



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA - Way Forward

Monthly Report for States/UTs

September 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 NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 16 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, September 2024 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 8th October, 2024.



2. Key Highlights

Status of Implementation

- **17,303**-services are provided across States/UTs
- **Jammu & Kashmir** provides maximum e-services (1164)
- Maximum e-services (**5,511**) lie in the sector – Local Governance & Utility Services
- **1,572** 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** and **Kerala** 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

Best Practices – State Based Service Delivery Platforms

- Highlights provided with regards to quality enhancing features of state level service delivery platforms: **Government Schemes (Jharkhand)**, **GRAINS (Tamil Nadu)**, **eASE App (Uttarakhand)**, **Common Scholarship Portal (Nagaland)**

Information Security and Privacy – Workshop on Cyber Security

- This edition of Monthly Report presents the highlights on the workshop organised by DARPG on **Cyber Security** on 07th October 2024.

Improvement in Quality-of-Service Delivery

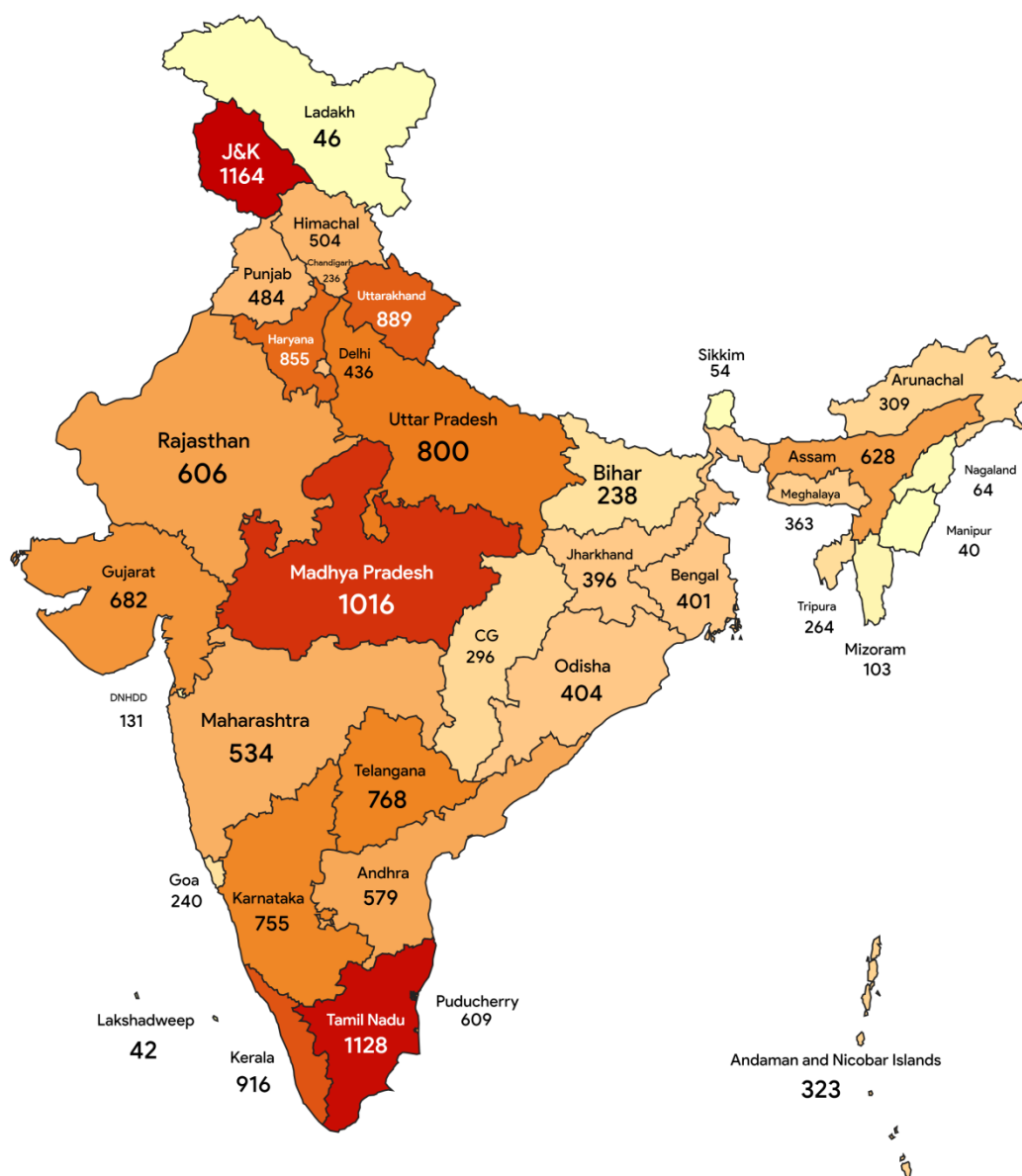
- This edition of Monthly Report delves into the critical dimensions of the parameters – ‘*Accessibility*’ and ‘*Content Availability*’ within the NeSDA biennial assessment framework in terms of **City Portals Assessment**

