



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA - Way Forward

Monthly Report for States/UTs

October 2024

Department of Administrative Reforms and Public Grievances

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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 conduct 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, 17 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, October 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 14th November, 2024.



2. Key Highlights

Status of Implementation

- **17,269**-services are provided across States/UTs
- **Jammu & Kashmir** provides maximum e-services (1164)
- Maximum e-services (**5,502**) lie in the sector – Local Governance & Utility Services
- **1,573** 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** and **Gujarat** 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 (916), Sewa Setu (628)** and **Odisha One (404)**, respectively

Focus on e-Services by Panchayati Raj Institutions

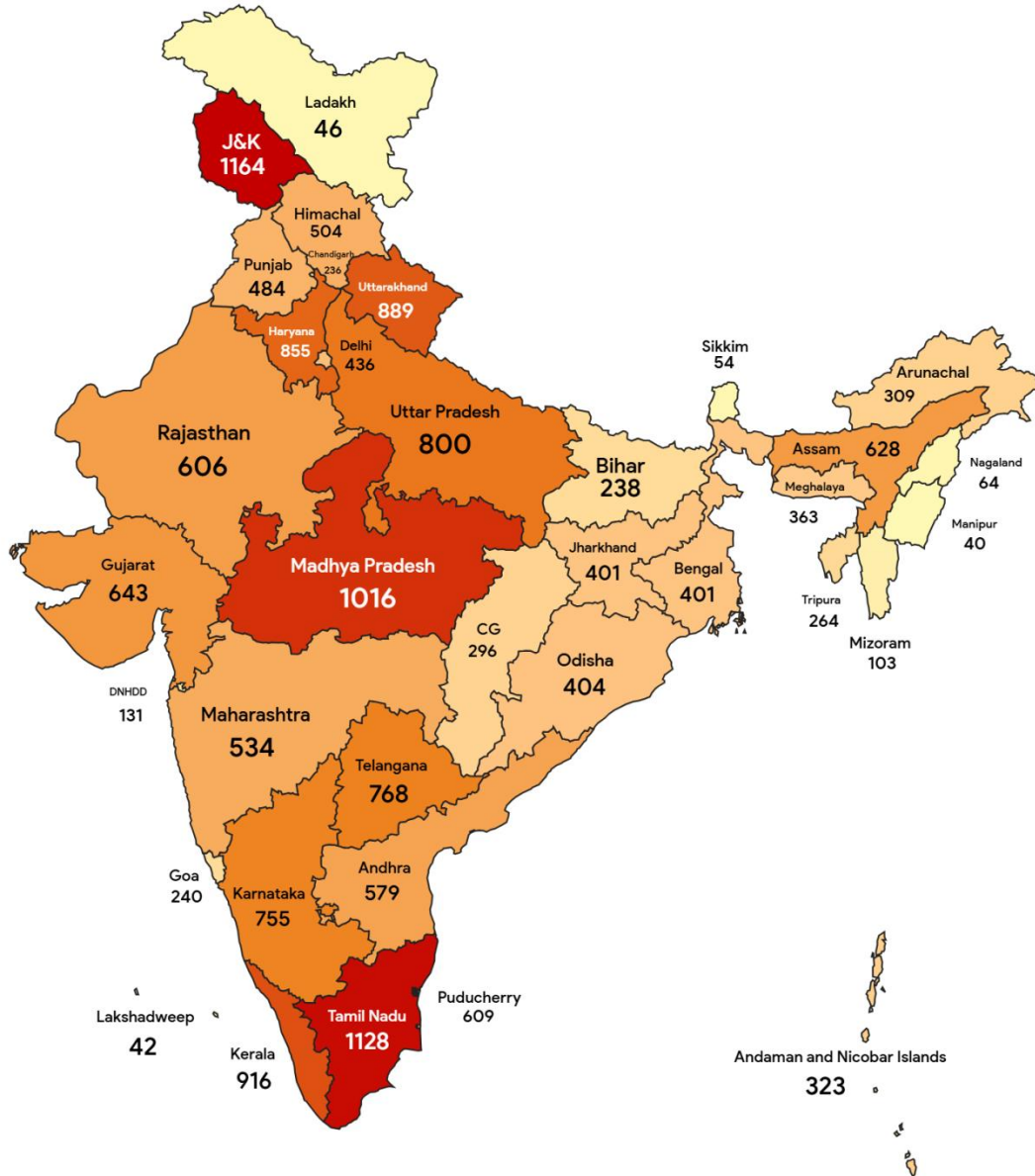
- This edition of Monthly Report highlights the crucial role of Ministry of Panchayati Raj (MoPR) in shaping the **e-service delivery system at the Gram Panchayat level**. It further presents the various initiatives to deepen the service delivery in rural India through Gram Panchayats

