



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



75
Azadi Ka
Amrit Mahotsav



*Finance
Sector*

NeSDA -Way Forward

Monthly Report for States/UTs | September 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 monthly review meetings and e-governance conferences in which all States/UTs/Central Ministries/Departments participate. 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 September Monthly Report for States/UTs incorporates sector-wise analysis of e-services approach and presents deeper insights into services of *Finance* sector. The report highlights the key themes of e-services in *Finance* sector and the number of e-services provided by each State/UT under each theme.

The common citizen-centric themes of e-services in finance 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, September 2023 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 5th October, 2023.



3. Key Highlights

e-Services

- **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 available, making saturation at **74%**
- **61%** i.e., 22 out of 36 States/UTs have achieved saturation of mandatory e-services in the **Tourism sector**, followed by **Environment sector** with **53%** i.e., 19 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 (1034), e-Sevanam (911), Sewa Setu (452) and Odisha One (404)**, respectively. Saturation Status of Unified Service Delivery Portal is attached in **Annexure 10.1**
- List of **Identified Common Services** is attached in **Annexure 10.2**

e-Services in Finance Sector

- **1,285 e-services** are mapped under the Finance sector
- Identified themes of e-services under finance sector are
 - 486 e-services under ***Registration and Finance related Certificates & Documentation***
 - 373 e-services under ***Financial Facilitation, Revenue Management & Taxation Support***
 - 263 e-services under ***Partnership, Co-operative and Society related***
 - 109 e-services under ***Tender Management***
 - 54 e-services under ***Other***
- **Out of 20 types of distinct e-services identified** under the Finance sector, **Maharashtra (18), Telangana (18)** provide the maximum types of e-services

Best Practices (as reported by States/UTs)

- The **Government of Punjab** has launched an integrated platform **Connect Punjab** (connect.punjab.gov.in) that allows citizens to apply for services, grievances, RTIs and water connection
- The **Government of Telangana** has built **MeeSeva** Portal (ts.meeseva.telangana.gov.in) which incorporates the vision of National e-Governance Plan i.e., *Public Services Closer to Home*
- The **Government of Uttarakhand** has developed an **Integrated Financial Management System (IFMS)** (ifms.uk.gov.in), a cutting-edge web-based financial management platform

Right To Service (RTS) Commission

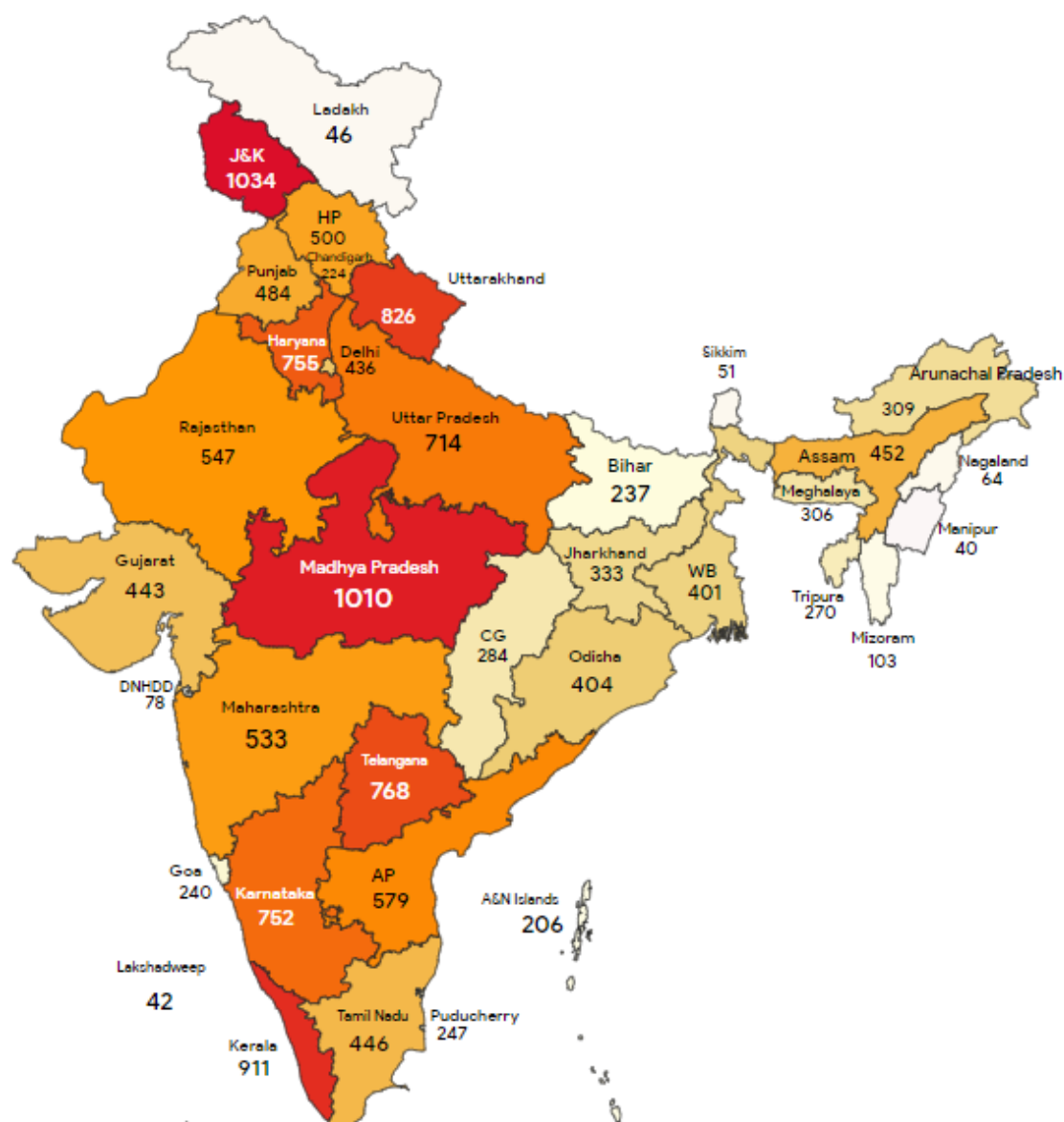
- The **Haryana Right to Service Commission**, with the help of Government of Haryana has leveraged digital platforms such as **Parivaar Pehchan Patra (PPP)**, **Antyodaya Saral**, **Automatic Appeal System (AAS)**, **Harpath mobile app**, **call centres** and invested in **digital infrastructure** and **e-literacy** to enhance public service delivery
- The **Uttarakhand Right to Service Commission** facilitated setting up of State Unified Service Portal – **Apuni Sarkar** and **monitors onboarding of e-services** on the portal. The Commission also recommended **notification of more than 2000 services** and **making all services online**

NeSDA 2023

- Three new additional assessment parameters have been included in NeSDA 2023 framework, namely, **Open Government Data**, **e-Participation** and **Leveraging Emerging Technologies** along with the existing seven parameters, that enhance quality of service delivery

4. Review of Status of Implementation in States/UTs

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



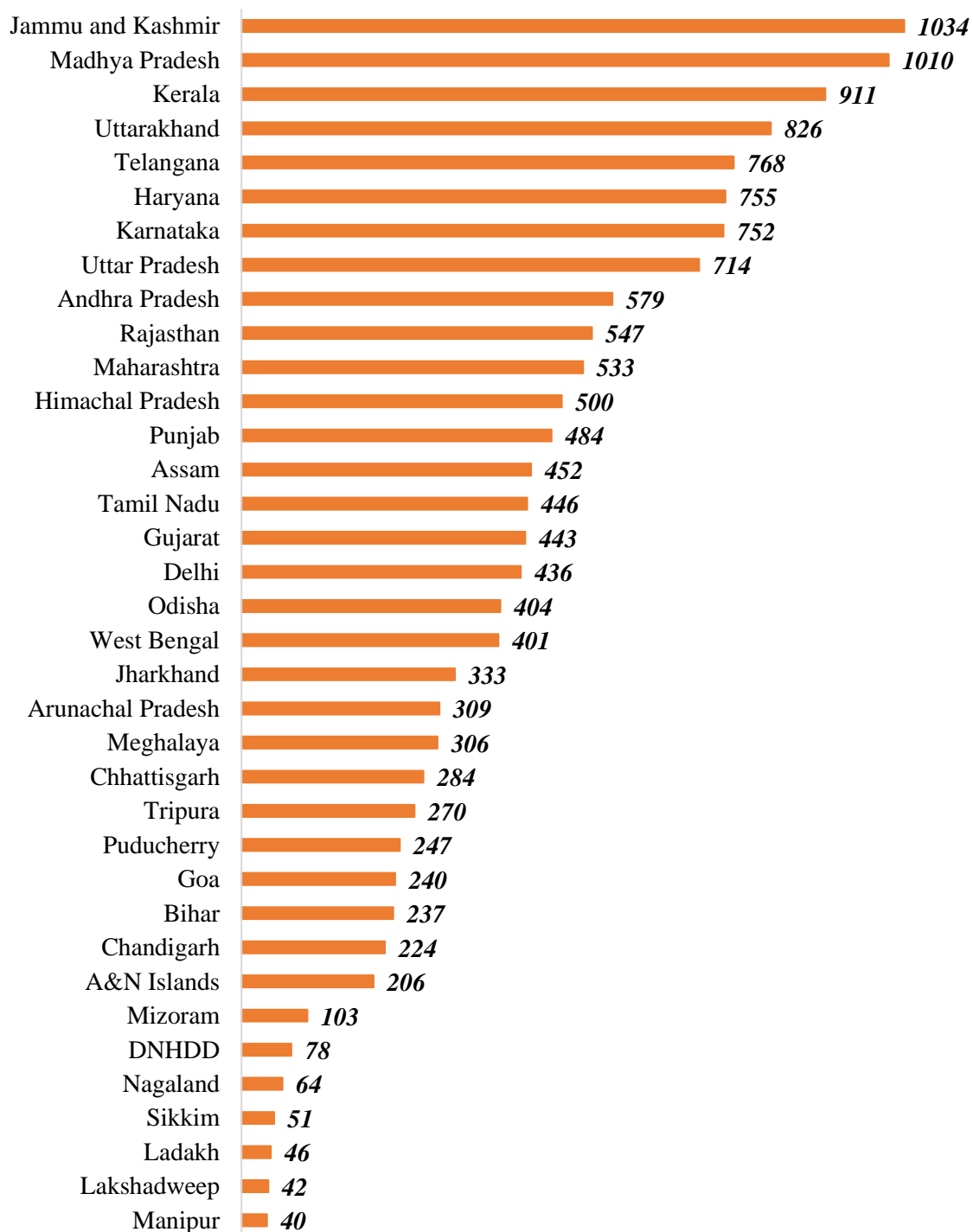
Total e-Services
15,075



Mandatory e-Services
1,498

Note: The aforementioned figures are uploaded by States/UTs as of 05/10/2023.