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

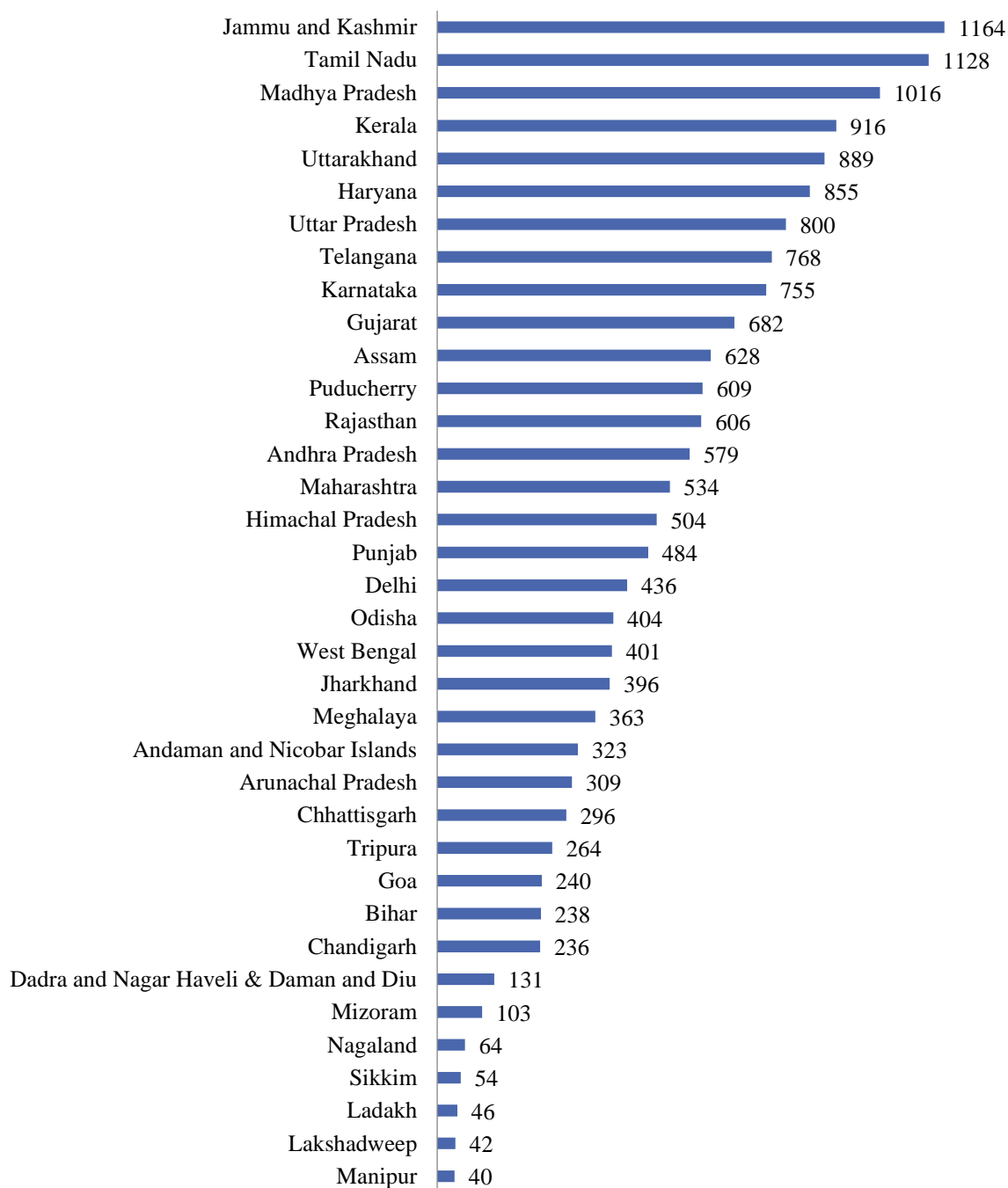
Status of e-Services As per inputs on NeSDA – Way Forward dashboard



Total e-Services
17,303

Note: The aforementioned figures are uploaded by States/UTs as of 08/10/2024.

