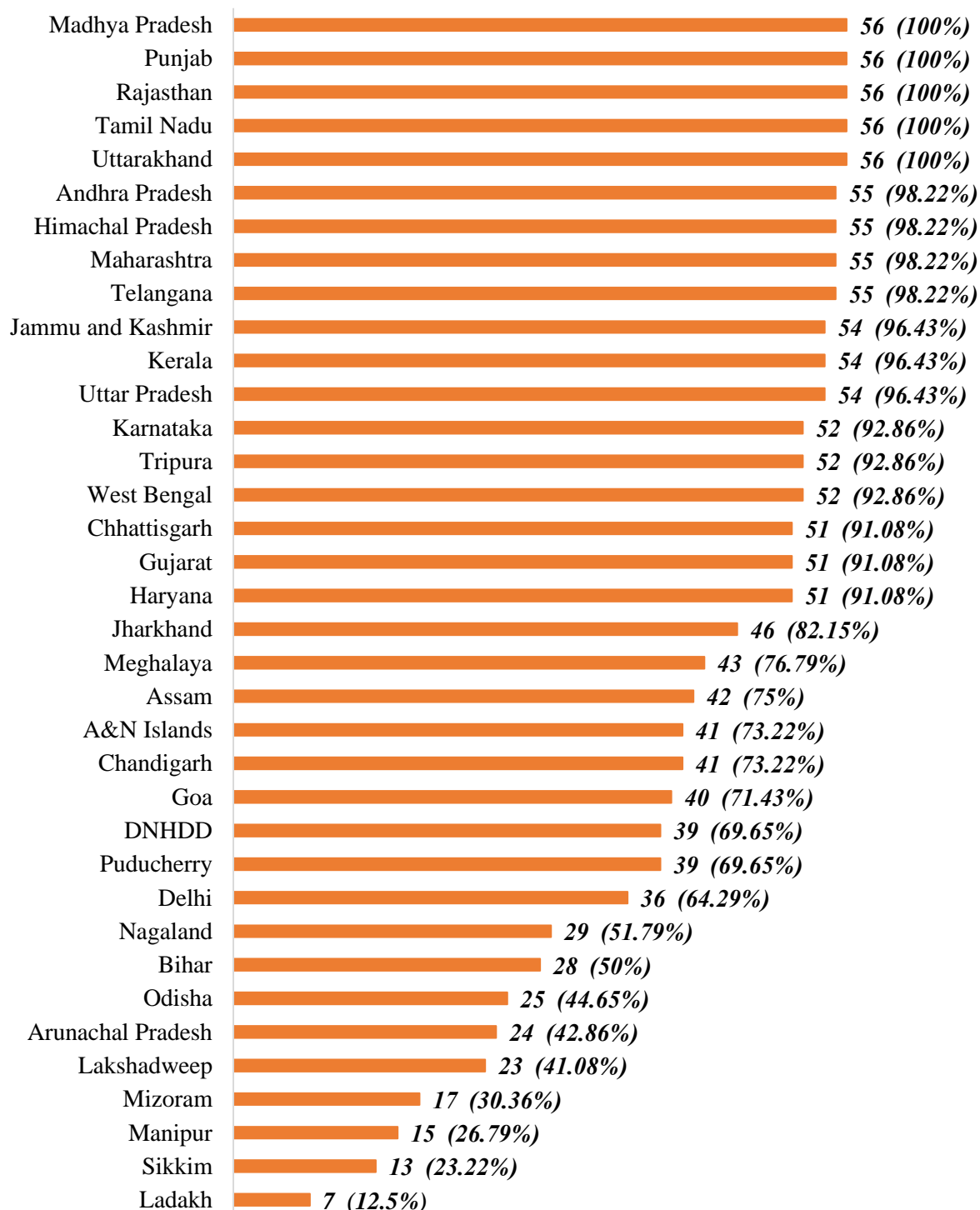


Mandatory e-Services
1,519

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 05/11/2023.

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 05/11/2023.

5. e-Services under Social Welfare (including Health, Agriculture & Home Security) Sector

Social Welfare (including Health, Agriculture & Home Security) Sector empowers and promotes the welfare the society through upliftment of the socially backward class/individuals. It also provides access to services related to Agriculture, Health and Home Security, leading to holistic development of the nation.

The sector-wise analysis aims to assess and compare the e-services provided across all States/UTs in the Social Welfare (including Health, Agriculture & Home Security) 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 finance, labour and employment, environment, education, and the tourism sector.

5.1. Identified Common Themes of Services under Social Welfare (including Health, Agriculture & Home Security) Sector

Theme	e-Services Included
Agriculture (incl. Animal Husbandry & Dairying and Fisheries)	The agricultural sector focuses on farmer welfare by providing support for various agricultural needs, including assistance in crop cultivation, irrigation, and infrastructure development. Services related to fisheries, poultry/livestock and dairying, farmer profiling, seeds/nursey, micronutrients, etc are also included
Health	The health sector has transformed with online services, streamlining certificate acquisition, child registration, and health card issuance. It supports healthcare professionals by enabling seamless registration, overseeing drug activities, and managing establishments like blood banks and clinics through NOC issuance
Home Security	The Home Security theme guarantees citizen safety with services like complaint registration, grievance redressal, and information requests. It covers vital functions such as FIR registration, fire safety, and arms licensing, along with permissions, police reporting, traffic violation payment, and rigorous verification processes, ensuring a secure living environment
Specific Social Groups	The e-services under the Specific Social Groups theme empower the Minority/ Social Backward Class/ individual through financial assistance, social security and Certification