Media Outreach

- The report gives highlights of the social media coverage by DARPG with regards to the overall e-Service delivery ecosystem

3. Review of Status of Implementation in States/UTs

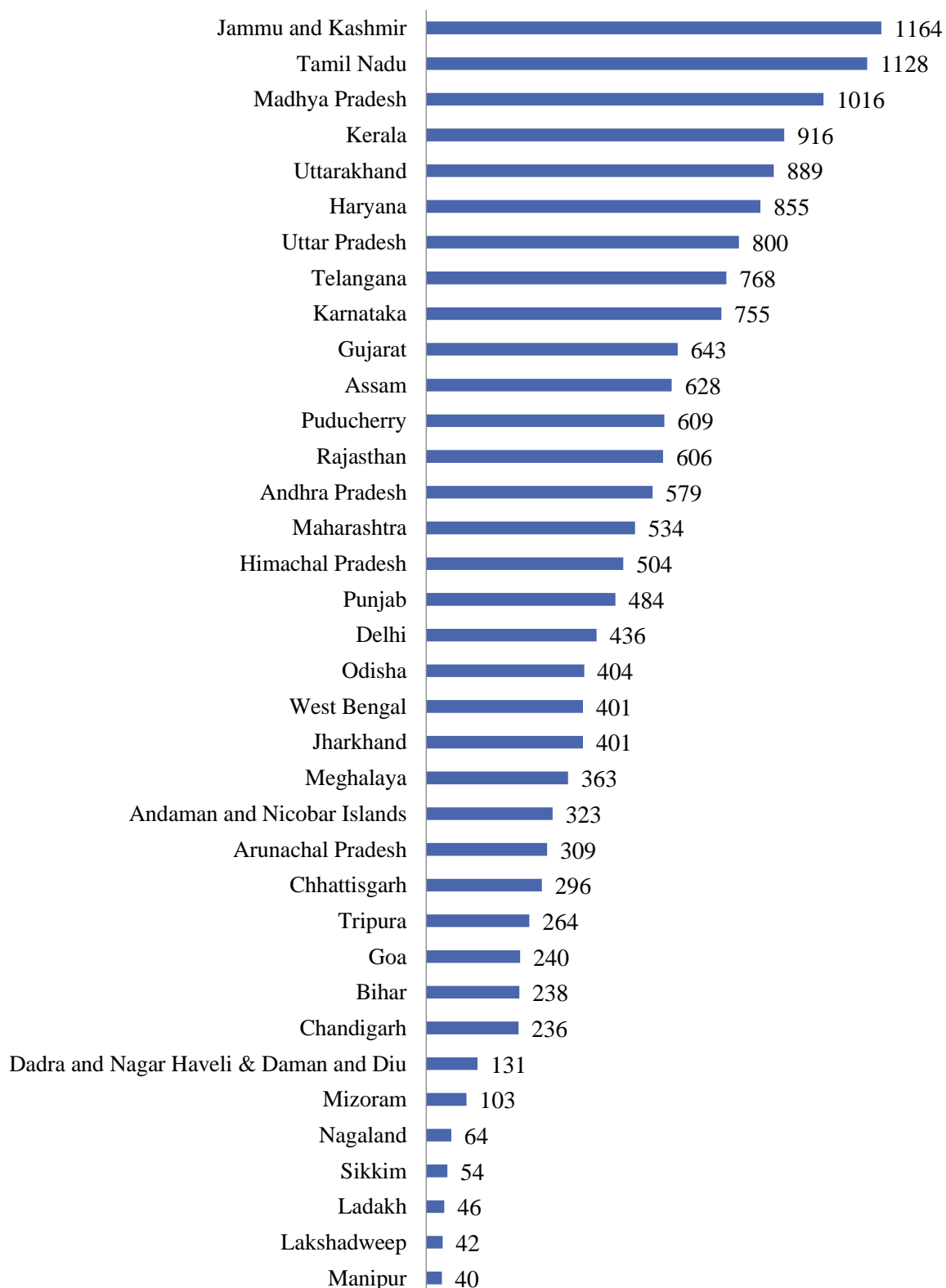
Status of e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Total e-Services
17,269

Note: The aforementioned figures are uploaded by States/UTs as of 14/11/2024.