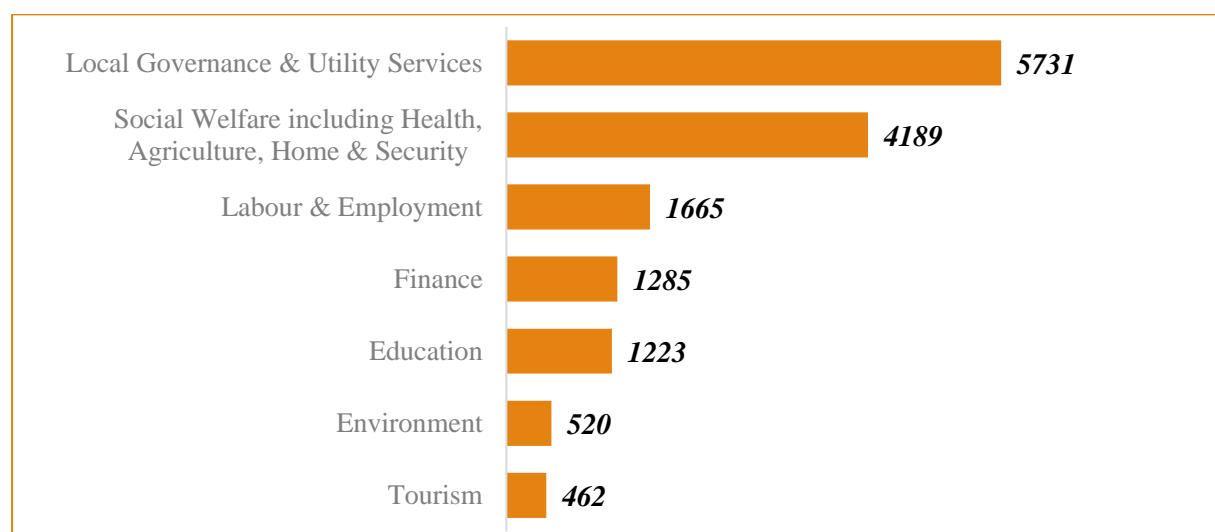
Status of e-Services
As per inputs on NeSDA – Way Forward dashboard



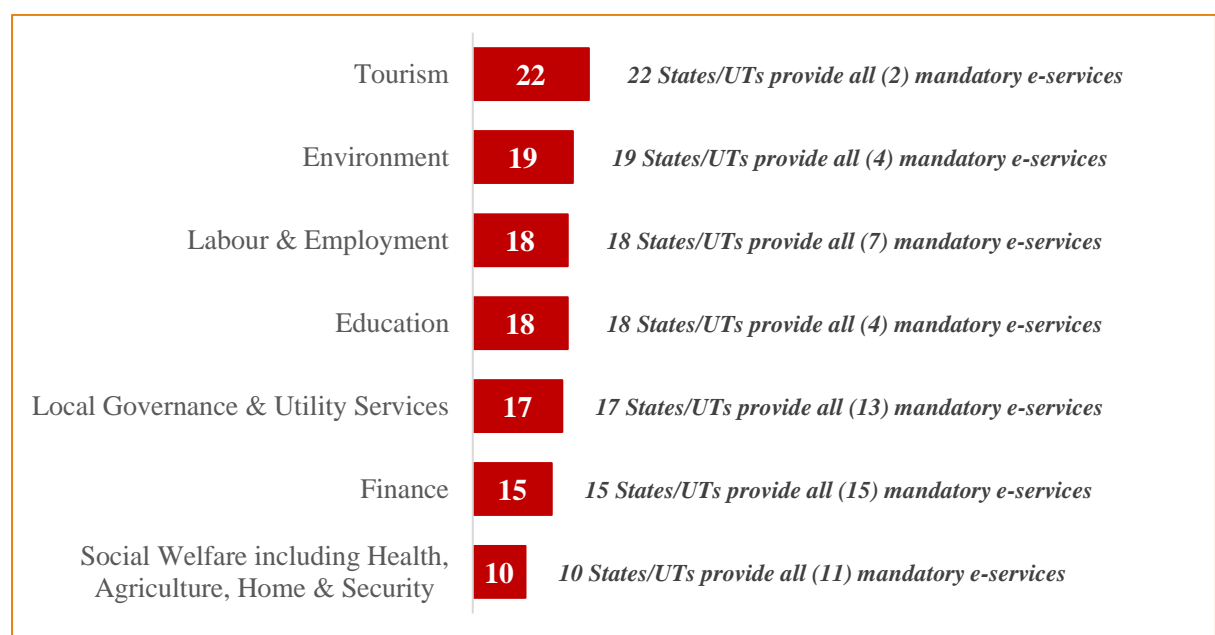
Monthly progress of status of e-services across States/UTs is attached in **Annexure 10.3**.

Note: The aforementioned figures are uploaded by States/UTs as of 05/10/2023.