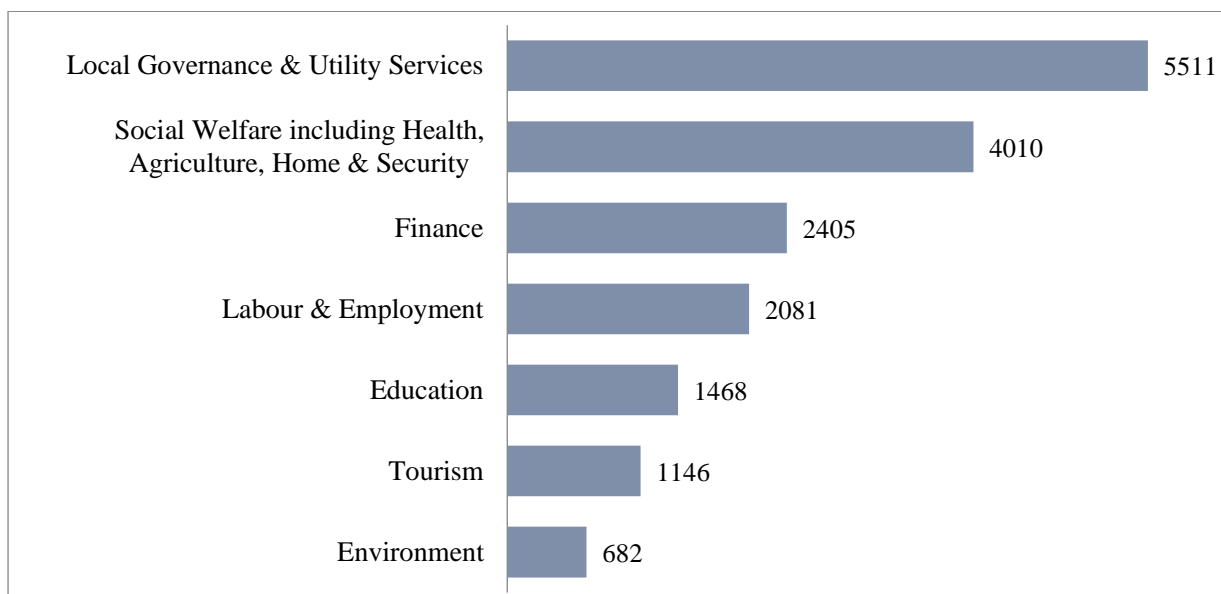
Status of e-Services
As per inputs on NeSDA – Way Forward dashboard



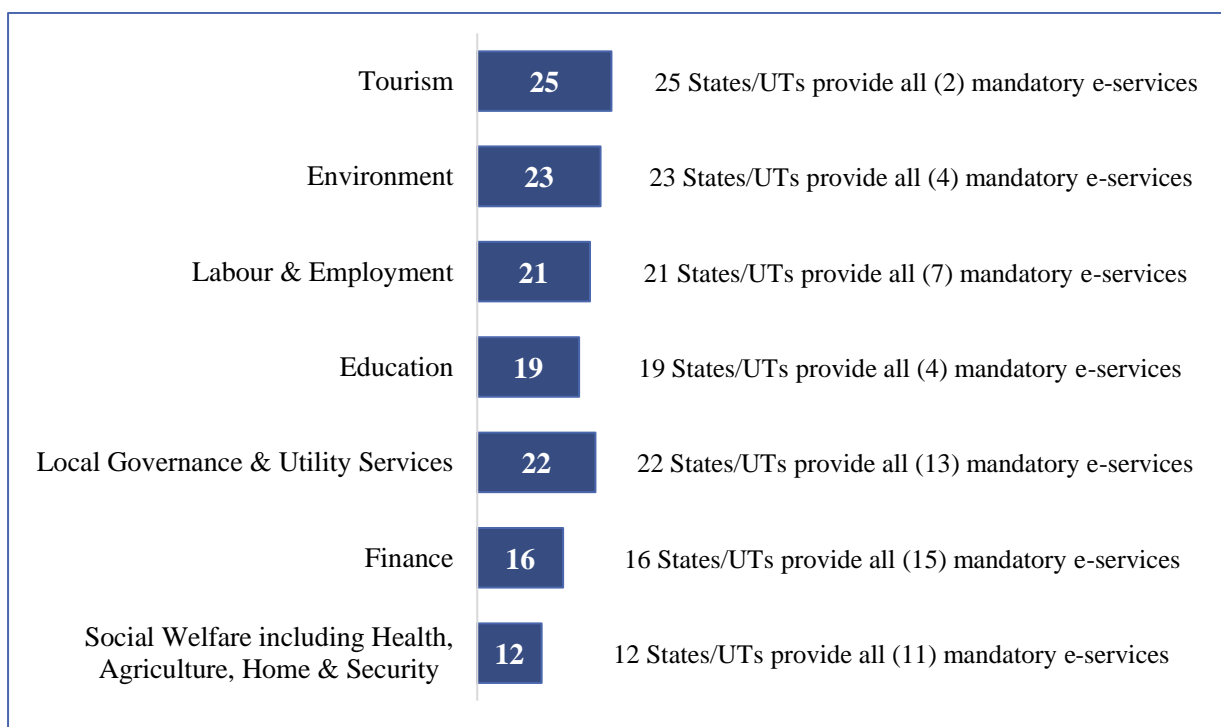
Monthly progress of status of e-services across States/UTs is attached in **Annexure 9.1**.