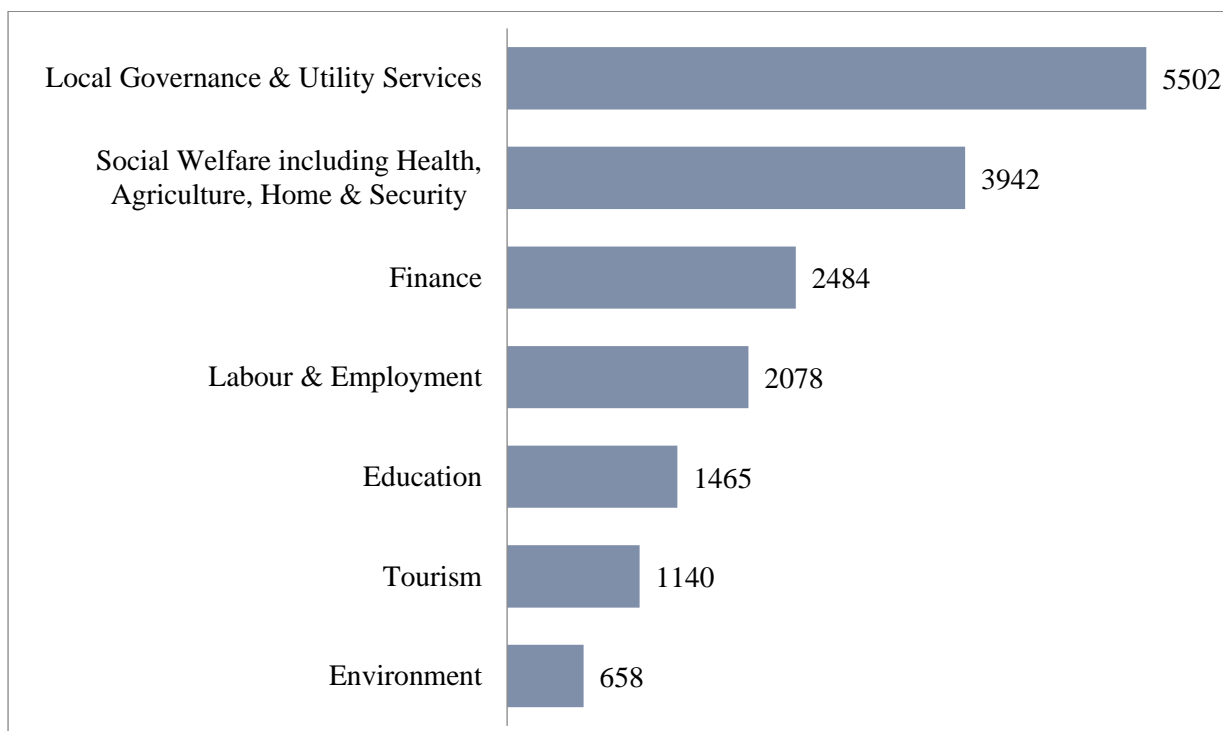
**Status of e-Services
As per inputs on NeSDA – Way Forward dashboard**



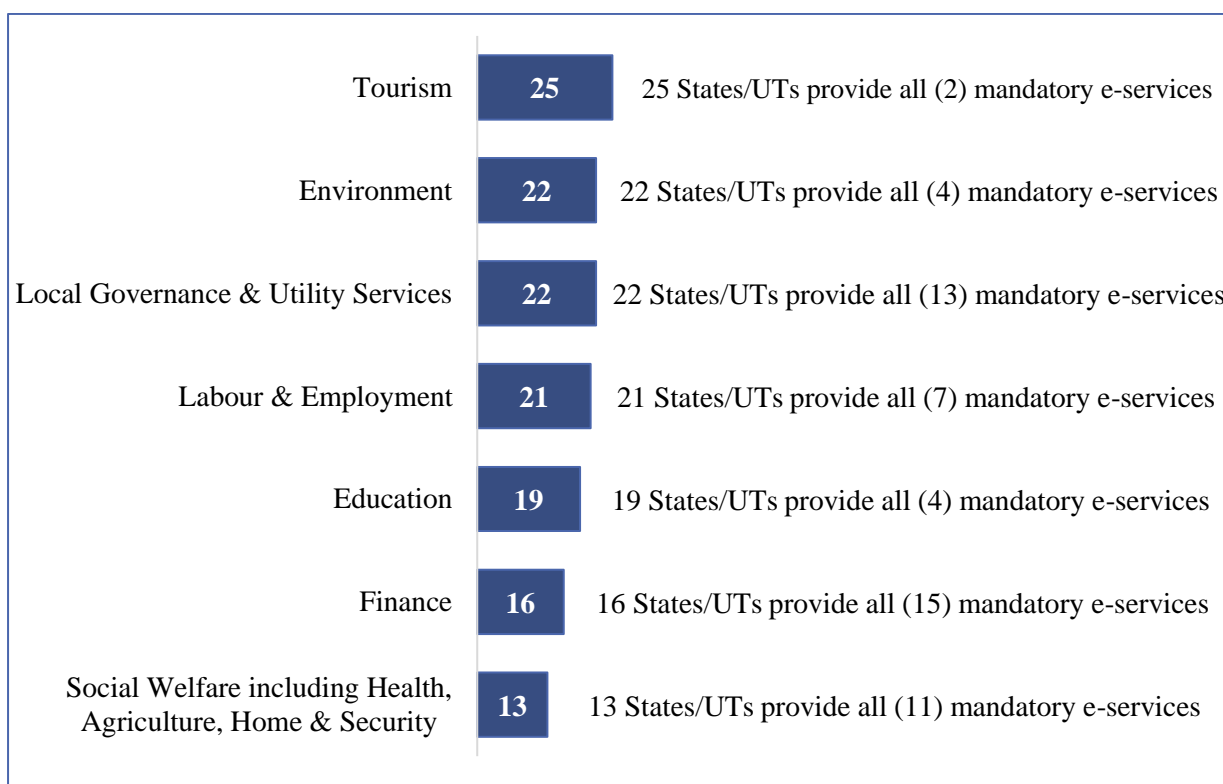
Monthly progress of status of e-services across States/UTs is attached in **Annexure 7.1**.