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

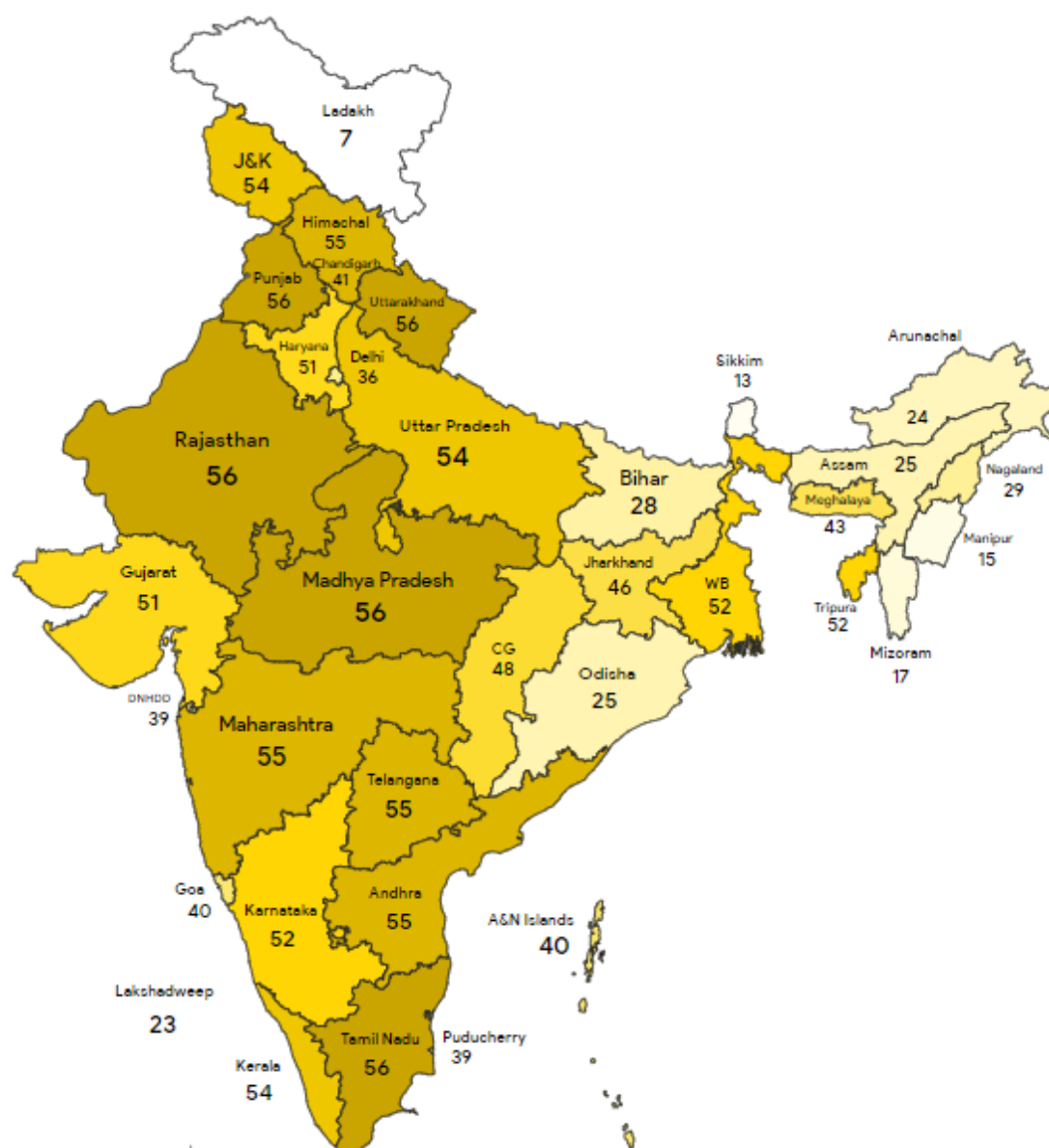


Sector-wise saturation status of mandatory e-services across States/UTs



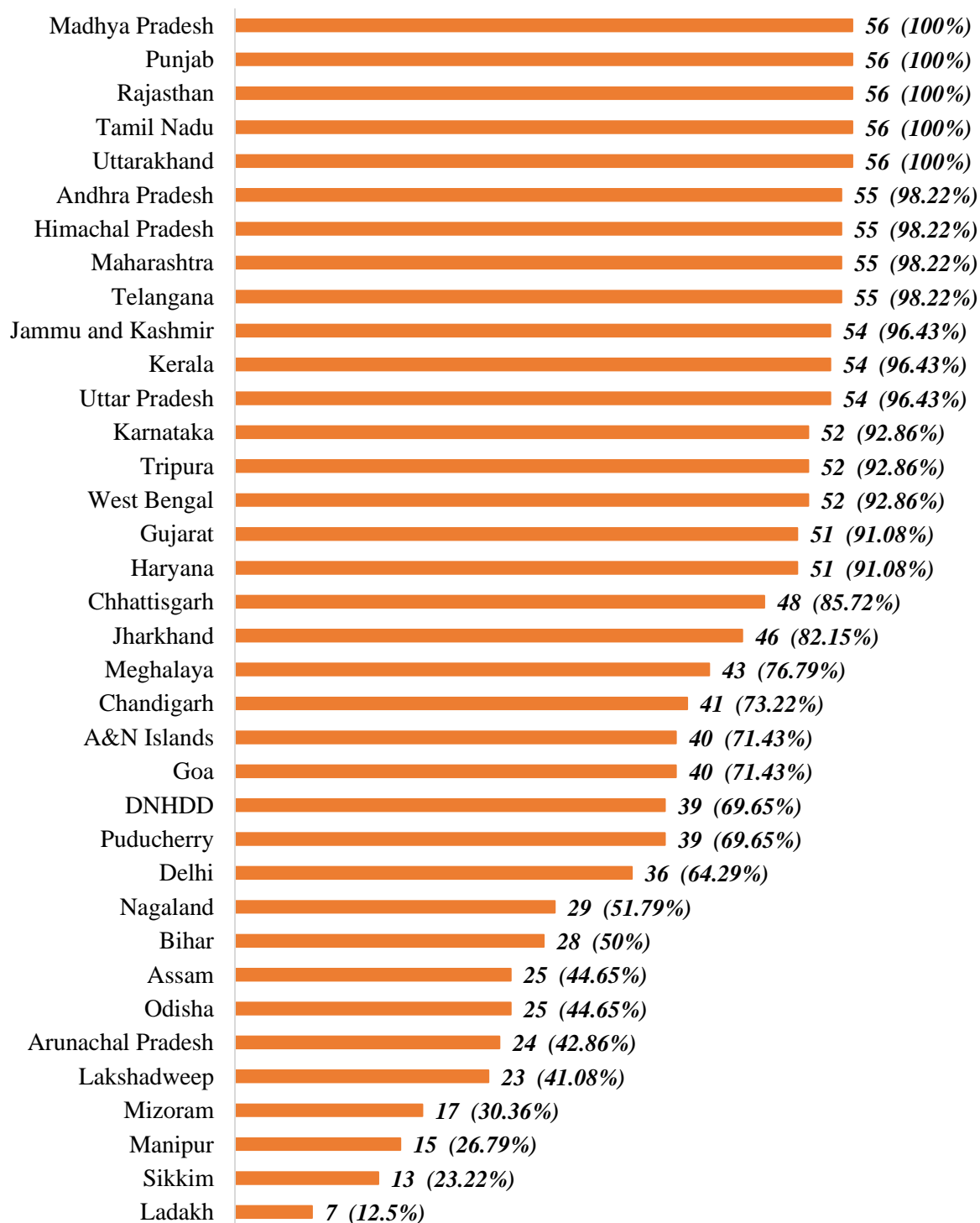
Note: The aforementioned figures are uploaded by States/UTs as of 05/10/2023.

**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 05/10/2023.

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 05/10/2023.

5. e-Services under Finance Sector

Out of the seven identified sectors of NeSDA framework, e-services under the Finance sector play a crucial role in fostering economic growth and ensuring regulatory compliance. Through fair taxation and streamlined regulatory processes, the Finance sector promotes business development and financial inclusion which contributes significantly to the overall economic health and stability of the nation.

The sector-wise analysis aims to assess and compare the e-services provided across all States/UTs in the Finance sector, through identification of citizen-centric themes and highlighting state-specific opportunities to transition offline services to online platforms.

5.1. Identified Common Themes of Services under Finance Sector

Theme	e-Services Included
Registration and Finance related Certificates & Documentation	Certification for Caste & Community, Domicile, Solvency, Income, and Dependency; facilitation for Statutory Forms issuance; management of Marriage, Divorce, Unmarried certifications; handling Revenue Records Mutation, Land Registration, Valuation, Allotment, and Legal processes; and maintaining Records of Rights (ROR) for property and land
Financial Facilitation, Revenue Management, and Taxation Support	Financial Facilitation including e-Return Filing, online payments, salary disbursement, advisory services, and grievance redressal. Revenue Management involves licensing, e-payment, supply chain monitoring, and regulatory compliance. Employee Welfare services encompass GPF, pension management, and grievance mechanisms. Banking services include investment facilitation, lending, and regulatory services. Taxation Support involves registration, compliance tracking
Partnership, Co-operative & Society	Cooperative Society including registration, compliance, financial regulation, and amendments. Legal documentation and regulatory compliance services. Partnership/Business/Property related to registration and document management services
Tender Management	Services involve overseeing the complete cycle of Bidding, Allotment, and Proposal Submission, managing Tender operations, including Evaluation results, Vendor Enrolment, and Payment processes

5.2. List of Themes of e-services under Finance Sector

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

Key	Sub-theme	Theme
1	Property and Land Management	Registration and Finance related Certificates & Documentation
2	ROR (Records of Rights)	
3	Mutation of Revenue Records	
4	Caste & Community Certification	
5	Domicile or Residence Certificate	
6	Encumbrance/Solvency Certification	
7	Income Certification	
8	Issuance of Statutory Forms	
9	Marriage Application, and other Certification	
10	e-Return Filing	Financial Facilitation, Revenue Management and Taxation Support
11	Excise: Licensing and Permit Management	
12	Employee Welfare and Administrative Services	
13	Banking: Investment, Lending / Loan Facilitation	
14	Financial Facilitation	
15	Taxation: Registration, Regulatory Compliance	
16	Cooperative Society: Registration, Financial Regulation	Partnership, Co-operative and Society
17	Legal: Documentation & Regulatory Compliance	
18	Partnership/ Business/ Property: Registration and Document Management Services	
19	Bidding, Allotment and Proposal Submission	Tender Management
20	Tender Management and Vendor Operations	

5.3. State/UT-wise List of Themes of e-Services under Finance Sector

Theme	Registration and Finance related Certificates & Documentation									Financial Facilitation, Revenue Management and Taxation Support						Partnership, Co-operative and Society			Tender Manag ement		Gap
Sub-theme	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
Maharashtra	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y		Y	Y	Y	Y	Y	2
Telangana	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y		Y	Y	Y	Y	Y	2
Jammu and Kashmir	Y	Y	Y	Y	Y	Y	Y		Y		Y		Y	Y	Y	Y	Y	Y	Y	Y	3
Karnataka	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y			Y	Y	Y	Y	Y	3
Kerala		Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y	Y	Y	Y	Y	3
Madhya Pradesh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y	Y		Y	Y	Y	3
Tamil Nadu	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y		Y		Y	Y	Y	3
Tripura	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y			Y	Y	Y		Y	Y	Y	3
Uttar Pradesh	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y		Y	Y	Y	Y	Y	3
Uttarakhand		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y	Y		Y	Y	Y	3
West Bengal	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				Y	Y	Y	Y	Y	Y	3
Himachal Pradesh		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y	Y		Y	Y	Y	4
Puducherry	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y			Y	Y	Y	4
Punjab	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y		Y	Y		Y	Y	Y	4
Rajasthan	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y			Y		Y	Y	Y	4
Goa		Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y		Y		Y	Y	Y	5
Gujarat		Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y		Y		Y	Y	Y	5
Assam	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y					Y	Y	Y	Y			6
Bihar	Y	Y	Y	Y	Y	Y	Y		Y				Y	Y	Y	Y		Y	Y		6
Meghalaya				Y	Y	Y	Y		Y	Y	Y	Y		Y	Y	Y		Y	Y	Y	6
Andhra Pradesh		Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y	Y	Y	7
Chandigarh		Y	Y	Y	Y		Y	Y	Y	Y	Y			Y				Y	Y	Y	7
Chhattisgarh	Y	Y	Y	Y	Y		Y	Y	Y	Y						Y		Y	Y	Y	7
Haryana		Y	Y	Y	Y	Y	Y	Y	Y	Y						Y		Y	Y	Y	7
Odisha		Y	Y	Y		Y	Y	Y	Y		Y	Y		Y	Y			Y		Y	7
A&N Islands	Y	Y			Y	Y	Y		Y		Y		Y			Y		Y	Y	Y	8
Delhi		Y	Y	Y	Y		Y	Y	Y	Y						Y		Y	Y	Y	8
DNH&DD		Y	Y	Y	Y		Y	Y		Y						Y		Y	Y	Y	9
Jharkhand		Y	Y	Y	Y		Y			Y				Y		Y		Y	Y	Y	9
Mizoram				Y	Y		Y			Y				Y	Y		Y	Y	Y	Y	10
Nagaland		Y	Y	Y	Y		Y		Y	Y						Y			Y	Y	10
Arunachal Pradesh				Y	Y	Y	Y		Y						Y	Y			Y	Y	11
Manipur	Y	Y	Y	Y	Y	Y			Y										Y	Y	11
Lakshadweep		Y	Y	Y	Y		Y		Y										Y	Y	12
Sikkim	Y			Y			Y		Y							Y			Y	Y	13
Ladakh																			Y	Y	18

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: Registration and Finance related Certificates & Documentation

Registration and Finance related Certificates and Documentation services ensure transparency, legal compliance, and the facilitation of essential financial transactions. These services serve as crucial tools in establishing the identity, financial status, and legal entitlements of individuals and entities within the purview of the finance sector.