Note: The aforementioned figures are uploaded by States/UTs as of 08/10/2024.

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

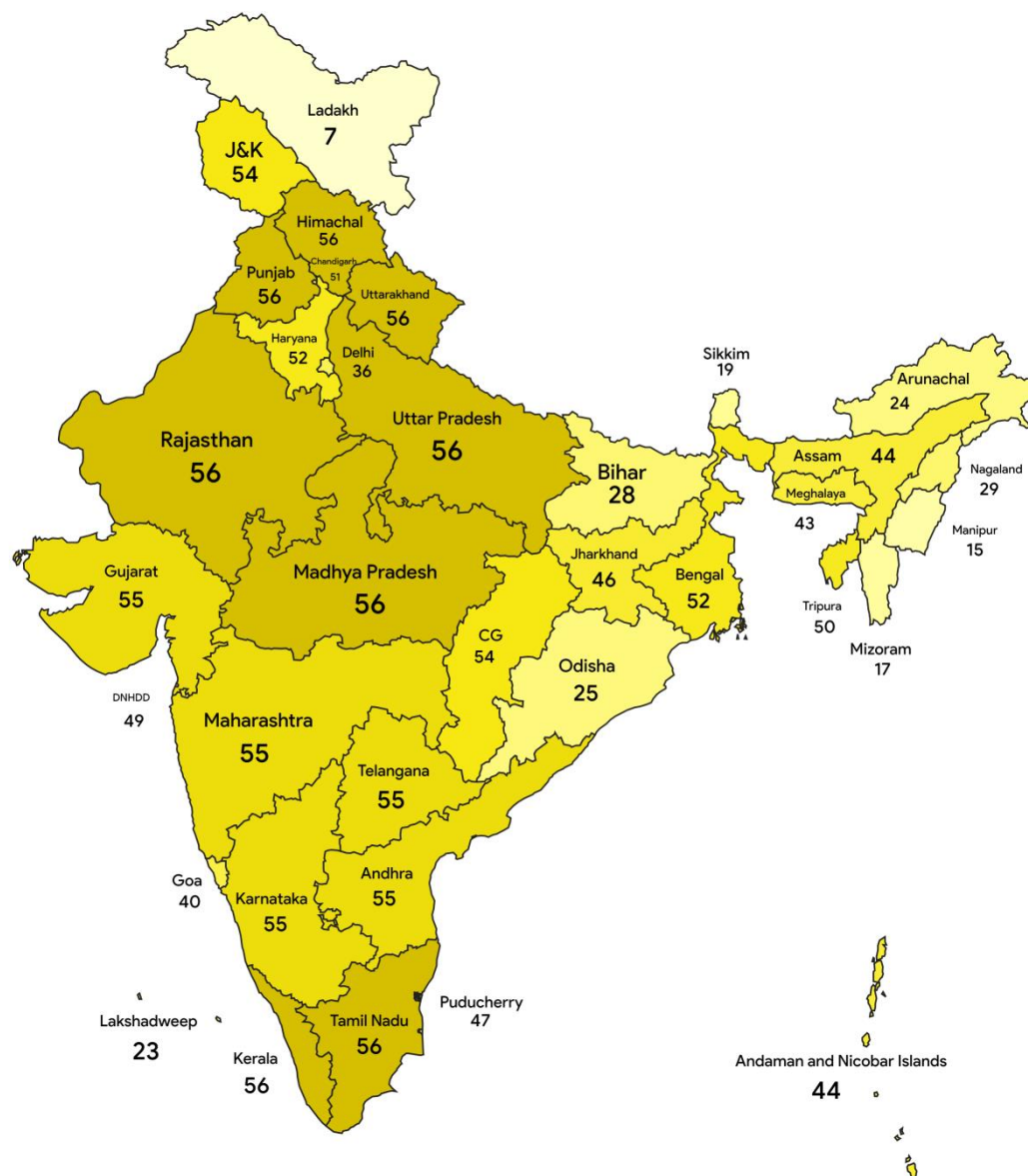


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 08/10/2024.