5.2. List of Themes of e-services under Social Welfare (including Health, Agriculture & Home Security) Sector

Based on the study of service details of Social Welfare (including Health, Agriculture & Home Security) 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	Agricultural Produce (Marketing, Storage, Procurement, License)	Agriculture (including Animal Husbandry & Dairying and Fisheries)
2	Application/Assistance for Infrastructure, Transport, Irrigation, Crops and Farmer's welfare	
3	Fisheries	
4	Insecticides/Pesticides/Fertilizers/Micronutrient/Compost	
5	Nursery/Seed (licensing, trading, distribution, registration, etc.,)	
6	Poultry, livestock and Dairy	
7	Quality Control through Soil sampling/conservation/ Leaf Analysis / Animal health certification or advisory	
8	Registration of Farmer/ Farmer Profile/ Agriculturist/ Reeler / Small Farmer/ Agriculture labour	
9	Certificates (Age, Fitness, Discharge, Medical, etc.,)	Health
10	Child Registration	
11	Health Card	
12	Healthcare Professional (doctor, nurse, council, pharmacist, technician, etc.,)	
13	Manufacture/Store/Distribution/Sale of drug and medical device	
14	NoC/Registration of Establishment (Blood bank, Clinic, Hospital, etc.,)	
15	Patient Registration/ Appointment Booking	
16	Pregnant women/Child care assistance	
17	Complaint Registration/Grievance Redressal/ Request Information/ Appeal	Home Security
18	FIR Registration/Request of copy	
19	Fire Safety	
20	Licence Arms and Weapons	
21	NORI/Foreigner/Citizenship/Passport	
22	Permissions	
23	Report to Police	
24	Traffic Violation/ Challan Payment	
25	Verification	
26	Certificate/Register- Disability/ Senior Citizen/ Ex-servicemen/ Widow	Specific Social Groups
27	Education Scholarship/Assistance and Student Accommodation	
28	Financial Aid/Assistance (for PwDs / widows / destitute children / backward classes / other minorities, etc.)	
29	Pension	

Note: State/UT-wise representation of the above Themes/Sub-Themes of e-Services under Social Welfare (including Health, Agriculture & Home Security) Sector is followed on next page.

5.3. State/UT-wise List of Themes of e-Services under Social Welfare (including Health, Agriculture & Home Security) Sector

Theme	Agriculture incl Animal Husbandry, Dairying & Fisheries								Health							
Sub-theme	1	2	3	4	5	6	7	8	10	11	12	13	14	15	16	
Jammu and Kashmir	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	
Karnataka	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Uttarakhand	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y	Y	Y	Y	
Himachal Pradesh	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	Y	
Rajasthan	Y	Y		Y		Y		Y		Y	Y	Y	Y	Y	Y	
Uttar Pradesh	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	
Haryana	Y	Y	Y	Y	Y	Y	Y			Y			Y		Y	
Maharashtra	Y	Y	Y	Y	Y		Y	Y		Y			Y		Y	
Madhya Pradesh	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	
Punjab		Y		Y	Y				Y	Y		Y	Y	Y	Y	
Tamil Nadu			Y	Y	Y			Y		Y	Y		Y		Y	
Andhra Pradesh	Y	Y	Y		Y					Y	Y			Y	Y	
Chhattisgarh		Y	Y	Y	Y		Y			Y	Y		Y		Y	
Odisha		Y	Y	Y	Y	Y	Y	Y			Y			Y		
Tripura				Y			Y			Y		Y	Y	Y	Y	
Meghalaya	Y	Y		Y			Y	Y					Y	Y	Y	
Puducherry		Y	Y	Y	Y	Y	Y	Y							Y	
Assam		Y					Y	Y				Y	Y	Y		
Gujarat	Y	Y	Y	Y	Y	Y				Y				Y	Y	
Telangana								Y		Y		Y		Y	Y	
Jharkhand				Y	Y					Y			Y	Y		
West Bengal	Y									Y			Y	Y	Y	
A&N Islands	Y	Y			Y		Y			Y			Y	Y	Y	
Chandigarh	Y														Y	
Arunachal Pradesh				Y					Y		Y		Y			
Bihar	Y	Y	Y			Y				Y				Y	Y	
Delhi				Y	Y											
Lakshadweep															Y	
Goa			Y											Y		
DNHDD										Y					Y	
Nagaland											Y					
Sikkim			Y													
Manipur																
Mizoram			Y													
Ladakh																

*Continued in next page

5.3. State/UT-wise List of Themes of e-Services under Social Welfare (including Health, Agriculture & Home Security) Sector (cont.)

	Home Security									Specific Social Groups				Gap
Sub-theme	17	18	19	20	21	22	23	24	25	26	27	28	29	
Jammu and Kashmir	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	2
Karnataka	Y	Y	Y		Y	Y			Y	Y	Y	Y	Y	3
Uttarakhand	Y	Y	Y	Y		Y	Y		Y	Y	Y	Y	Y	4
Himachal Pradesh	Y	Y	Y	Y		Y	Y		Y	Y	Y	Y	Y	5
Kerala	Y	Y	Y			Y	Y		Y	Y	Y	Y	Y	5
Rajasthan	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	5
Uttar Pradesh	Y	Y	Y			Y	Y		Y	Y	Y	Y	Y	5
Haryana	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	6
Maharashtra	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	6
Madhya Pradesh	Y	Y				Y	Y			Y	Y	Y	Y	7
Punjab	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y	8
Tamil Nadu	Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	9
Andhra Pradesh	Y	Y		Y		Y	Y	Y		Y	Y	Y	Y	10
Chhattisgarh	Y	Y				Y	Y		Y		Y	Y	Y	11
Odisha	Y	Y	Y			Y			Y	Y	Y	Y	Y	11
Tripura	Y	Y	Y	Y		Y	Y	Y			Y	Y	Y	11
Meghalaya	Y	Y				Y	Y			Y	Y	Y	Y	12
Puducherry	Y	Y				Y	Y		Y		Y	Y	Y	12
Assam	Y	Y	Y		Y	Y	Y		Y	Y			Y	13
Gujarat	Y	Y					Y				Y	Y	Y	13
Telangana	Y	Y		Y		Y	Y	Y	Y		Y	Y	Y	13
Jharkhand	Y	Y	Y			Y	Y		Y		Y	Y	Y	14
West Bengal	Y	Y		Y		Y	Y		Y	Y	Y	Y	Y	14
A&N Islands	Y	Y									Y	Y	Y	15
Chandigarh	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y		16
Arunachal Pradesh	Y	Y				Y	Y				Y	Y	Y	17
Bihar											Y	Y		20
Delhi	Y	Y					Y				Y	Y	Y	21
Lakshadweep	Y	Y					Y	Y	Y			Y		21
Goa	Y	Y									Y	Y		22
DNHDD	Y						Y				Y	Y		23
Nagaland	Y									Y	Y		Y	24
Sikkim	Y									Y	Y		Y	24
Manipur	Y											Y	Y	26
Mizoram											Y			27
Ladakh													Y	28