The key analysis of citizen-centric e-services of finance sector on the basis of **Registration and Financial Certificates and Documentation** theme is mentioned below:

Sub-theme	Key Observations
Property and Land Management	<ul style="list-style-type: none">• Assam, Bihar, and 16 other States/UTs provide Property and Land Management services like Land Registration, Land Valuation, Allotment and Certification, Property Information, Legal Processes to maintain updated and transparent record of property ownership, facilitating the valuation and management of land assets, and ensuring legal compliance during property transactions
Records of Rights	<ul style="list-style-type: none">• Andhra Pradesh, Chandigarh and 29 other States/UTs deliver Records of Rights online, aiding in the prevention of property disputes and ensuring the effective management and transfer of land assets
Mutation of Revenue Records	<ul style="list-style-type: none">• Gujarat, Rajasthan, Goa and 26 other States/UTs deliver Mutation of Revenue Records, Transfer of Ownership, Legal Heir Nomination and Compliance to maintain an updated registry of property ownership, preventing disputes, and ensuring the seamless transfer of assets as per legal protocols
Caste & Community Certification	<ul style="list-style-type: none">• Uttar Pradesh, Meghalaya, and 32 other States/UTs provide online Caste & Community Certification, which are instrumental in upholding the rights and privileges of individuals belonging to specific communities, ensuring the enforcement of affirmative action policies and providing a basis for addressing historical disparities

Domicile or Residence Certificate	<ul style="list-style-type: none"> • Jammu Kashmir, Karnataka, Kerala and 30 other States/UTs provide online Domicile or Residence Certificates which serve as proof of residence, enabling individuals to access various state-specific welfare schemes, educational opportunities, & employment benefits
Encumbrance/Solvency Certification	<ul style="list-style-type: none"> • Maharashtra, Telangana and 23 other States/UTs provide online Encumbrance/Solvency Certification, playing a critical role in financial transactions, providing clarity on the financial health and liabilities associated with specific assets
Income Certification	<ul style="list-style-type: none"> • Madhya Pradesh, Tamil Nadu and 32 other States/UTs provide online Income, No-Job, Dependency, No-Earning Member Certification, vital in determining eligibility for various social welfare schemes, subsidies, and financial aids, contributing to the equitable distribution of resources
Issuance of Statutory Forms	<ul style="list-style-type: none"> • Tripura, Uttarakhand and 22 other States/UTs issue online Statutory Forms to simplify the documentation process, ensuring compliance with legal formalities in various financial transactions
Marriage Application, and other Certification	<ul style="list-style-type: none"> • Himachal Pradesh, Puducherry and 30 other States/UTs provide Marriage Application, Divorce, Un-married Certification and Regulation services which are crucial for establishing legal relationships, ensuring the protection of rights, and facilitating the smooth execution of financial and property-related matters

Finance related Certificates & Documentation services within the Finance sector are instrumental in establishing a robust legal framework, promoting financial inclusivity, and fostering a conducive environment for property management and transactions. States/ UTs may provide these services to facilitate smooth operations, minimizing legal complexities, and fostering trust and confidence among stakeholders.

5.5. Key Analysis of Theme: Financial Facilitation, Revenue Management and Taxation Support

Finance sector, focusing on Financial Facilitation, Revenue Management, and Taxation Support includes e-Return Filing, Revenue Management, Employee Welfare and Administrative Services, Banking, Financial Institutions and Taxation.

The key analysis of citizen-centric e-services of the Finance sector on the basis of **Financial Facilitation, Revenue Management and Taxation Support** Theme is mentioned below:

Sub-theme	Key Observations
e-Return Filing	<ul style="list-style-type: none">• Chhattisgarh, Haryana and 25 other States/UTs provide e-Return Filing to simplify the tax process and enhances compliance. Citizens can conveniently file their returns, reducing paperwork and errors
Excise: Licensing and Permit Management	<ul style="list-style-type: none">• Andaman Nicobar, Odisha and 11 other States/UTs provide Excise Management that includes Licensing and Permit Management, e-payment services, Regulatory Compliance, and supply chain Monitoring and Control which ensure legitimate revenue collection
Employee Welfare and Administrative Services	<ul style="list-style-type: none">• Uttarakhand, Tripura and 6 other States/UTs provide Employee Welfare and Administrative Services like GPF, Pension, and Insurance Management, along with grievance mechanisms, are vital for the well-being of government employees
Banking: Investment, Lending / Loan Facilitation	<ul style="list-style-type: none">• Gujarat, Tamil Nadu and 11 other States/UTs provide Banking services that encompass investment, lending, and regulatory functions to facilitate economic growth and investments while ensuring compliance
Financial Facilitation	<ul style="list-style-type: none">• Jammu Kashmir, Mizoram and 17 other States/UTs provide Financial Facilitation for Online Payment, Salary, Financial Regulation, Advisory, and Grievance Redressal Services to cater to various financial needs
Taxation: Registration, Regulatory Compliance	<ul style="list-style-type: none">• Mizoram, Arunachal Pradesh and 13 other States/UTs facilitate taxation services such as Registration Services, Regulatory Compliance, and Tracking and Monitoring which encourage compliance and reduce the tax gap

Services including e-Return Filing, Revenue Management, Employee Welfare and Administrative Services, Banking, Financial Facilitation, and Taxation Support, are essential for the overall well-being of citizens and the economic stability of the state. States/ UTs may provide these services to not only simplify financial processes but also enhance transparency, compliance, and revenue collection.

5.6. Key Analysis of Theme: Partnership, Co-operative and Society

Partnership, Cooperative, and Society Registrations, Regulatory & Compliance services within the Finance sector play a vital role in ensuring the proper functioning of businesses, cooperatives, and societies. These services aim to streamline the registration process, maintain regulatory compliance, and facilitate efficient financial management.

The key analysis of citizen-centric e-services of Finance sector on the basis of **Partnership, Co-operative and Society** theme are mentioned below:

Sub-theme	Key Observation
Cooperative Society: Registration, Financial Regulation	<ul style="list-style-type: none"> Sikkim, Arunachal Pradesh and 27 other States/UTs provide the Cooperative Society's registration, compliance service, financial regulation, and amendments which enables the seamless functioning of cooperative societies
Legal: Documentation and Regulatory Compliance	<ul style="list-style-type: none"> Mizoram, Assam and 7 other States/UTs provide legal documentation and regulatory compliance services the standardize the documentation processes, which contribute to legal clarity and dispute resolution
Partnership/ Business/ Property: Registration and Document Management Services	<ul style="list-style-type: none"> Jharkhand, Dadra and Nagar Haveli & Daman and Diu and 28 other States/UTs provide the registration and document management for Partnership, Business, Property services to provide a stable foundation for businesses and property management

States/ UTs may provide these services to achieve saturation and promote trust, ensure legal compliance, and foster a conducive environment for economic growth and social development.

5.7. Key Analysis of Theme: Tender Management

The management of tenders and procurement services in the finance sector is crucial for ensuring transparency, accountability, and fair competition among vendors.

The key analysis of citizen-centric e-services of finance sector on the basis of **Tender Management** theme is mentioned below:

Sub-theme	Key Observation
Bidding, Allotment, and Proposal Submission	<ul style="list-style-type: none">• Ladakh, Nagaland and 32 other States/UTs provide online Bidding, Allotment, and Proposal Submission services which will lead to increase in participation and enhanced transparency, contributing to a more efficient allocation of projects and resources
Tender Management and Vendor Operations	<ul style="list-style-type: none">• Lakshadweep, Sikkim and 32 other States/UTs provide online Tender Management and Vendor Operations for evaluation of results, vendor enrolment, payment which shows inclination towards adopting comprehensive and standardized evaluation criteria

States/ UTs may provide these services to achieve saturation and to bring in efficient and effective handling of the bidding process, proposal submission, vendor evaluation, and payment allocation, which is imperative for the smooth functioning of financial operations.

Note: The aforementioned Key Analysis of various themes is based on e-services mapped under finance sector that are uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 05/10/2023. The department has categorised the mentioned e-services into various finance specific themes.