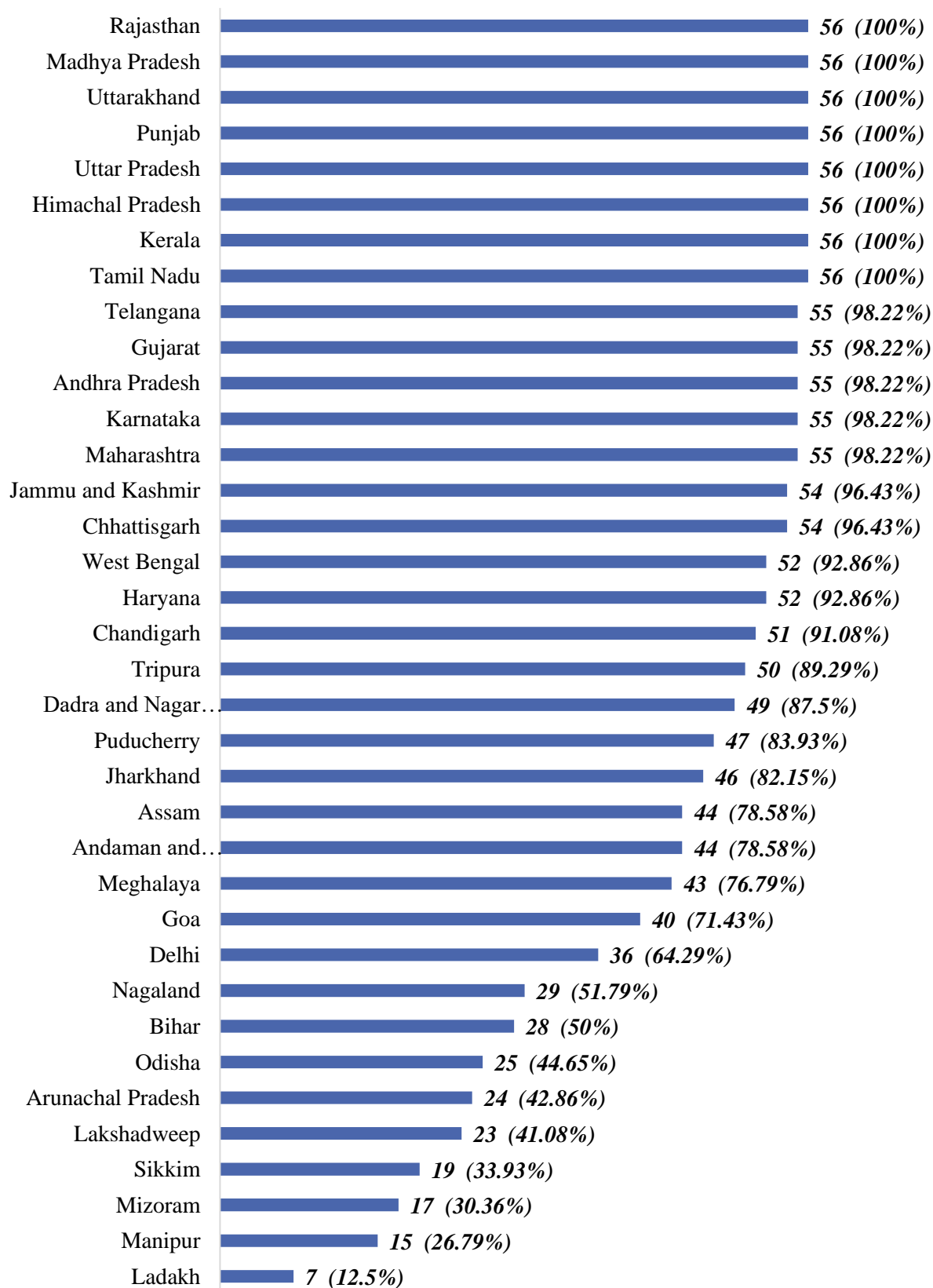
Status of 56 Mandatory e-Services **As per inputs on NeSDA – Way Forward dashboard**



Mandatory e-Services
1,572

Note: The aforementioned figures are uploaded by States/UTs as of 08/10/2024.