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: Agriculture (including Animal Husbandry & Dairying and Fisheries)

The Key observations on eight distinct sub-themes of citizen-centric e-services under the **Agriculture (including Animal Husbandry & Dairying and Fisheries)** theme are given below:

Key	Sub-theme	Key Observations
1	Agricultural Produce (Marketing, Storage, Procurement, License)	<ul style="list-style-type: none"> • Jammu Kashmir, Karnataka, and 14 other States/UTs provide online platforms for marketing and distribution of agricultural produce, providing farmers with wider market access and better prices. Storage and procurement process are optimized through digital solutions, ensuring efficient supply chain management. Licensing procedures are simplified, promoting transparency and accountability in the industry
2	Application/Assistance for Infrastructure, Transport, Irrigation, Crops, and Farmers Welfare	<ul style="list-style-type: none"> • Uttarakhand, Himachal Pradesh, Kerala and 17 other States/UTs provide digital applications to facilitate seamless access to infrastructure development, transportation, irrigation, and crop management assistance. Farmers can apply for subsidies, grants, and other support services online, reducing bureaucratic hurdles and enhancing overall efficiency. This ensures the timely availability of resources critical for agriculture
3	Fisheries	<ul style="list-style-type: none"> • Uttar Pradesh, Haryana and 15 other States/UTs provide online services which plays an important role in the fisheries sector by connecting fishermen and aqua culturists with markets, this will boost economic opportunities for those involved in fisheries
4	Insecticides/ Pesticides/ Fertilizers/ Micronutrient/ Compost	<ul style="list-style-type: none"> • Madhya Pradesh, Maharashtra and 19 other States/UTs provide online assistance for licensing related to Insecticides/Pesticides/ Fertilizers/ Micronutrient/ Compost

5	Nursery/Seed (Licensing, Trading, Distribution, Registration, etc.)	<ul style="list-style-type: none"> • Delhi, Uttarakhand and 17 other States/UTs provide online system for licensing, trading, and distribution of nursery and seeds ensure the quality and authenticity of agricultural inputs. Farmers can easily register and access certified seeds, promoting crop diversity and resilience against diseases
6	Poultry, Livestock, and Dairy	<ul style="list-style-type: none"> • Madhya Pradesh, Puducherry and 11 other States/UTs provide online schemes related to Poultry, Livestock, and Dairy such as assistance in training of Poultry farming
7	Quality Control Through Soil Sampling/ Conservation/ Leaf Analysis/ Animal Health Certification or Advisory	<ul style="list-style-type: none"> • Assam, A&N Islands and 12 other States/UTs deliver Online services contribute to quality control through soil sampling, conservation, leaf analysis, and animal health certification. Farmers receive advisory services based on real-time data, fostering precision agriculture and sustainable resource management
8	Registration Of Farmer/Farmer Profile/Agriculturist/Reeler/Small Farmer/Agriculture Labour	<ul style="list-style-type: none"> • Assam, Meghalaya, and 11 other States/UTs provide Online registration systems create a comprehensive database of farmers, agriculturists, and laborers, enabling targeted policy interventions and welfare programs. This ensures that government schemes reach the intended beneficiaries efficiently

Agriculture (including Animal Husbandry & Dairying and Fisheries) services within the Social Welfare including Health, Agriculture, Home & Security Sector are instrumental in fostering sustainable agricultural practices, and enhancing the overall welfare of farmers. States/ UTs may provide these services to facilitate smooth operations, minimizing complexities, and fostering trust and confidence among stakeholders.

5.5. Key Analysis of Theme: Health

The Key observations on eight distinct sub-themes of citizen-centric e-services under the **Health** Theme are given below:

Key	Sub-theme	Key Observations
9	Certificates (Age, Fitness, Discharge, Medical, etc.)	<ul style="list-style-type: none"> • Uttar Pradesh, Kerala and 5 other States/UTs provide online service to apply for Certificates such as Age, Fitness, Discharge, Medical, etc. which streamlines the administrative process, reducing paperwork and eliminating the need for individuals to physically visit government offices
10	Child Registration	<ul style="list-style-type: none"> • Andaman Nicobar, Bihar and 20 other States/UTs provide online service for child registration which facilitates in more efficient and accurate record-keeping system
11	Health Card	<ul style="list-style-type: none"> • Nagaland, Arunachal Pradesh and 10 other States/UTs delivers digitalization of health cards which consolidates an individual's medical history, making it easily accessible to healthcare providers
12	Healthcare Professionals (Doctor, Nurse, Council, Pharmacist, Technician, etc.)	<ul style="list-style-type: none"> • Assam, Telangana and 10 other States/UTs provide Online platforms for professional (Doctor, Nurse, Council, Pharmacist, Technician, etc.) registration and licensing to enhance the accountability and transparency of healthcare practitioners
13	Manufacture/ Store/ Distribution/ Sale of Drug and Medical Device	<ul style="list-style-type: none"> • Arunachal Pradesh, Meghalaya and 18 other States/UTs provide digital platforms for regulatory compliance in the pharmaceutical and medical device industry streamline the approval process, ensuring the quality and safety of products
14	NOC/Registration of Establishment (Blood Bank, Clinic, Hospital, etc.)	<ul style="list-style-type: none"> • Goa, Bihar, and 19 other States/UTs facilitate online registration of healthcare establishments to expedite the regulatory process, allowing for quicker establishment approvals

15	Patient Registration/ Appointment Booking	<ul style="list-style-type: none"> • Lakshadweep, Chandigarh, and 23 other States/UTs facilitate Online patient registration and appointment booking systems to enhance accessibility to healthcare services
16	Pregnant Women/Child Care Assistance	<ul style="list-style-type: none"> • Gujarat, Assam, and 23 other States/UTs facilitate Online services for pregnant women and child care assistance which provide a more inclusive and accessible platform for accessing government support programs

Online services in the health-related sub-theme represents a transformative shift towards a more accessible, efficient, and patient-centric healthcare system. States/ UTs may provide these services to not only recognize the far-reaching impact these technologies have on the broader goal of promoting social welfare but also enhance the quality of healthcare services for all.