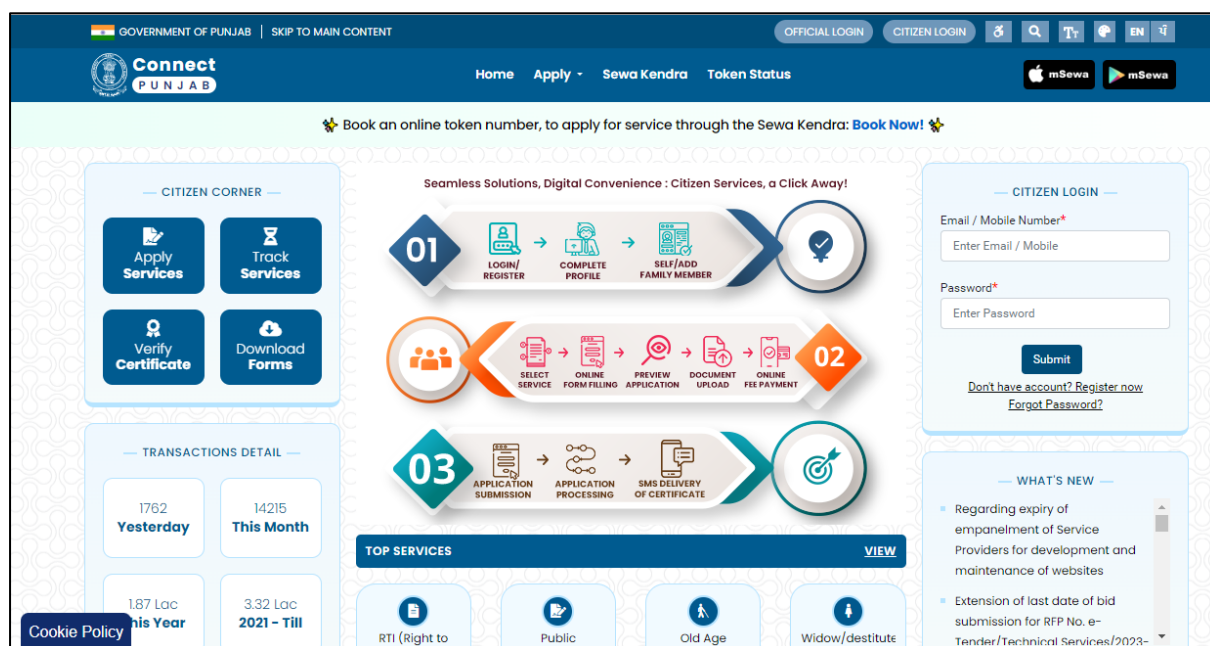
6. Best Practices

A trend has been observed towards integration of portals for citizen service delivery as unified portals for service delivery have been developed by several States/UTs. These provide users a unified access point for a variety of services and lie in the best practices that NeSDA encourages. By seamlessly integrating services across departments or jurisdictions, they provide better governance and service availability. These also help ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also digitally transformed services to enhance ease of doing business at the State / UT level and unified a variety of technologies, both established and emerging, for decision support and development activities.

Unified and seamless delivery of services is a core tenet of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens. Some of the portals that are highlighted in this section for best practices, as reported by the States/UTs are as follows:

S.No.	Theme	State/UT	Initiative Name
1	Integrated Service Delivery	Punjab	Connect Punjab
2	Integrated Service Delivery	Telangana	Meeseva
3	Single Platform for Finance Management	Uttarakhand	IFMS Uttarakhand

6.1. Connect Punjab



<https://connect.punjab.gov.in/>

The Government of Punjab has an integrated platform *Connect Punjab* that allows citizens to apply for services, grievances, RTIs and water connection.

Online Status Tracking

Notifications and alerts through emails and SMS

Download Digitally Signed Certificates

Sewa Kendras available for assistance of citizen

40 City Call Centers are present



~1.5 lakhs
Citizens Registered

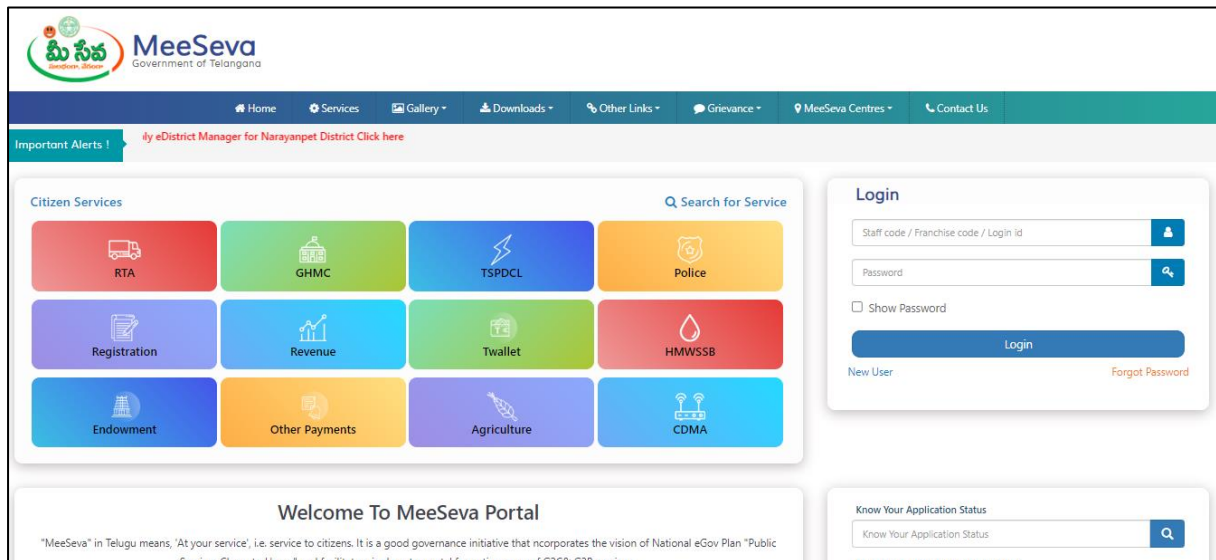


~3.37 lakhs
Transactions Made



~17 lakhs
Certificated Downloaded

6.2. MeeSeva



<https://ts.meeseva.telangana.gov.in/meeseva/home.htm#>

The Government of Telangana has built the *MeeSeva* Portal which means *at your service* in Telugu, i.e., service to citizens. It is a good governance initiative that incorporates the vision of the National eGovernance Plan i.e., *Public Services Closer to Home* and facilitates single entry portal for the entire range of G2C & G2B services.

Currently, 363 online services are available on the portal from 55 departments.

Login/Register	Real-time Dashboard	Track Application Status	MeeSeva Centres
Feedback	Grievance Dashboard	Transactions Record	Latest Updates

 ~4.2 crores Visitors	 ~18 crores Requests Received	 2,108 Centres
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6.3. Integrated Financial Management System (IFMS)

(CARE: Username and password are case sensitive.)

Username*

RMN /Emp No/Aadhar/

Password*

Password

103454

Login

Forgot/Unlock Login Password
Register For Society
Search Society/Firm Details
[Release Session](#)
Download IFMS DSC Signer

e DDO
Drawing and Disbursing Officers means.....
[Read More](#)

e Pension
All type of pensions shall be made through.....
[Read More](#)

e Challan
E-challan means online Government receipts.....
[Read More](#)

e Society
Registrar of Firms, Societies and Chits in.....
[Read More](#)

e HRMS
Human resource management system provides best.....
[Read More](#)

Download IFMS UK Mobile App [GET IT ON Google Play](#)

<https://ifms.uk.gov.in/>

The Government of Uttarakhand has developed an *Integrated Financial Management System* (IFMS), a cutting-edge web-based financial management platform. It facilitates online government bill processing and receipt management. Moreover, it provides comprehensive financial reporting for well-informed decision-making, employing colour coding. In addition to this, the system efficiently handles crucial tasks such as employee onboarding and pension management for a substantial number of pensioners.

It is used by over 67 administrative departments, more than 105 Heads of Departments, and over 4,200 Drawing and Disbursing Officers (DDOs)

The system includes UKosh Portal, which allows taxpayers, citizens, and DDOs to create challans and deposit receipts into the State's Consolidated Fund

It is seamlessly integrated with RBI and various other banks

IFMS Android mobile app is available



1.6 lakhs
Employees



10 lakhs
DBT Beneficiaries



5 lakhs
Vendors

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

7.1. Haryana Right to Service Commission

The Haryana Right to Service Commission, with the help of Government of Haryana, has been a trailblazer in adopting digital technology to enhance public service delivery, making strides towards a more citizen-centric governance model. By leveraging digital platforms, Haryana has significantly improved the accessibility, efficiency, and transparency of its services, thus setting a benchmark for e-governance in India.

Parivaar Pehchan Patra (PPP) program of Haryana aims to create a unique identity for each family across the state. The PPP portal encapsulates the details of every family member, making it a one-stop source of citizen data for the government, which significantly eases the delivery of various services. The Commission has been at the forefront in getting services delivered timely using the database of the CRID (Citizen Resource Information Department).

The **digital infrastructure** in Haryana forms the backbone of its e-service delivery model. Significant investments have been made to establish high-speed internet connectivity across the state, ensuring that the benefits of e-services reach both urban and rural citizens alike. Furthermore, the state has launched comprehensive online portals like **Saral Haryana**, which consolidates over 675 services and schemes from multiple departments into a single platform.

Automatic Appeal System (AAS) was introduced to automatically file an appeal on behalf of an applicant in cases state services face delays in delivery. The integration of this automatic appeal system with the **Antyodaya Saral portal**. This system has substantially reduced service delivery times.

Mobile applications like **Harpath app** are launched that allows citizens to report road repair and maintenance issues directly to the concerned authorities. The Commission monitors the same so that roads in the state remain free of potholes.

The state is focused to foster **digital literacy** and conduct awareness campaigns to educate the public on leveraging these digital platforms. The Commission holds almost all its hearings through video conferences and the citizen from even the economically lowest rungs of the society successfully participate in the same.

The Commission also monitors the **call centres** where citizens' queries get addressed regarding service delivery. Proper records of the conversations and outcomes are maintained, and statistical analysis of the generated data is also done.