Note: The aforementioned figures are uploaded by States/UTs as of 14/11/2024.

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

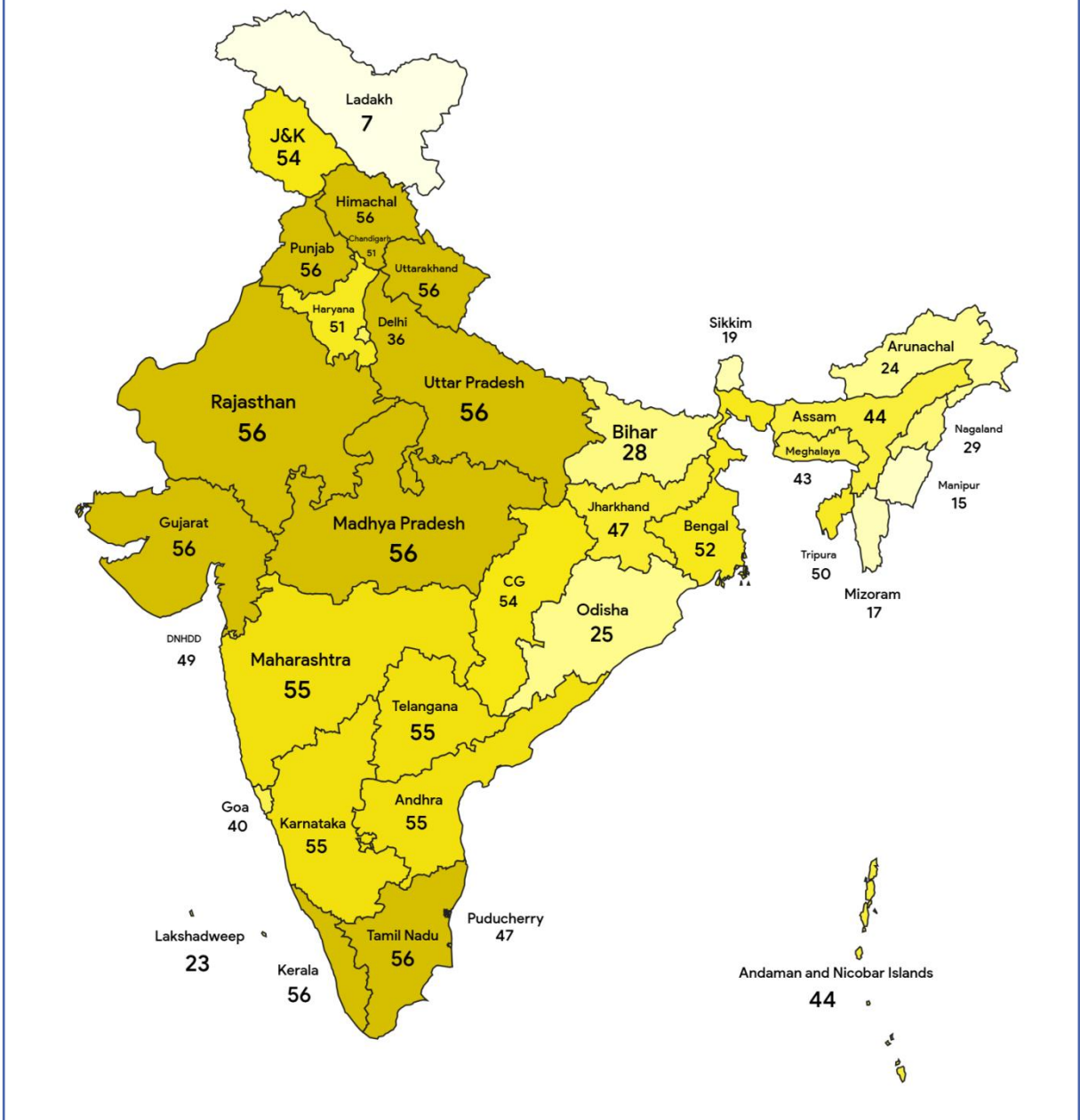


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 14/11/2024.