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



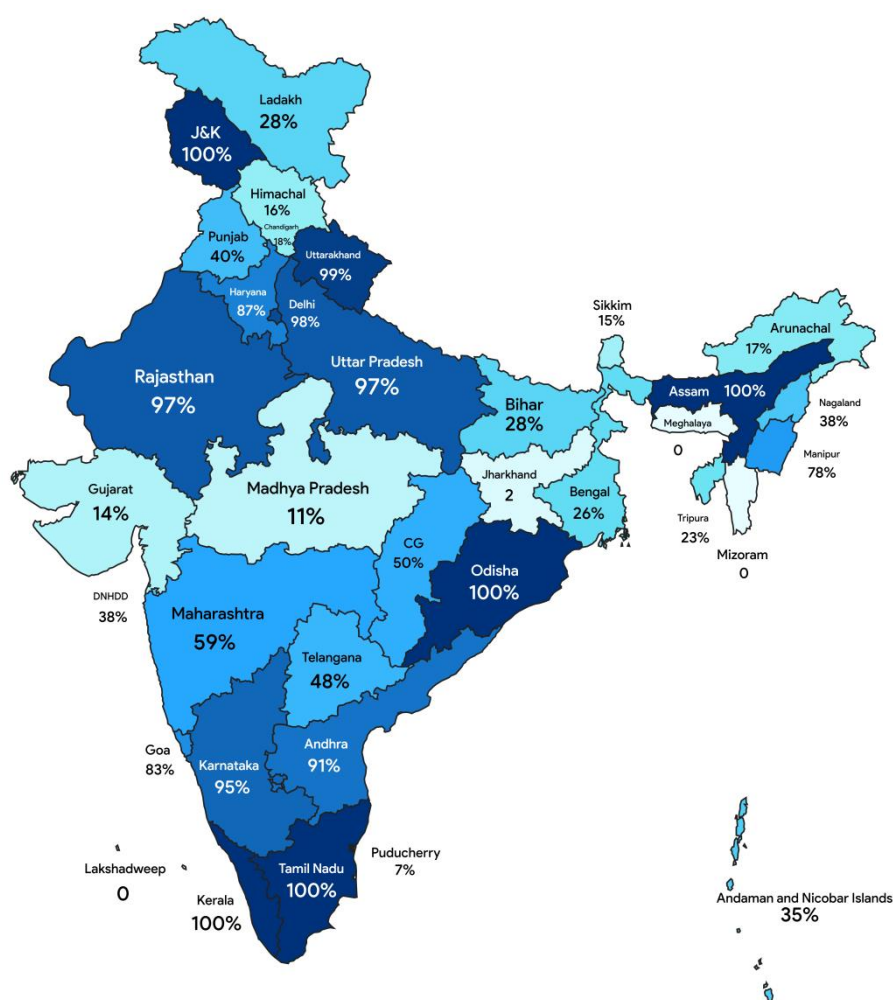
Note: The aforementioned figures are uploaded by States/UTs as of 08/10/2024.

4. Unified Service Delivery Portal – Saturation Status

DARPG actively encourages States/UTs to enhance their e-service delivery capabilities through provision of e-services through a single unified service delivery portal.

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

**Share (%) of e-Services
Available on Identified Single Unified Service Delivery Portal**



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
Odisha	Odisha One	odishaone.gov.in	100% (404)
Kerala	e-Sevanam	services.kerala.gov.in	100% (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	96% (721)
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	91% (524)
Haryana	Saral Haryana	saralharyana.gov.in	87% (745)
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	41% (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% (93)
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 08/10/2024. 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 (-)

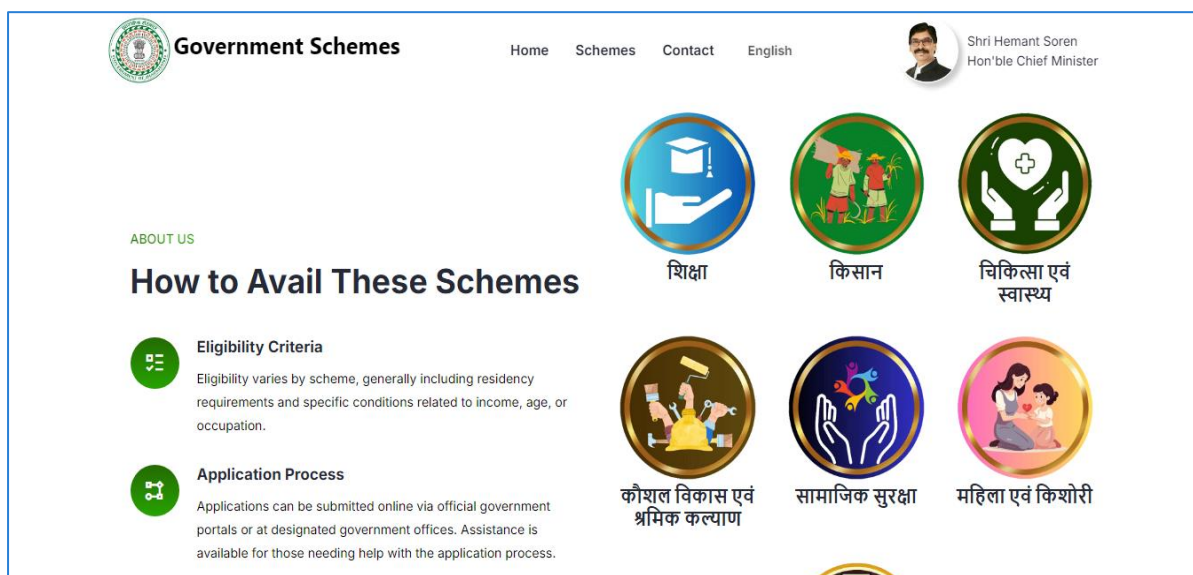
5. Best Practices – State Based Service Delivery Platforms