7.2. Uttarakhand Right to Service Commission

The Uttarakhand Right to Service Commission held a meeting to review the status of online services, under the chairmanship of the Hon'ble CM on 16th September, 2020. As per the suggestions of the Commission, Unified Service Portal - **Apuni Sarkar** was officially launched in November, 2021.

The Commission follows the Hon'ble PM's vision of *Maximum Governance, Minimum Government*. Given Uttarakhand's difficult topography, it is clear that service delivery must be online to enable people in remote areas to avail of Government services. The services must also be notified under Right to Service Act to make Government officials answerable for delays/refusal of service.

During 2020 to 2021, the Commission analysed the Citizen Charters of State, Government departments (where available), their websites and schemes. It also did the same in respect of other States- analysed Citizen Charters, their notified services, good practices, if any. Once this exercise was over, the Commission held consultation with State Government Departments. After consultations, the Commission, under section 17 of the Uttarakhand Right to Service Act, **recommended notification of more than 2000 services.**

It helps that the Secretary to the Commission in the State also heads the IT department of the State. Further, on the Commission's request, the Secretary to the Commission has also been posted as Additional Director in the Uttarakhand ITDA. This enables the Commission to hold regular discussion with the software development teams and also call departments concerned for discussion, whenever any problem is encountered.

The Commission has also recommended (U/S 17 of the Uttarakhand Right to Service Act) that **all notified services be made online**. Further, status of onboarding of services in the *Apuni Sarkar* Portal is also discussed and monitored in review meetings.

The current status is as follows:

- 353 notified services online in Portal.
- 91 State Government department services online (to be onboarded onto portal)
- 107 Government of India services available online (to be onboarded onto portal)
- 147 notified services in the process of software development/onboarding
- 265 service yet to be up for onboarding.

Hence, 551 services are available online and 147 more will be made online shortly.

8. Driving Factors of Quality Service Delivery

The sections below highlight the status of e-services and provide deeper insights on each assessment parameter of NeSDA 2023 Framework. All States/UTs may focus on the mentioned features, to improve their performance in NeSDA 2023, which may transform the overall e-service delivery landscape of the nation.

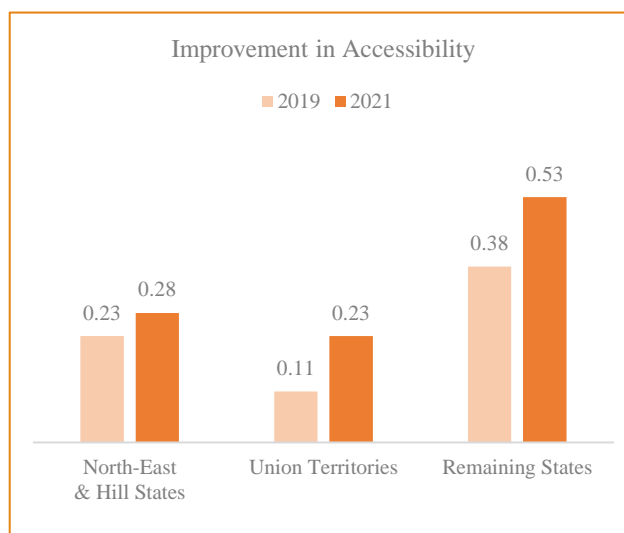
8.1. The Existing Seven Assessment Parameters

NeSDA 2021 study saw an improvement in scores across all 7 parameters – *Accessibility*, *Content Availability*, *Ease of Use*, *Information Security & Privacy*, *End-service Delivery*, *Integrated Service Delivery* and *Status & Request Tracking* for service portals of States/UTs. These improvements were driven by the implementation of NeSDA 2019 recommendations coupled with increased delivery of e-Services and a greater uptake of unified services portals.

The below section **highlights the assessment score of NeSDA 2019 & 2021**, respectively. Also, it provides scope of improvement for each existing seven assessment parameters.

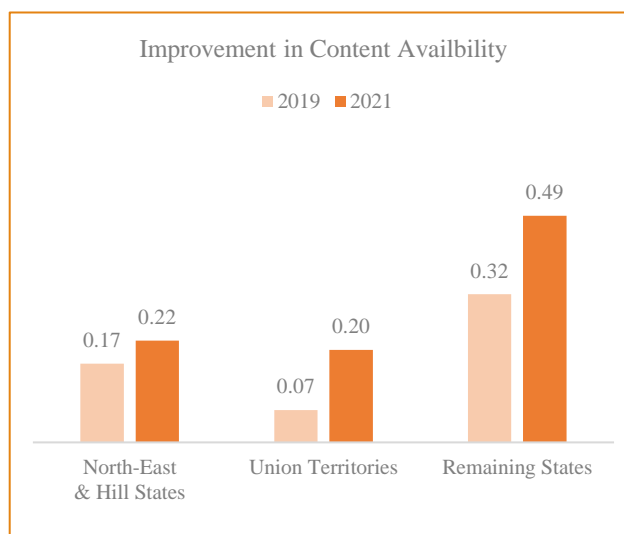
Accessibility

- **Comprehensive Information:** Service details and relevant contact information for seamless access across various channels
- **Simplified Access:** Direct service links, saving citizens the effort of navigating multiple platforms
- **Optimized Mobile Design:** Auto-formatting for convenient access across mobile devices
- **Enhanced Login:** Personalized logins and integrated authentication options like Aadhar and State-level Single Sign-On
- **History Tracking:** Facility to review past services and transactions
- **Increased inclusivity:** Compliance with GIGW standards, multilingual support, and accessibility people with special needs



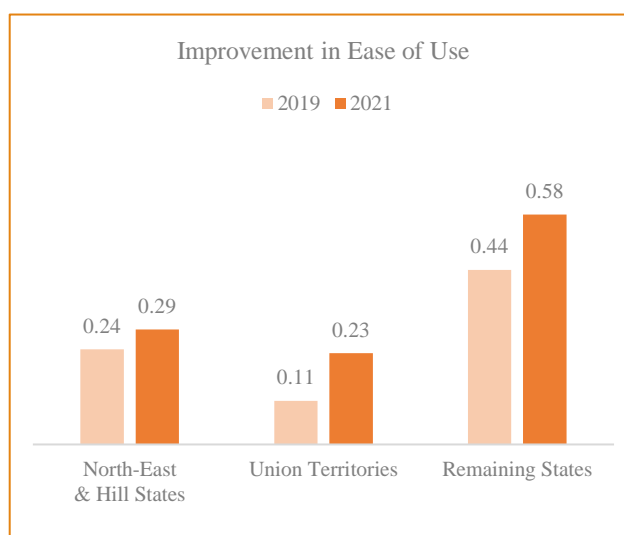
Content Availability

- **Updated Content:** Display last updated timestamps to keep users informed about the freshness of information
- **User Feedback Integration:** Facility to provide comments and feedback on e-Services, enabling prompt and responsive actions
- **Guidance Section:** Help and FAQs section that assists users in availing services effectively
- **Transaction Statistics:** Dimension to assess content quality through transaction statistics, enhancing service evaluation
- **Other Features:** Digital signatures, information regarding availing facilities, results and action taken based on user feedback



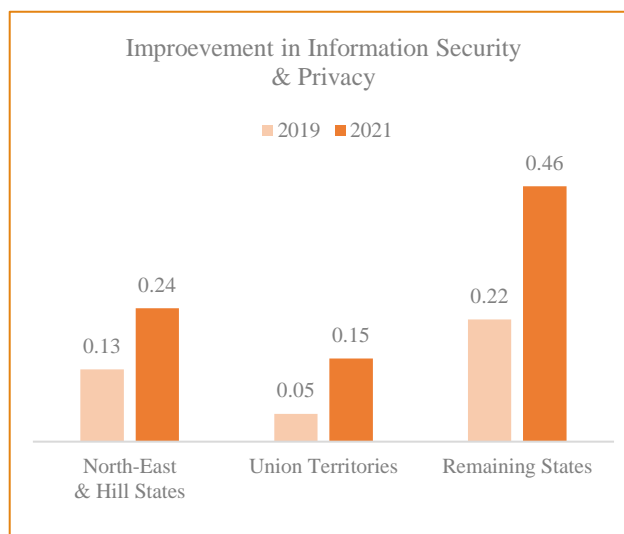
Ease of Use

- **Improved Discoverability:** Easily discoverable websites through top search engines, employing SEO techniques, compatibility with various browsers and front-end tools
- **Efficient Navigation:** e-Services accessible within two clicks from the home page, and a search/filter feature for enhanced user assistance
- **Know-How:** User manuals and defined internal workflows streamline service requests, making it easier for users to access services
- **Advance Features:** Adoption of new-age technologies that enables content based on users' recent activities and interests, while an updated "what's new" section keeps users informed of the latest developments



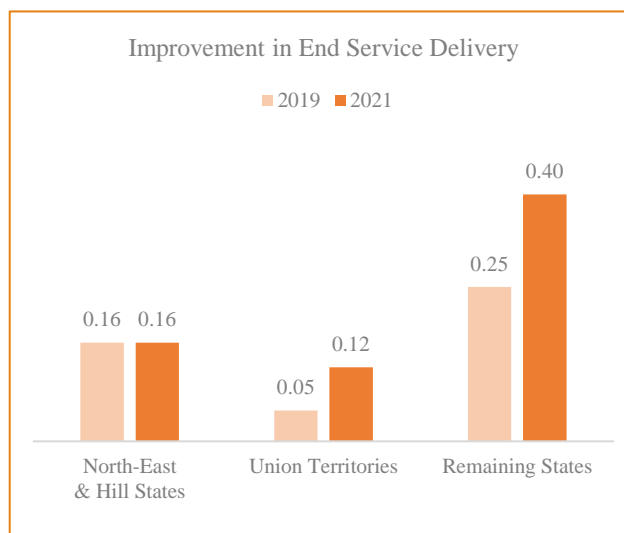
Information Security & Privacy

- **Secure Digital Communications:** Security practices such as https hosting, lock symbol on the browser and symbols for third party security alliances
- **Safeguard Personal Data:** Stringent security controls, in line with the Cyber Security Policy
- **Enhanced User Security:** Multi-factor authentication and email notifications for password changes or expiry
- **Continuous Security Assessments:** Regular TPA assessments to update portal security. Enable e-literacy through tutorials on cyber security awareness to foster self-reliance