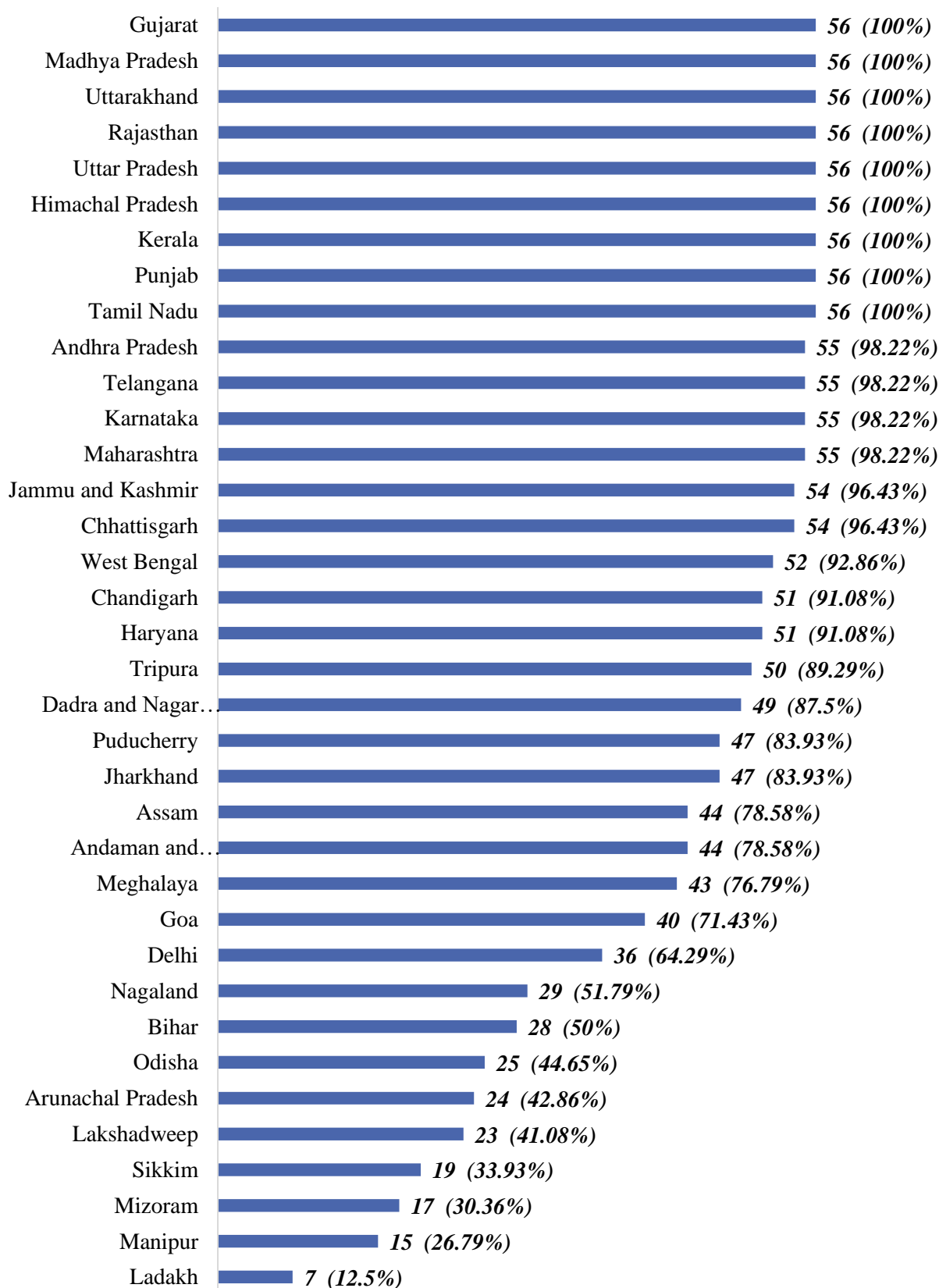
**Status of 56 Mandatory e-Services
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services
1,573**

Note: The aforementioned figures are uploaded by States/UTs as of 14/11/2024.

**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 14/11/2024.

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% (916)
Assam	Sewa Setu	sewasetu.assam.gov.in	100% (628)
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	99% (879)
Delhi	e-District	edistrict.delhi.gov.in	98% (426)
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	97% (774)
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	97% (586)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	95% (721)
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)
Ladakh	e-Seva	eseva.ladakh.gov.in	28% (13)
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
West Bengal	e-District	edistrict.wb.gov.in	26% (105)
Tripura	e-District	edistrict.tripura.gov.in	23% (60)
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)
Gujarat	Digital Gujarat	digitalgujarat.gov.in	14% (90)
Madhya Pradesh	MP Online	mponline.gov.in	11% (109)
Puducherry	e-District	edistrict.py.gov.in	7% (44)
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	2% (8)
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 14/11/2024. 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. Focus on e-Services by Panchayati Raj Institutions

The Ministry of Panchayati Raj (MoPR) plays a crucial role in shaping the e-service delivery system at the Gram Panchayat level. It has been undertaking various initiatives to deepen the service delivery in rural India through Gram Panchayats.