In the contemporary landscape of public service delivery, the emergence of state-level service delivery platforms has heralded a transformative era. These platforms have emerged as invaluable tools in enhancing the efficiency, transparency, and accessibility of government services. By leveraging technology and innovation, these platforms have the potential to revolutionise the way citizens interact with their governments. As we delve into the realm of best practices, it becomes imperative to examine the multifaceted benefits that these platforms offer. From streamlining administrative processes to fostering citizen engagement, these platforms play a pivotal role in shaping the future of public service delivery. By identifying and implementing exemplary approaches, governments can aspire to deliver services that are not only efficient but also equitable and responsive to the needs of their constituents.

Some of the state-owned service delivery portals and digital initiatives showcased in this section for best practices in accountable service delivery include the following:

State/UT	Initiative
Jharkhand	Government Schemes
Tamil Nadu	GRAINS
Uttarakhand	eASE App
Nagaland	Common Scholarship Portal

5.1. Government Schemes (Jharkhand)



Government Schemes

Home Schemes Contact English

Shri Hemant Soren
Hon'ble Chief Minister

How to Avail These Schemes

Eligibility Criteria
Eligibility varies by scheme, generally including residency requirements and specific conditions related to income, age, or occupation.

Application Process
Applications can be submitted online via official government portals or at designated government offices. Assistance is available for those needing help with the application process.

शिक्षा किसान चिकित्सा एवं स्वास्थ्य
कौशल विकास एवं श्रमिक कल्याण सामाजिक सुरक्षा महिला एवं किशोरी

<https://jhgws.jharkhand.gov.in/>

The Government of Jharkhand is committed to enhancing the welfare of its citizens by providing essential services and opportunities for a better quality of life. The state has implemented numerous welfare schemes focusing on healthcare, education, employment, social security, agriculture, housing, and the welfare of women and children. These initiatives aim to uplift all segments of society, empowering the youth through skill development and ensuring support for vulnerable groups like the elderly, widows, and differently-abled individuals.

1

Affordable Housing:
Provision of safe and affordable housing for all

2

Contact Information:
Department-wise contact details for easy access

3

Mobile App Availability:
Downloadable on Android (Google Play Store) and iOS (App Store)

4

Sustainable Development: Focus on sustainable agricultural practices and rural development

5

Support for Vulnerable Groups: Special assistance for the elderly, widows, disabled, women, and children

6

Economic Growth: Employment generation and skill development programs to foster prosperity

7

Enhanced Quality of Life: Accessible healthcare, education, and social security for all citizens