5.6. Key Analysis of Theme: Home Security

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

Key	Sub-theme	Key Observation
17	Complaint Registration/Grievance Redressal/Request Information/Appeal	<ul style="list-style-type: none"> • Sikkim, Arunachal Pradesh and 31 other States/UTs provide online process of registering complaints and addressing grievances which is crucial for maintaining public trust and safety
18	FIR Registration/Request of Copy	<ul style="list-style-type: none"> • Tripura, Assam and 27 other States/UTs provide Online FIR registration or Request of Copy to ensures a prompt response to criminal activities, facilitating faster investigations and justice
19	Fire Safety	<ul style="list-style-type: none"> • Jharkhand, Odisha and 13 other States/UTs provide online clearances for Fire Safety in respect of Handling of Explosives and fire related clearances

20	License Arms and Weapons	<ul style="list-style-type: none"> • Andhra Pradesh, West Bengal and 8 other States/UTs provide licensing of arms and weapons online which helps to control and monitor potentially dangerous items
21	NORI/Foreigner/ Citizenship/Passport	<ul style="list-style-type: none"> • Chandigarh, Assam and 6 other States/UTs provide online services for immigration and citizenship which contribute to national security and facilitate legal processes for foreign nationals
22	Permissions	<ul style="list-style-type: none"> • Rajasthan, Madhya Pradesh and 22 other States/UTs provide Online permission services for Protest, Strike, Procession request, Police Clearance, Exhibition, Mela, Festival, Event, Performance, Loudspeaker, Shooting/Cinematography, NOC, Petrol Pump, Meet Prisoners/Access Prisoner Details, etc,
23	Report to Police	<ul style="list-style-type: none"> • Haryana, Maharashtra, and 24 other States/UTs provide a platform for citizens to report incidents like Missing Person Registration, Lost Item, Lost Vehicle, Report Accident, Citizen Tip, Mobile blocking
24	Traffic Violation/Challan Payment	<ul style="list-style-type: none"> • Rajasthan, Tamil Nadu, and 5 other States/UTs provide online traffic violation and Challan payment services contributing to road safety and efficient law enforcement
25	Verification	<ul style="list-style-type: none"> • Odisha, Chhattisgarh, and 17 other States/UTs provide online verification such as, Police, Employee, Landlord, Tenant, Domestic help, Character Certificate/Document Attestation, Private Security Agency, Guard, etc.

States/ UTs may provide these services to achieve saturation and contribute to enhancing home security and public welfare.

5.7. Key Analysis of Theme: Specific Social Groups

The Key observations on four distinct sub-themes of citizen-centric e-services under the **Specific Social Groups** theme are mentioned below:

Key	Sub-theme	Key Observation
26	Certificate/Register for Disability, Senior Citizen, Ex-Servicemen, and Widow	<ul style="list-style-type: none"> • J&K, Uttarakhand and 18 other States/UTs provide online issuance of certificates and registration for disability, senior citizens, ex-servicemen, and widows which is essential for efficient and streamlined social welfare administration
27	Education Scholarship/ Assistance and Student Accommodation	<ul style="list-style-type: none"> • Mizoram, Sikkim and 30 other States/UTs provide online services related to education scholarships and student accommodation that play important role in promoting inclusive education and providing financial support to deserving students
28	Financial Aid/ Assistance (For PWDs/Widows/ Destitute Children/ Backward Classes/Other Minorities, etc.)	<ul style="list-style-type: none"> • Manipur, Goa, and 29 other States/UTs provide online provision of financial aid and assistance to various demographic groups which is crucial for addressing economic disparities and promoting social equality. It allows for a more targeted and efficient distribution of resources
29	Pension	<ul style="list-style-type: none"> • Ladakh, Nagaland, and 28 other States/UTs provide online pension related services which are integral for providing financial support to senior citizens, widows, and other eligible individuals

States/ UTs may provide these services to achieve saturation and to contribute to transparent and accountable governance, ensuring that social welfare benefits reach the intended recipients in a timely and targeted manner.

Note: The aforementioned Key Analysis of various themes is based on e-services mapped under Social Welfare (including Health, Agriculture & Home Security) sector that are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 05/11/2023. The department has categorised the mentioned e-services into various Social Welfare (including Health, Agriculture & Home Security) specific themes.

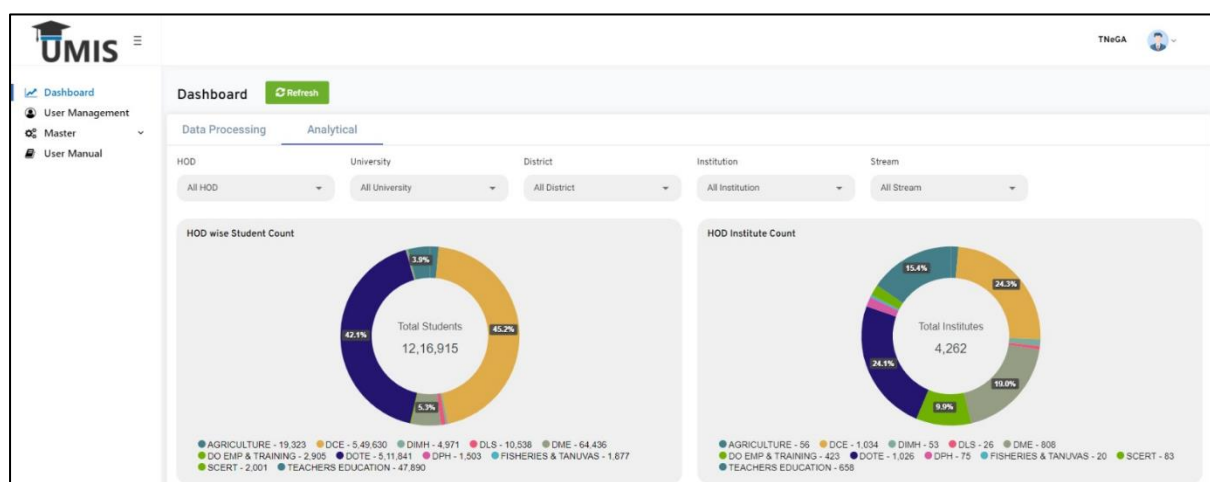
6. Best Practices

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	Single Window Platform	Tamil Nadu	UMIS
2	Single Window Platform	A&N Islands	Urja Pay
3	Integrated Service Delivery	Assam	Ease of Doing Business

6.1. University management information system (UMIS)



<https://umis2.xenovex.com/>

Tamil Nadu provides a single window platform UMIS (University management information system) like EMIS, for all the higher education institutions. It helps to maintain student's information, courses, etc. in a single portal and enables them to integrate with other platforms like scholarship portals. It acts as a single source of unified data of students, pursuing higher education in the state in a single database.