End-service Delivery

- **Efficient Output Delivery:** Digitally available e-service outputs as downloadable files or through email, reducing the need for manual processes
- **Transparent Service Timelines:** Defined service delivery timelines on the website
- **Streamlined Service Delivery:** Elimination of manual service delivery. Significant investments made in digital infrastructure



Integrated Service Delivery

- **Faceless Service Delivery:** Submission/verification of services without any physical visits, paperwork and human intervention

- **Integrated Payment Gateway:**

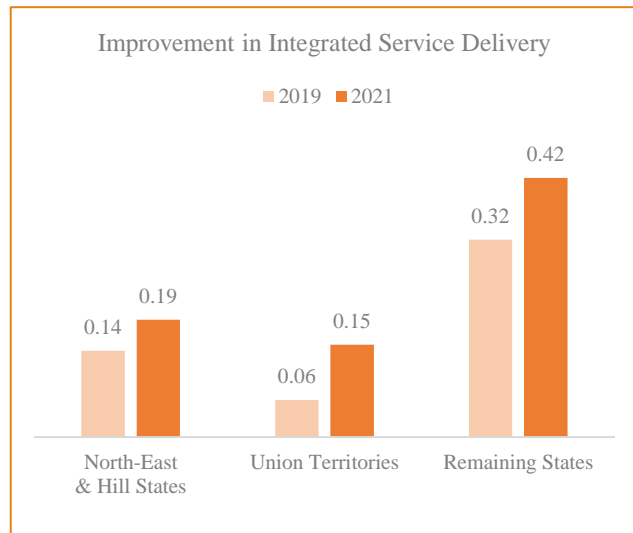
Integration of various payment methods to ensure seamless payment for e-services

- **Integration with Digital Lockers:**

Linking citizen services with digital lockers to facilitate a higher uptake of e-services

- **Monitoring Dashboard:**

Auto-population of content and automated calculations on dashboards by integrating with relevant departments and data sources



Status & Request Tracking

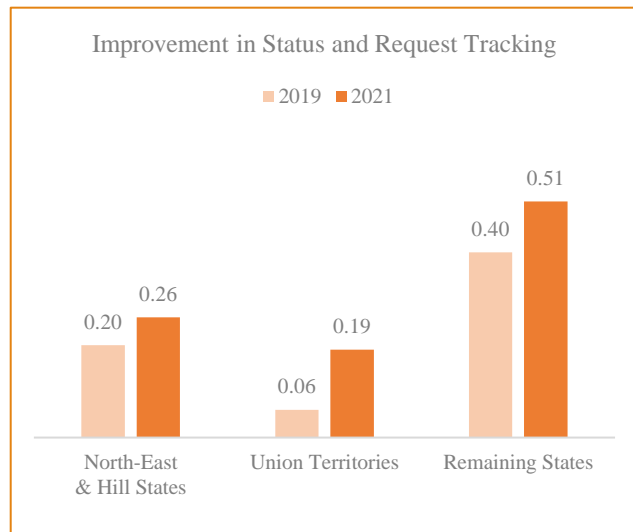
- **Efficient Application Tracking:**

Track service applications and requests online through dashboard, SMS and e-mail, along with assigned ticket numbers to facilitate easy follow ups

- **Accessible Contact Information:**

A dedicated webpage with relevant contact details, including help desk, call center information or online support systems

- **Proactive Communication:** Proactive communication with citizens at every stage of the service lifecycle and providing feedback on user complaints



8.2. The Additional Three Assessment Parameters

Aligning with the contemporary digital government trends across the world and citizens' need, three new additional assessment parameters have been included in NeSDA 2023 framework, namely, *Open Government Data*, *e-Participation* and *Leveraging Emerging Technologies*.

The below section provides guidance to the States/UTs to respond to the assessment questions under these three additional parameters of NeSDA 2023.

Open Government Data (OGD): Proactive access to government-owned shareable data and its usage information in-line with regulatory frameworks

- A dedicated OGD portal or published datasets on OGD platform (data.gov.in)
- Integration of the OGD platform link on the State/UT portal
- Appointment of a Chief Data Officer that oversees data-related initiatives
- Highlighted & publicly accessible datasets of at least four sectors of NeSDA 2023
- Provision for downloading GIS maps and geospatial data
- Allow public to request for new datasets
- Presence of tutorials, guidance materials, and videos on using the OGD portal
- Documentation of events organized by the State/UT to engage the developer community on the OGD portal and State/UT portal

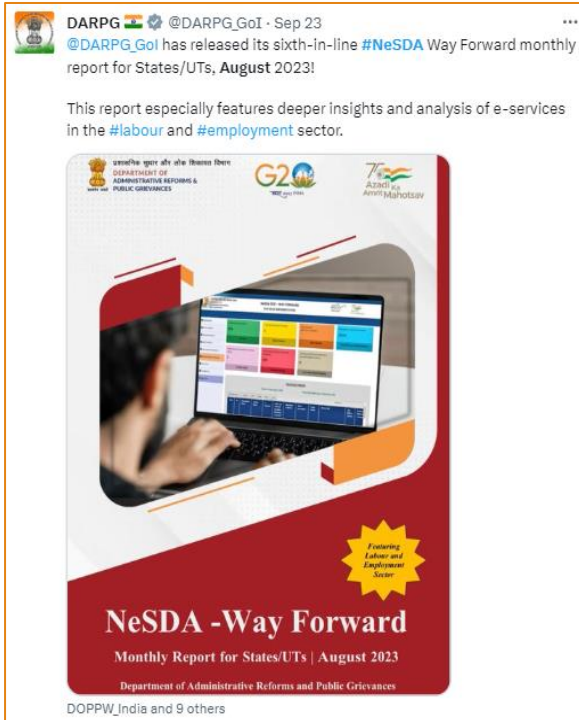
e-Participation: The interaction between governments and citizens through *ICTs* to empower citizens to co-design policies and services

- Published e-Participation policy on the State/UT portal
- Establishment of a dedicated e-Participation portal or sub-site in MyGov portal
- Integration of the e-Participation portal link on the homepage of the State/UT portal
- Inclusion of calendar and outcomes of all upcoming e-Participation and e-Consultation activities on the homepage of the e-Participation portal
- Presence of tutorials, guidance materials, and videos on using the portal
- Documentation of events organized by the State/UT to raise awareness about e-Participation and e-Consultation initiatives on e-Participation portal & State/UT portal

Leveraging Emerging Technologies: The strategic adoption of emerging technologies for digital government development and enhanced service delivery

- Presence of the State/UT's strategy document/approach for leveraging *AI* and other emerging technologies like *Blockchain*, *IoT*, *Big Data*, *Robotics*, *Augmented Reality*, *Virtual Reality* or *5G* on State/UT portal
- Provision of AI-based Service Chatbot (English & local language) on State/UT portal
- Documentation of any other emerging technologies adopted in service delivery on State/UT portal

9. Media Outreach



DARPG @DARPG_GoI • Oct 11
Child Labour Tracking System!

The Labour Resources Department of the Government of Bihar launched a web-based **Child Labour Tracking System (CLTS)** in 2016 to eliminate **child labour**. CLTS is linked with the Child Protection Management Information System (CPMIS) platform.



Child Labour Tracking System
Online monitoring mechanism for educational and economic rehabilitation of rescued child labour

Features


- Provides a "single window" platform that allows the Child Welfare Committee (CWC) to track specific children when they are rescued and registered
- Generation of an "Entitlement Card" that fast tracks the child's and her/his family's access to various government schemes
- Enables organization such as the District Child Protection Unit to track progress and generate reports on a quarterly basis

@DARPG_GOI @DARPGIndia www.darpg.gov.in

PMO India and 9 others

DARPG @DARPG_GoI • Oct 12
ANUBANDHAM

Direct of Employment & Training (DET), Government of Gujarat built **Anubandham**, which facilitates connecting job seekers through auto-matching in a transparent and user-friendly manner.



ANUBANDHAM
"ANUBANDHAM" A New Umbrella for Bridging Aspirants Needs through Direct Hiring between job Applicants and employers!

Features

- Auto Matching between Job Seekers and Job Applicants in a highly transparent and user-friendly manner
- Facilitates Users to find and apply for a suitable job posted by the recruiters and job providers
- Alerts and Notifications make Job Applicants informed about their scheduled interviews and recent happenings on the portal

@DARPG_GOI @DARPGIndia www.darpg.gov.in

PMO India and 9 others

DARPG @DARPG_GoI
Rojgar Prayag!

The government of Uttarakhand provides employment opportunities to the unemployed youth in Uttarakhand through **Rojgar Prayag Portal**.



Rojgar Prayag!
Providing Appropriate Employment Opportunity to the Unemployed Youth in Uttarakhand

Features

- Convenient online application process
- Facility to create employer and job seeker account
- Receive job notifications via email
- Filter jobs by category, location and salary
- Useful links and downloadable forms are available on the portal

@DARPG_GOI @DARPGIndia www.darpg.gov.in

PMO India and 9 others

DARPG @DARPG_GoI
Department of Labour, Rajasthan

The Labour Department of Rajasthan provides a single view of the offerings of Rajasthan Single Sign On, the Factories and Boilers Inspection Department, and the Government of India's Ministry of Labour and Employment on a unified platform.