The 73rd Constitutional Amendment institutionalized Panchayats as the foundation of local self-governance in India. As the first point of government contact for a significant portion of the population, Panchayats are vital for driving bottom-up development and ensuring effective and equitable service delivery at the grassroots level. Hence, it is crucial that Panchayats embrace governance reforms that promote good governance practices and that prioritize participation, accountability, transparency, and efficiency.

Recognising the need for improved service delivery and citizen satisfaction, the Model Citizen Charter was introduced in 2021. This initiative seeks to standardize service delivery, set time limits, and establish grievance redress mechanisms, empowering citizens and holding Panchayats accountable, thereby enhancing the overall governance of Panchayats.

In order to further empower Panchayats and enhance service delivery, a nationwide campaign, **"Meri Panchayat, Mera Adhikaar - Jan Sevaayein Hamare Dwaar,"** was launched from July 1 to September 30, 2021, to further emphasize the critical role of Panchayats in providing essential services to the public.

The campaign culminated with the signing of the Mysuru Declaration on November 22, 2021, by 20 states. The declaration aimed to standardize core public services by Panchayats effective April 1, 2022.

With the primary objective to ensure services are delivered promptly and efficiently to rural households, **Digital Transformation** emerges as a crucial component, which refers to

ग्राम पंचायतों को मजबूत करने के साल

नागरिक चार्टर अभियान
"मेरी पंचायत, मेरा अधिकार, जन सेवाएं हमारे द्वार"

यह अभियान दिनांक 01 जुलाई से 30 सितंबर 2021 तक चलाया गया।

अब तक ग्राम पंचायतों के 2.15 लाख से अधिक चार्टर्स को अंतिम रूप देते हुए 27 राज्यों/केंद्र शासित प्रदेशों में 2.32 लाख से अधिक ग्राम पंचायतों ने ग्राम सभा का आयोजन किया है।

इस पर अब तक 20 राज्यों द्वारा हस्ताक्षर किए जा चुके हैं।

@mopr_goi @MinistryOfPanchayatiRaj @ministryofpanchayatiraj @MinistryOfPanchayatiRaj @MinistryOfPanchayatiRaj

transitioning traditional offline services to digital platforms, making them more accessible to rural populations.

In the context of Panchayati Raj initiatives, the following platform emerges as one of the transformative tools to address the citizen centric services in innovative manner:

Panchamitra WhatsApp Chatbot: Karnataka's Efforts in Enhancing Service Delivery

As a significant step to enhance access to information, the Karnataka Panchayati Raj Department introduced the Panchamitra WhatsApp Chatbot which serves as a one-stop solution for accessing public services and real-time information. Key features include:

- Elected Representatives
- Gram Panchayat Staff
- Proceedings of Panchayat's Meetings
- Details of upcoming meetings of Panchayats
- Revenue Collection
- Services (17 Services related to PR Dept.)
- Self Help Groups
- 4 (1) (a) & 4 (1) (b) Documents of RTI



By embracing digital tools, Karnataka is improving service accessibility, reducing bureaucracy, and fostering transparency in local governance.

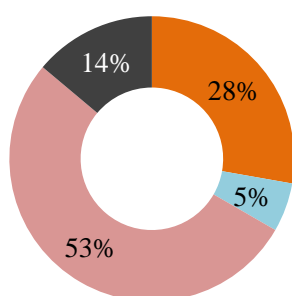
5.1. Status of State-wise provision of Core Common Services

E-governance is revolutionizing the landscape of rural India, transforming the way government services are delivered. Panchayati Raj Institutions play a significant role in ensuring effective service delivery at the grassroots level. As discussed in the previous section of this report, the Mysuru Declaration emphasises on the commitment to deliver core common minimum services through Panchayats.

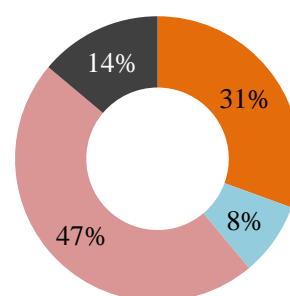
This section provides an overview of the state-wise implementation status for specified services out of the ten Core Common Services identified by the Ministry of Panchayati Raj (MoPR), which correspond to the 56 mandatory e-services specified in the National e-Governance Service Delivery Assessment (NeSDA).