UMIS collects and manages student data from all universities in Tamil Nadu, ensuring a comprehensive higher education profile

Institutions access UMIS through a login to verify and confirm the accuracy of uploaded student information, promoting data integrity

UMIS encompasses detailed profiles for both students and staff, including personal details, addresses, contact information, and other specific data, facilitating thorough record-keeping

Employs molecular barcoding for error correction and increased sequencing accuracy, enhancing the reliability of data in the system



22,88,813

Number of Students



10,48,644

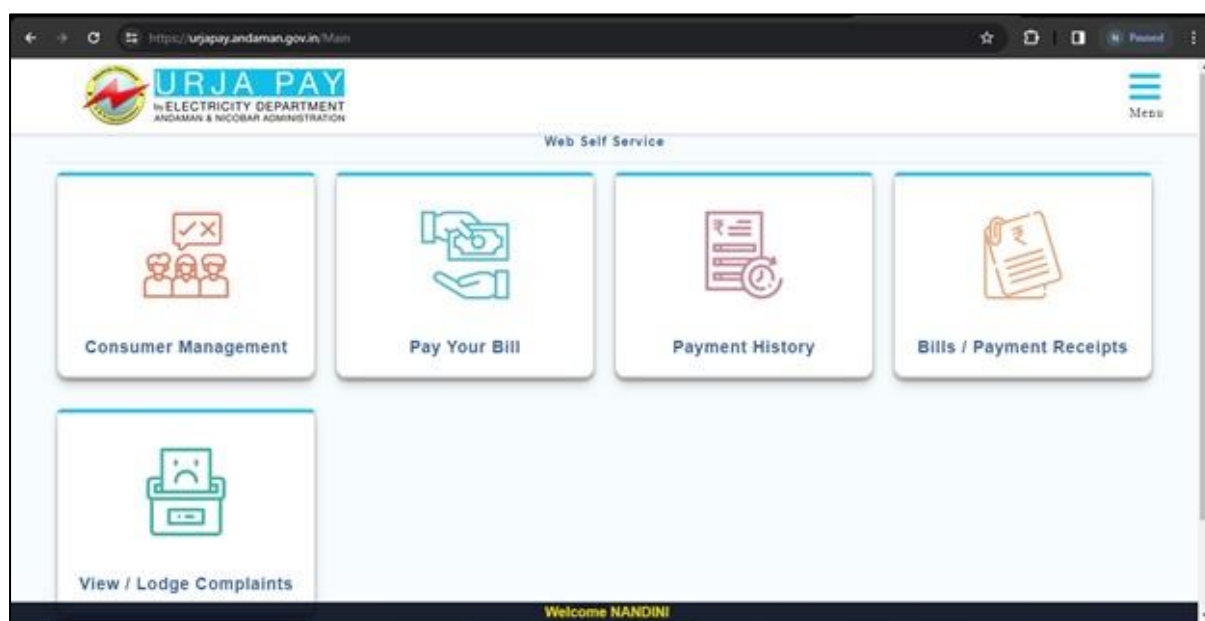
Student Data in Review



12,16,985

Student Data Approved

6.2. Urja Pay






<https://urjapay.andaman.gov.in/>

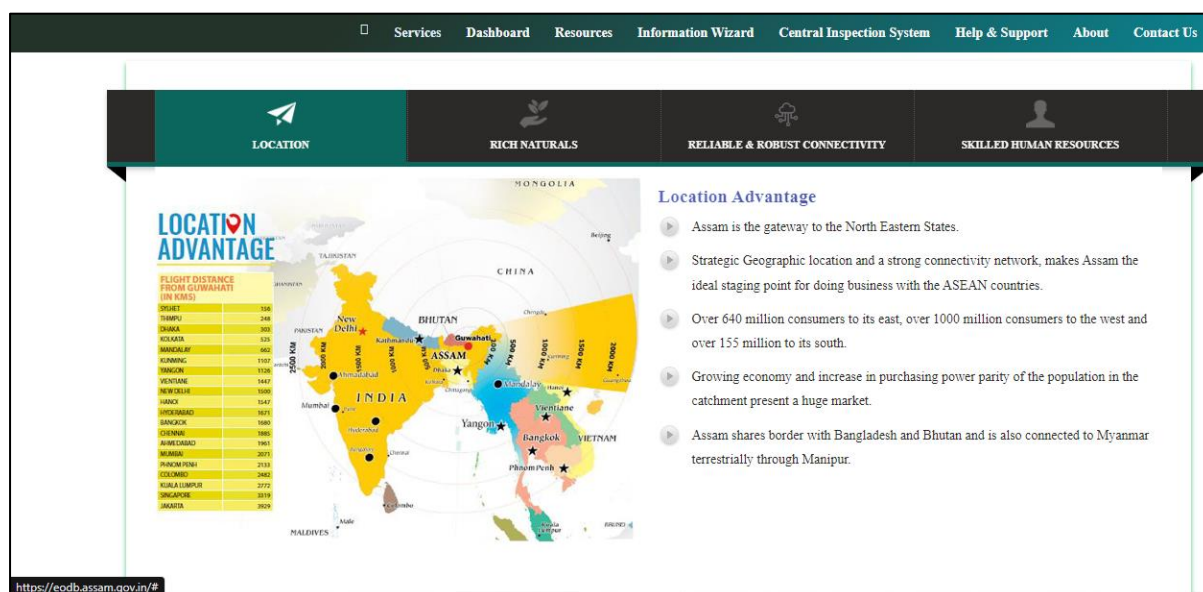
Urja Pay, launched in September 2020 during the COVID-19 pandemic, streamlines the monthly electricity bill payment process for Electricity Department, A&N Islands (EDANI) in South Andaman and North & Middle Andaman District. Catering to all consumer categories, including Domestic, Commercial, and Industrial, the mobile-friendly application integrates with the BharatKosh payment gateway, enabling users to pay bills via Credit/Debit Cards, UPI, and 150+ Net Banking options.