Department of Labour, Rajasthan
Safeguarding the Rights and Welfare of the Workers!

Features

- Online registration dashboard
- Track Application
- Platform for migrant workers
- Facilitates verification of GST numbers, CIS, MGNREGA job card holders

@DARPG_GOI @DARPGIndia www.darpg.gov.in

PMO India and 9 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	1034	1034	100%
Kerala	e-Sevanam	services.kerala.gov.in	911	911	100%
Assam	Sewa Setu	sewasetu.assam.gov.in	452	452	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	714	690	97%
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	547	527	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	826	662	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	755	503	67%
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	533	314	59%
Chhattisgarh	e-District	edistrict.cgstate.gov.in	284	147	52%
A&N Islands	e-District	edistrict.andaman.gov.in	206	103	50%
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	270	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	306	-	-
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 05/10/2023. 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. List of Identified Common Services

#	Service Name
1	Issuance/Updation of Death Certificate
2	Issuance/Updation of Birth Certificate
3	Issuance of Aayushman card
4	Issue of Identity Card to Ex-Servicemen
5	Issue of Identity Card to Widows of Ex-Servicemen
6	Issue/Duplicate/Renew Permanent Driving License
7	Change of Address (DL)
8	Issue/Duplicate/Renew Registration Certificate
9	Change of Address (RC)
10	Issue/Renewal of Bus Passes to Physically Challenged
11	Issue/Renewal of Bus Passes to School Children
12	Issue/Renewal of Bus Passes (general)
13	Issue Fitness Certificate
14	Learner License for Non-transport vehicle
15	Learner License for transport vehicle
16	Application for Senior Citizen Card
17	Disability Pension
18	Financial Assistance to Destitute Children (FADC)
19	National family benefits scheme for BPL families
20	Old Age Allowance
21	Widow & Destitute Women Pension
22	Online Registration System for OPD Appointment (G2C)
23	Patient Registration (G2C)
24	Pregnant women assistance (including Benefit transfers) (G2C)
25	Issue/Duplicate/Renewal of Ration Card
26	Inclusion/ Deletion of family member in Ration Card
27	Ration Card Data Correction and Household Head modification
28	Issue/Renewal of Fair Price Shop License
29	Issue/Renewal of License of Dealer
30	Issue/Renewal of License of Manufacturer
31	Issue/Renewal of Certificate for verification of Weights and Measures etc.
32	Domestic Help Verification (if resident of local area).

33	Tenant Verification (if resident of local area)
34	Character Certificate
35	Character Verification
36	Online FIR registration/Copy of FIR
37	Employee Verification
38	Event/ Performance Request
39	Grant of Fresh Arms License
40	Issuance of NOC for setting up of Petrol Pump, Cinema Hall etc.
41	NoC for Storage of Fireworks in storehouse under The Explosive Rules, 2008
42	Issue/Renewal of NoC for Possession and sale of Fireworks from Shop under the Explosive Rules, 2008
43	NOC for use of loud speakers (applicable only in case of S. D. M. obtain N. O. C. from the concerned SHO before granting permission)
44	NOC for Fairs/ Melas/ Exhibition/ Sport Events etc.
45	NOC for issuance/ renewal of License of Arms Dealers
46	Passport Verification
47	Police Clearance Certificate
48	Registration of Foreigners (Arrival and Departure)
49	Issue/Duplicate Detailed Marks Certificate (DMC)
50	Issue/Duplicate Passing Degree
51	Issue/Duplicate Migration Certificate
52	Application for Education Scholarship (G2C)
53	School Registration (G2B)
54	NOC for Schools (G2B)
55	Application for sports scholarship
56	Application for Registration of Shops and Establishment (G2B)
57	Employee Registration (G2C)
58	Job Seeker Registration (G2C)
59	Employer Registration (G2B)
60	Online Registration of the Cooperative Societies
61	Approval/Revision of Building Plan
62	Issue/Renewal of Occupancy Certificate
63	Issue of No Due Certificate
64	Issue of NoC/ Duplicate Allotment/ Re-allotment Letter
65	Issue/Renewal of Retail Drug License (Pharmacy)
66	Issue/Renewal of Wholesale Drug license
67	Book Accommodation and Transportation
68	Book Tour Package and Tourist Attraction
69	Issue tourist Permits/Pass
70	Registration/ Recognition/ Renewal of Tourism Service Provider
71	Property tax online payment (G2C)
72	Permission for Water Connections (G2C)
73	Building or development permit (G2B)
74	e-Payment of Electricity Bills (Citizen) (G2C)
75	New electricity connection (business) (G2B)
76	Application for Water Connection (business) (G2B)
77	Issue/Renewal of Fire NOC
78	Issue/Renewal of Trade License Certificate

79	Issue/Renewal of conveyance deed
80	Issue/Renewal of License for providing accommodation
81	Library Membership
82	Record of Rights (ROR) (G2C)
83	Mutation of Revenue Records (G2C)
84	Issuance of Domicile Certificate (G2C)
85	Issuance of Marriage Certificate (G2C)
86	Issuance of Caste Certificate (G2C)
87	Issuance of Income certificate (G2C)
88	Issuance of Encumbrance Certificate (G2C)
89	Appointment for Registrations under Indian Registration Act (G2C)
90	Registration of societies under Societies Registration Act (G2B)
91	Registration of partnership firms under Partnership Firms Act (G2B)
92	Issue/Duplicate/Renew License for Seed and Pesticide and Fertilizer
93	Application for License to Manufacture and / or Trade Poultry and Livestock Feed
94	Farm Mechanization
95	Seed Distribution
96	Addition of new class to Driving License
97	Addition/Continuation/Termination of Hypothecation
98	Issue/Renewal of Conductor License
99	No Objection Certificate (NOC) for transfer of vehicles to other states
100	No Objection Certificate for vehicles going outside the State (NOC)
101	Registration of fully built transport vehicles through dealer
102	Registration of Non-Transport Vehicles through Dealer
103	Transfer of ownership for old vehicles purchased within the state
104	Missing Person Registration (G2C)
105	Delayed Birth/Death Registration
106	Renewal of Arms License (if the license is presented before the expiry date and the license issuing district is the same where service has been sought)
107	Addition/ Deletion of weapon (if the license issuing district is the same where service has been sought) From the expiry of the mandatory notice period of 45 days as provided under the Arms Act
108	Copy of untraced report in cases pertaining to stolen vehicles
109	Copy of untraced report in road accident cases
110	Copy of untraced report in theft cases
111	Online Complaint Registration to Police (G2C)
112	Extension of purchase period of weapon, (within permissible time period and if the license issuing district is the same where services has been sought)
113	Extension of Residential Permit of Foreigners
114	NoC for the License to Import and Storage of Petrol under The Petroleum Rules, 2002
115	NOC for pre-owned vehicles
116	Private Security Agency Verification
117	Procession/Protest/ Strike Request
118	Registration and Licensing - Motor Transport Workers Act (G2B)
119	Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)
120	Authorization under Bio-Medical Waste Management Rules, 2016
121	Authorization under Construction and Demolition Waste Management Rules, 2016 (as amended)
122	Authorization under E-waste Management Rules, 2016

123	Authorization under Solid Waste Management Rules, 2016 (as amended)
124	Authorization under the Hazardous and Other Waste (Management and Transboundary Movement) Rules, 2016
125	Consent to Establish under the air (Prevention and Control of Pollution) Act, 1981 (Central Act 14 of 1981)
126	Consent to Establish under the water (Prevention and Control of Pollution) Act, 1974 (Central Act 6 of 1974)
127	Consent to operate under the air (Prevention and Control of Pollution) Act, 1981 (Central Act 14 of 1981)
128	Consent to operate under the water (Prevention and Control of Pollution) Act, 1974 (Central Act 6 of 1974)
129	Registration under Batteries (Management and Handling) Rules, 2016 (as amended)
130	Registration under Plastic Waste Management Rules, 2016
131	Change of Ownership (other than Death Cases)
132	Demarcation of Plot
133	Issue of permission for mortgage
134	Transfer of property in case of death (uncontested)
135	Transfer of property in case of sale
136	Issuance/Modification/Renewal of License of Food Business Operators
137	Issue/Renewal of Registration for operating a drug store in the hospital (both outdoor and indoor pharmacy), under the Drugs and Cosmetics Act, 1940. (Central Act 23 of 1940) and Pharmacy Act, 1948 (Central Act 8 of 1948)
138	Issue/Renewal of license for the operation of a Blood Bank under Drugs and Cosmetics Act, 1940. (Central Act 23 of 1940)
139	Change of address within same jurisdiction in Ration Card
140	Change of address including change of FPS
141	Issue/Renewal of License for Manufacture and sale of Bricks (After depositing of License Fee and Security Money as prescribed in the Control Order)
142	Permission to construct Brick Kiln (Gaid and Chimney) (After receipt of Application)
143	Surrender of Fair Price Shop License
144	Load change/ Category change (G2B)
145	Booking of Community Center
146	Change of Owner/Occupier in Property Tax Register (Except in death case)
147	Change of Owner/Occupier in Property Tax Register in death case
148	Granting permission for installing communication and connectivity infrastructure
149	Issue/Renewal of License for Sale of Meat
150	Removal of Solid Waste from Streets/Roads
151	Replacement of Street Lights
152	Permission for Sewage connection
153	Issuance of new property ID by the Urban Local Body
154	Permission for transfer of property

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

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

For any suggestions, kindly contact the undersigned:

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