Provision of Core Common Services corresponding to NeSDA identified Mandatory Services* at Gram Panchayat Level in all States/UTs

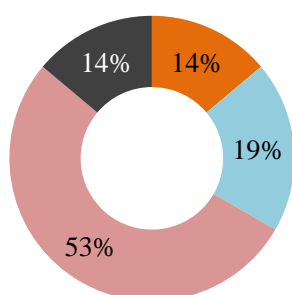
Birth Certificate



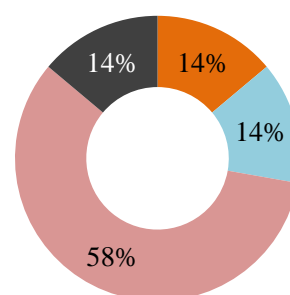
Death Certificate



Residence Certificate



Marriage Certificate



■ Online ■ Offline ■ Not Provided ■ Data Not Available

5.2. Common services delivered at the Gram Panchayat

States	Birth Certificate	Death Certificate	Residence Certificate	Marriage Certificate	Issue of MGNREGA Job Card	Request for work under MGNREGA	Construction Permit	Addition/Deletion of Name in Ration Card	Preparation of New Ration Card	Request to include under the beneficiary list for allocation of food grains under TPDS
AP	Online	Online	Online	Online	Online	Online	Online			
AR			Offline		Online	Online				
Assam				Offline	Online	Online	Offline	Offline	Offline	Offline
Bihar	Online	Online	Online		Online	Online			Online	
Chhattisgarh		Offline	Offline		Online	Online				
Goa	Offline	Offline	Offline		Online	Online				
Gujarat			Online							
Haryana						Online	Offline	Offline		
HP					Online	Online				
Jharkhand					Online	Online				
Karnataka	Online	Online	Online	Online	Online	Online	Online			
Kerala	Online	Online	Online	Online	Online	Online				
MP					Online	Online	Offline			
Meghalaya										
Manipur	Online	Online			Online	Online				
Mizoram										
Nagaland					Online	Online				
Odisha					Online	Online		Online	Online	
Punjab										
Rajasthan	Online	Online		Online	Online	Online				
Sikkim					Online	Online				
Tamil Nadu			Offline	Offline	Online	Online				
Telangana	Online	Online		Offline	Online	Online				
Tripura				Offline	Online					
Uttarakhand	Online	Online			Online	Online	Online	Online	Online	Online
Uttar Pradesh	Online	Online			Online	Online	Online	Online	Offline	Offline
West Bengal		Online			Online	Online	Offline			
A&N Islands	Offline	Offline	Offline	Offline	Online	Offline	Offline	Offline	Offline	Offline
J&K					Online	Online	Offline			
Maharashtra	Online	Online	Offline	Online						
Ladakh			Offline		Online	Online				

State-wise Status of identified core common services delivered at the Gram Panchayat level

6. Media Outreach

Ministry of Panchayati Raj


Driving Digital Inclusion: Panchayati Raj Institutions Lead with Citizen-Centric Service Delivery; Webinar focused on Digital Integration

Karnataka, Gujarat and Kerala Exemplify Digital Governance Innovations in Panchayati Raj

Posted On: 12 NOV 2024 11:41AM by PIB Delhi

A Special Webinar on "Citizen-Centric Services provided by Panchayati Raj Institutions" was held on 11th November 2024 under the National e-Governance Webinar Series (NeGW 2023-24), jointly organized by the Ministry of Panchayati Raj (MoPR) and the Department of Administrative Reforms and Public Grievances (DARPG). The webinar served as a vital platform for discussing the transformative impact of digital solutions in enhancing service delivery in rural India, with special emphasis on creating an inclusive, accessible and citizen centered governance model for rural communities. It saw widespread participation from Gram Panchayats and PRI representatives from across the country.

In his address, Shri Vivek Bhardwaj, Secretary, Ministry of Panchayati Raj, underscored the significant role of digital integration in streamlining rural service delivery. He highlighted the Ministry's commitment to empowering Panchayati Raj Institutions (PRIs) through unified, multi portal solutions that make it easier for rural citizens to access essential services. By integrating various service delivery portals, he noted, PRIs can simplify access, increase efficiency, and foster a modern, responsive rural governance framework. Shri Bhardwaj described this effort as a critical step towards the Ministry's overarching vision of inclusive, sustainable rural development.



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DARPG @DARPG_GoI

DARPG organized a special #Webinar under the #National e-Governance Webinar Series (#NeGW 2023-24) today, showcasing citizen-centric service initiatives provided by Panchayati Raj Institutions @mopr_goi for #excellence in e-Governance.