97% rise in transactions and 162% increase in payments, showcase growing popularity and effectiveness among Islanders.

Quick Pay Option	Quick Bill Access	Consumer Management	Secure Registration Process
Bills/Payment Receipts	Payment History Tracking	Complaint Registration and Resolution	Messaging Alert

 Rs.38,54,45,115/- Payment received from Jan 2023 to 07.11.2023	 24,851 Registered User	 2,80,235 Transaction from Jan 2023 to 07.11.2023
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6.3. Ease of Doing Business Portal



<https://eodb.assam.gov.in/>

The Assam Ease of Doing Business portal aims to create a platform for providing best support towards the prospective and existing business community in the state and drives forward the State's vision of prosperity for all -by employing technology, innovation, inclusivity and sustainability as key factors for development. It provides objective measures of business regulations. The Assam EODB Portal considers aspects like system usability, system flexibility and system adaptability by the user. More than 21 departments are present in the portal to avail services. The portal has covered important parameters of the NeSDA framework viz Accessibility, Content Availability, Ease of use, Information Security and Privacy.

Availability of copyright statements on the Portal

The portal highlights its previous years' performance against the set target of SD

Availability of Statistics about website usage by users (no. of visitors)

State publish outcomes of each E-Participation/ e-Consultation online

Chatbot service available on the portal to assist the users



1,62,826

New CAFS Registered



1,61,076

Approved CAFS



2,90,134

Services Applied for

7. Role of Right to Service Commission in e-Service Delivery

7.1. Meghalaya Right to Service Commission

The **Meghalaya Right to Public Services Act, 2020** was enacted by the State to guarantee citizen's right to time-bound delivery of notified citizen-related services from Government offices. The Meghalaya State Public Services Delivery Commission was set up to oversee, monitor and regulate the implementation of this Act and the **Chief Commissioner was appointed in October 2021**.

At the time of its inception, there were only 81 Services across 26 departments / offices notified under the MRTPS Act, 2020 of which 72 services were online. The Commissions' mission is to ensure that more citizens services be brought under the purview of the Act and all such services are made online in order to increase efficiency, transparency and public accountability. With this vision in mind, the Commission developed its own **Integrated Web Portal** www.mspsdc.meghalaya.gov.in which was launched on 15th July, 2022. Since then, the number of notified services has increased to 147 services (155 sub-services) and the number of online notified services increased to 121. The balance 34 services will be made online soon.

The Web Portal of the Meghalaya State Public Services Delivery Commission follows the India Enterprise Architecture principles and Digital Services standards including **NeSDA standards** and has been designed to provide maximum convenience to citizens.

The vision of the Commission is to bring all citizen-centric services under the purview of the Act by March 2026. Towards this vision, the Commission is targeting to have at least 200 citizen-centric services under the Act by March 2024, all of which will be made online. Parallely, high-volume offline services are also being identified to be made into online services and brought under the purview of the Act with the target to reach at least 500 Notified citizen-centric Services by March 2025.

The Commission is confident that all these efforts will surely contribute towards providing timely and effective public services to the people of Meghalaya.

8. Driving Factors of Quality Service Delivery

Assessment of City Portals in NeSDA 2023

As urban populations increase, local governances become more essential to meet citizens' needs. India's Smart Cities mission and the UN e-Government Survey 2022 emphasize the importance of robust city-level e-government for optimizing functions and enhancing quality of life through smart technologies.

NeSDA 2023 framework has been extended to evaluate the maturity of e-Government at the City level by assessing City Portal i.e., the official portal of respective City/Urban Local Body that provides a single window access to the information and links to the services being provided for the citizens and other stakeholders in the city. For City portal assessment, States/UTs are suggested to choose one of the 3 most populous cities in their respective State / UT and provide the URL of the urban local body of the chosen city. The chosen city portals for the assessment are as follows:

#	State / UT Name - City Portal
1	Andhra Pradesh - Vijayawada
2	Arunachal Pradesh - Itanagar
3	Assam - Guwahati
4	Bihar - Patna
5	Chhattisgarh - Bilaspur
6	Goa - Panaji
7	Gujarat - Surat
8	Haryana - Gurgaon
9	Himachal Pradesh - Shimla
10	Jharkhand - Ranchi
11	Karnataka - Ballari
12	Kerala - Thiruvananthapuram
13	Madhya Pradesh - Bhopal
14	Maharashtra - Nagpur
15	Manipur - Not Available
16	Meghalaya - Shillong
17	Mizoram - Aizawl

#	State / UT Name - City Portal
18	Nagaland - Kohima
19	Punjab - Ludhiana
20	Rajasthan - Jaipur
21	Tamil Nadu - Chennai
22	Telangana - Hyderabad
23	Tripura - Agartala
24	Uttarakhand - Dehradun
25	Uttar Pradesh - Mathura Vrindavan
26	West Bengal - Kolkata
27	AN Islands - Port Blair
28	Chandigarh - Chandigarh
29	DNHDD - Daman
30	Delhi - MC Delhi
31	Jammu & Kashmir - Jammu
32	Ladakh - Kargil
33	Puducherry - Pondicherry

The City Portals are assessed on seven assessment parameters, viz., Accessibility, Content Availability, Ease of Use, Information Security & Privacy, Open Government Data, E-Participation and Leveraging Emerging Technologies.

The City Portal Assessment questionnaire is attached in **Annexure 10.3** for reference.

Note: Sikkim and Lakshadweep do not have any Municipal Corporation and hence city portals of these States / UTs have not been considered for NeSDA 2023 assessment. Odisha has not submitted city portal URL details; hence this State has not been considered for NeSDA 2023 assessment.

9. Media Outreach

DARPG
@DARPG_GoI

@DARPG_GoI has released its seventh-in-line **NeSDA** Way Forward monthly report for States/UTs, September 2023!

This report especially features deeper insights and analysis of e-services in the **Finance** sector.

NeSDA -Way Forward
Monthly Report for States/UTs | September 2023
Department of Administrative Reforms and Public Grievances

DARPG
@DARPG_GoI

Digital Empowerment and Efficient Public Service Delivery!

DARPG has released the seventh edition of the NeSDA-Way Forward Monthly Report for States/UTs, which provides a detailed overview of the status of e-services delivery across States/UTs.

e-Governance: Improving Outcome, Ensuring Deliverables!

Highlights: September 2023
NeSDA - Way Forward Monthly Report for States/UTs

- 15,075 e-services are provided across States/UTs, which is an increase of 2.3% (339) services from the August Report
- Maximum e-services (5,731) lie in the sector – Local Governance & Utility Services
- 1,498 out of 2,016 mandatory e-services (56*36 States/UTs) are reported, making saturation at 74%

@DARPG_GoI @DARPGIndia www.darpg.gov.in

DARPG
@DARPG_GoI

Diverse e-Services Transforming the Finance Sector!

With 1,285 e-services, the finance sector is undergoing a significant transformation, making processes simpler and improving access to financial services for everyone.

Improving the Delivery of Citizen-Centric Services! e-Services in the Finance Sector!

- 1285 e-services mapped under the Finance Sector
- 20 types of distinct e-services identified under the Finance sector
- Maharashtra and Telangana lead with 18 types of e-services each

@DARPG_GoI @DARPGIndia www.darpg.gov.in

DARPG
@DARPG_GoI

A significant leap towards streamlined, efficient service delivery!

Jammu and Kashmir, Kerala, Assam, and Odisha lead the way with 100% of their services available through dedicated Single Unified Service Delivery Portals - e-UNNAT, eSevanam, Sewa Setu, and Odisha One.

Measuring the Depth & Effectiveness of e-Governance Service Delivery Mechanisms!

Overview of the Status of e-services and mandatory e-services provided by States/UTs

State	Single Unified Portal	Number of e-services
Jammu and Kashmir	e-UNNAT	1034
Kerala	e-Sevanam	911
Assam	Sewa Setu	452
Odisha	Odisha One	404

@DARPG_GoI @DARPGIndia www.darpg.gov.in

DARPG @DARPG_GoI

Empowering Citizens!

The Government of Punjab's integrated platform – Connect Punjab, offers an easy way to:

- ✓ Apply for services
- ✓ Lodge Grievances
- ✓ Seek RTI's
- ✓ Request Water Connections

#NeSDA #ConnectPunjab #Punjab #eGovernance

NeSDA Way Forward Best Practices
September 2023
Connect Punjab

Seamless Solutions, Digital Convenience: Citizen Services, a Click Away

Features

- Online Status Tracking
- Notifications and alerts through emails and SMS
- Download Digitally Signed Certificates
- Sewa Kendras available for assistance of citizen
- 40 City Centers are present

PMO India and 9 others

DARPG @DARPG_GoI

Streamlining Public Finance for Good Governance in Uttarakhand!

The Govt. of Uttarakhand introduced the Integrated Financial System (IFMS) – a cutting-edge web-based financial management platform.

- ✓ Streamlined Bill Processing
- ✓ Efficient Receipt Management

NeSDA Way Forward Best Practices
September 2023
Integrated Financial Management System (IFMS)

A Cutting Edge Web Based Financial Platform of the Government of Uttarakhand

Benefits

- Real Time Access To Information
- Faster turnaround of treasury transactions
- Citizen centric and dependable service delivery mechanism
- Effective Fund Management
- Monitoring Wage and Means Position
- Monitoring & Controlling Government Liabilities

PMO India and 8 others

10. Appendix

10.1. 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 (%)
J&K	e-UNNAT	eunnat.jk.gov.in	1075	1075	100%
Kerala	e-Sevanam	services.kerala.gov.in	911	911	100%
Assam	Sewa Setu	sewasetu.assam.gov.in	469	469	100%
Odisha	Odisha One	odishaone.gov.in	404	404	100%
Delhi	e-District	edistrict.delhi.gov.in	436	426	98%
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	798	774	97%
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	549	529	96%
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	752	721	96%
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	579	524	91%
Goa	Goa Online	goaonline.gov.in	240	199	83%
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	831	667	80%
Manipur	e-District	eservicesmanipur.gov.in	40	31	78%
Sikkim	Sikkim SSO	sso.sikkim.gov.in	51	38	75%
Haryana	Saral Haryana	saralharyana.gov.in	757	503	66%
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	533	314	59%
Chhattisgarh	e-District	edistrict.cgstate.gov.in	287	147	51%
A&N Islands	e-District	edistrict.andaman.gov.in	239	115	48%
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	768	365	48%
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	446	195	44%
Punjab	Connect Punjab	connect.punjab.gov.in	484	196	40%
Nagaland	e-District	edistrict.nagaland.gov.in	64	24	38%
Ladakh	e-Seva	eseva.ladakh.gov.in	46	13	28%
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	237	66	28%
DNHDD	Single Window Portal	swp.dddgov.in	78	21	27%
West Bengal	e-District	edistrict.wb.gov.in	401	105	26%
Tripura	e-District	edistrict.tripura.gov.in	269	61	23%
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	309	61	20%
Gujarat	Digital Gujarat	digitalgujarat.gov.in	443	81	18%
Puducherry	e-District	edistrict.py.gov.in	247	44	18%
Chandigarh	Service Plus	serviceonline.gov.in	224	39	17%

Himachal Pradesh	e-District	edistrict.hp.gov.in	500	68	14%
Madhya Pradesh	MP Online	mponline.gov.in	1010	109	11%
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	333	8	2%
Lakshadweep	-	-	42	-	-
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	340	-	-
Mizoram	-	-	103	-	-