#DigitalTransformation #eGovEnlightenment #InnovationInGovernance #DigitalGovernance #eGovernanceWebinar



11th November 2024 12 Noon - 01:00 PM

Welcome Address by Shri V. Srinivas, Secretary, DARPG Opening Remarks and C Shri Vivek Bhardwaj,

PMO India and 9 others

9:41 PM · Nov 11, 2024 · 662 Views

Ministry of Panchayati Raj, Government of India @mopr_goi

Shri Alok Prem Nagar, Joint Secretary (Governance), MoPR, presented key insights from the Citizen Charter Campaign of 2021.

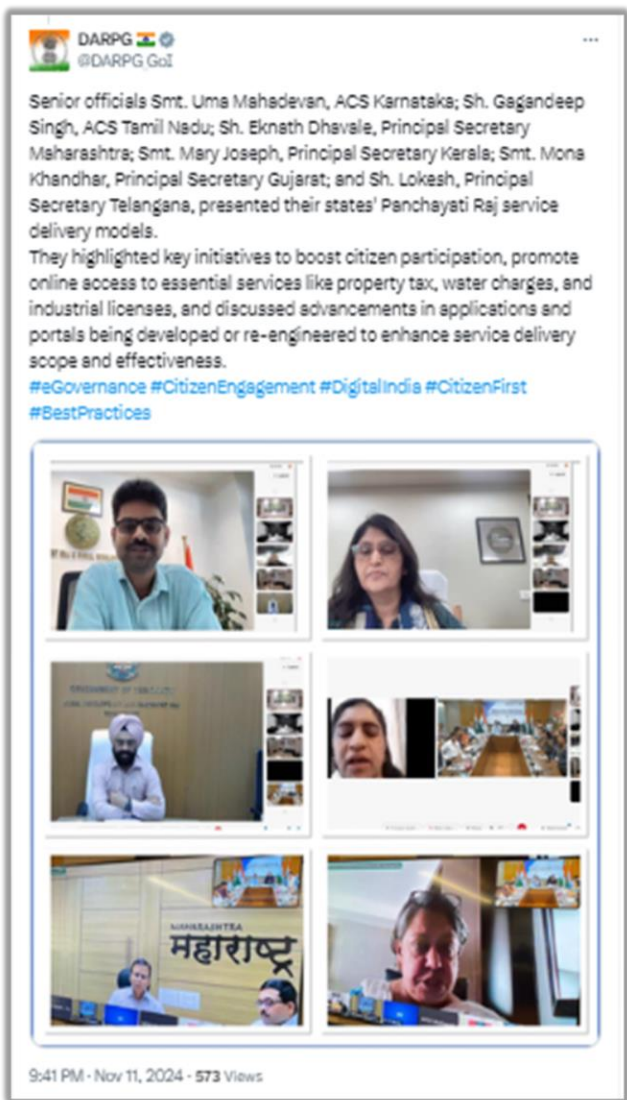
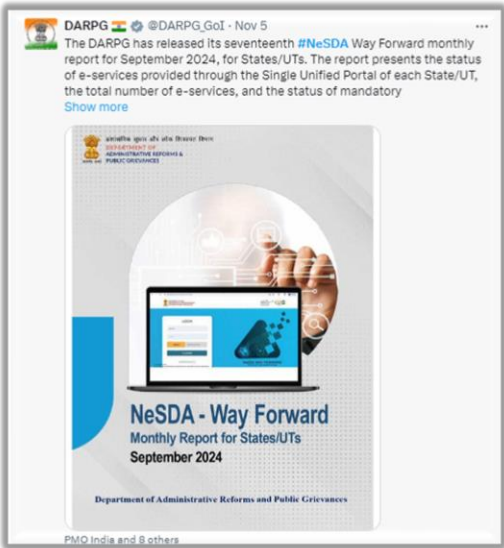
#eGovernance #DigitalIndia #DARPG #MoPR #DigitalGovernance

1/2



Rajiv Ranjan (Lalan) Singh and 9 others

9:49 PM · Nov 11, 2024 · 541 Views



7. Appendix

7.1. 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
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1164	1164	1164
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	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
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916	916
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889	889
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800	800
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768	768	768	768	768
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757	855	855
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755	755	755
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609	609	609
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588	606	606
Maharashtra	150	148	337	441	521	533	533	533	533	533	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
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472	628	628	628
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682	643
Delhi	412	416	416	436	436	436	436	436	436	436	436	436	436	436	436	436	436
Odisha	211	373	383	383	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
Meghalaya	252	217	223	223	249	306	340	363	363	363	363	363	363	363	363	363	363
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396	401
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323	323
AR	34	101	298	298	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
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264	264
Goa	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
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233	236	236
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117	131	131
Nagaland	34	34	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
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46	46	46	46
Lakshadweep	-	-	-	-	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
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

For any suggestions, kindly contact the undersigned:

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Email ID: sarita.taneja@nic.in



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