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 05/11/2023. 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 (

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

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

10.3. City Portal Assessment Questionnaire – NeSDA 2023

#	Assessment Parameters	City Portal Questionnaire	What is Evaluated
1	Access	Is the city portal url provided in this survey also listed in NGSP (https://services.india.gov.in/) portal?	Availability of portal link on National Government Services Portal
2	Access	Availability of feature for users to create personal login on the portal	Availability of users to create personal login
3	Access	Availability of installable mobile applications for providing information and availing services of portal	Availability of Application in Google PlayStore, Apple AppStore, etc.?
4	Access	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi Device Compatibility
5	Access	Does the portal provide help desk/online support/call centre/help line numbers for users?	Availability of information
6	Access	Has the tourist information been prominently linked and visible on the portal?	Availability of information
7	Access	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?	Availability of information
8	Access	Is there any eSurvey / online polls being done on the portal currently?	Availability of information
9	Access	Availability of information about compatible browsers and best screen resolutions	Information about Portal Compatibility
10	Access	Is portal available both in English and local language	Multi Lingual Support
11	Access	Availability of features to enable access to portal for people with visual/audio/motor disabilities	Differently abled accessibility
12	Access	Does the portal support audio and video playing?	The portal should have features to play audio/video within the page (embedded). If only a link is provided and if it re-directs to another site, then that won't be considered.
13	Access	Clear Indication of W3C Compliance of the Portal on the Home page	W3C Compliance
14	Access	Clear Indication Logo of GIGW of the Portal on the Home page	Availability of the logo on the portal/website
15	C-Av	Is the City/State Holiday list provided on the portal?	Availability of information
16	C-Av	Existence of a section providing the list of local body Departments with contact details of government officials?	Availability of information
17	C-Av	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal	Availability of FAQ
18	C-Av	Availability of information of last updated Date-Time stamp on each page of the portal	Information on Time Stamps
19	C-Av	Is last updated timestamp on each page of the portal as of current year	Information on Time Stamps
20	C-Av	Availability of Statistics about website usage by users (no. of visitors/average time spent per visitor etc.)	Availability of Statistics
21	C-Av	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.	Availability of features
22	C-Av	Existence of a separate 'Contact Us' section on the Portal	Presence of a dedicated page for Contact Us

23	C-Av	Presence of a "What's New" section on the portal	What's New Section
24	C-Av	Availability of facility for user to provide feedback/comments	The portal should have feature to comment or give a feedback on/within the page
25	C-Av	Information about results of user feedback/comment	The portal should have the feedbacks/comments posted on/within the page
26	EoU	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?	Same as left
27	EoU	Is portal easy to find in top search engines - use of search engine optimization technique?	The service link should be one among the top 5 search results.
28	EoU	Availability of facility to log Grievances / Complaints on the Portal	Facility to Log Complaints
29	EoU	Availability of multiple portal navigation routes for services and information (E.g. A to Z services Index, city Department wise Service Groups, Service type groups etc.)	Ways in which the services could be availed
30	EoU	Availability of search feature on the portal	Search Feature
31	EoU	Existence of a separate section for Help on the portal	Availability of Help Section
32	EoU	Is the portal available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.	Availability on different end tools
33	EoU	Availability of sitemap of the Portal	Availability of Site Map
34	IS&P	Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.	Security Measures
35	IS&P	Availability of copyright statements on the Portal	Copyright Statements
36	IS&P	Are copyright statements as of current year	Availability of copyright statement on the portal/website
37	IS&P	Is there a disclaimer & privacy policy for user data available online	User Privacy Policy
38	IS&P	Is the portal been assessed by TPA for the online security	TPA Security certification
39	IS&P	Is password recovery & reset facility available for the user	Password Recovery
40	IS&P	Is the user intimated by email/SMS on password expiry, reset, change in password, change in user profile etc.	Password status Alerts
41	IS&P	Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.	Availability of the feature
42	OGD	Does City have a dedicated portal on Open Government Data (OGD)?	Availability of the portal
43	OGD	Is the link of this OGD portal available on the City Portal?	Availability of the link
44	OGD	Has City nominated a Chief Data Officer?	Availability of the Chief Data Officer details on the OGD portal
45	OGD	Has City published datasets on the portal since 1st April 2022 which are accessible to the general public?	Availability of the datasets
46	OGD	Does City provide facility to accept public requests for new data sets?	Availability of the feature
47	OGD	Are the tutorials / guidance / videos for using the OGD portal available on the City/OGD portal?	Availability of the information

48	OGD	Has City organized promotional campaigns / open data app competitions / hackathons to engage with developer community?	Availability of such events on the portal or official tweets / posts on social media / news articles related to hackathon
49	OGD	Does the City provide the facility to download GIS maps / geospatial data?	Availability of the download feature
50	e-Par	Does the City have a dedicated portal / sub-site for E-Participation to invite and obtain public opinion?	Same as left
51	e-Par	Is the link of E-Participation portal available on the City Portal?	Same as left
52	e-Par	Does the City publish outcomes of each E-Participation / E-Consultation online?	Availability of the such evidence on the portal
53	e-Par	Does the City publish a calendar for upcoming E-Participation / E-Consultation activities	Same as left
54	e-Par	Are the tutorials / guidance / videos for using the E-Participation portal available on the City/E-Participation portal?	Availability of the information
55	e-Par	Has city organized promotional campaigns for regarding E-Participation / E-Consultation	Availability of such events on the portal
56	LET	Does the City have a strategy on leveraging Artificial Intelligence	Same as left
57	LET	Does the City have a specific strategy on leveraging other emerging technologies - Block Chain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality, Virtual Reality, 5G, etc.?	Availability of Strategy Document / Note on the portal
58	LET	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Same as left
59	LET	Is AI based Chatbot service available both in English and local language?	Multilingual Support
60	LET	Has the City adopted any other emerging technologies in its service delivery?	Availability of Report / Note on the portal

* Access: Accessibility, C-Av: Content Availability, EoU: Ease of Use, IS&P: Information Security and Privacy, OGD: Open Government Data, e-Par: E-Participation, LET: Leveraging Emerging Technologies

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