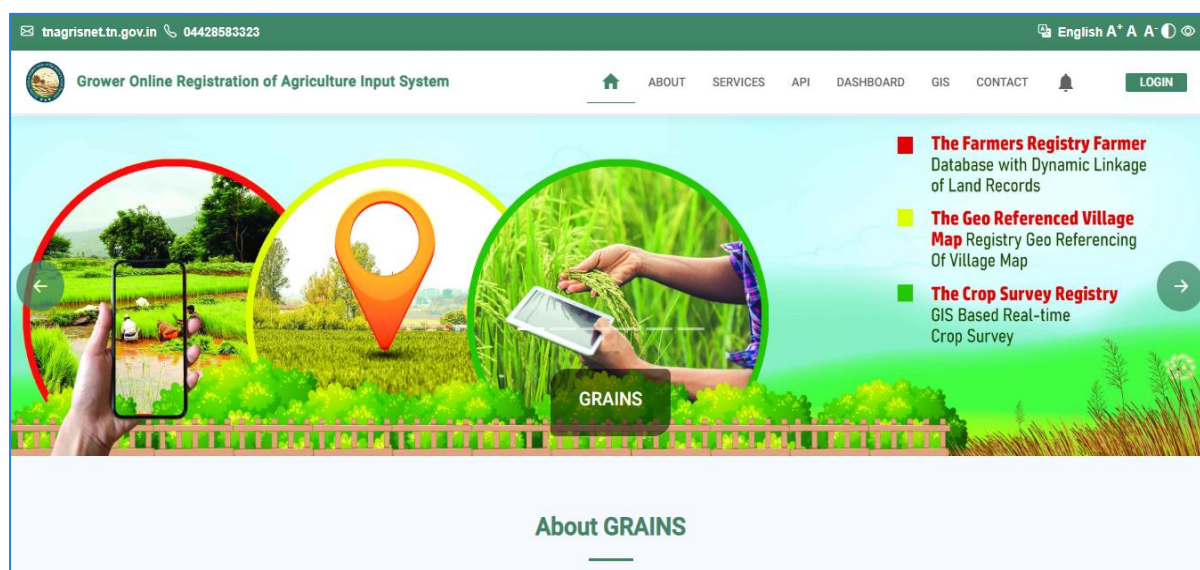
8

Multilingual Support: Available in English and Hindi

9

Categorized E-Services: Department-wise details of e-services available

5.2. GRAINS (Tamil Nadu)



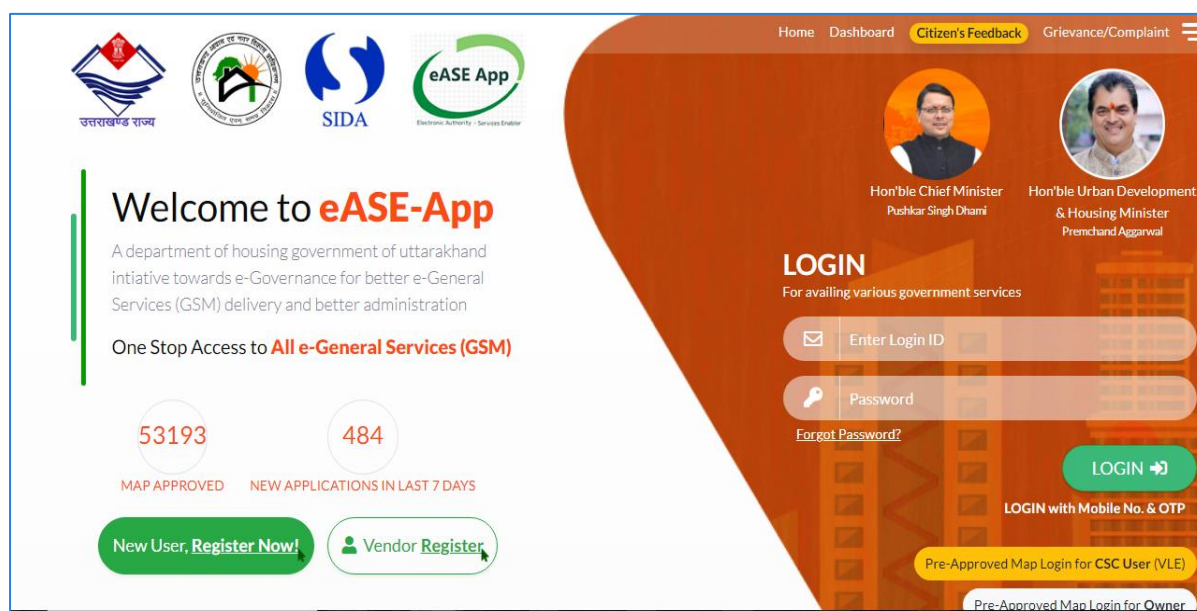
<https://grains.tn.gov.in/>

Project Brief GRAINS (Grower Online Registration of Agricultural Input System) is an Open-Source Digital Infrastructure under the Government of India's Agri Stack Project. Developed by Tamil Nadu e-Governance Agency (TNeGA), GRAINS is pivotal in streamlining farmer-centric benefit schemes, revolutionizing the agricultural ecosystem. Farmers self-register on the centralized Farmers Registry, accessing benefits from 13 government departments. GRAINS digitally verifies applicants, ensuring qualified farmers receive scheme benefits seamlessly. Covering 91% of land parcels across 16,721 villages, GRAINS facilitates precise service delivery through georeferencing. It Collects detailed crop data thrice annually for seasonal crops and annually for others, ensuring consistency, geotagging, & spatial validation. GRAINS integrates farmer databases, spatial data, & crop information, enhancing transparency, accessibility, efficiency in agricultural service delivery.

Key Features

- ✓ **Unified Farmer Database**
- ✓ **Geo-referencing of Land Parcels**
- ✓ **Digital Crop Survey**
- ✓ **Integration of Data, farmer databases, spatial data, and crop information**
- ✓ **Streamlines the registration process, Accessibility and Service Delivery**
- ✓ **Promotes transparency in scheme implementation**
- ✓ **Login and Dashboard**
- ✓ **Assistance & FAQs for immediate support**
- ✓ **User-Friendly Interface**
- ✓ **Current Updates, important links and the latest news available**
- ✓ **Mobile Accessibility**

5.3. eASE App (Uttarakhand)



<https://uhudaeaseapp.uk.gov.in/easeapp>

The eASE-App by the Department of Housing, Government of Uttarakhand, automates and digitizes G2C, G2B, and G2G services across the state's development authorities. Aligned with the Ease of Doing Business and Digital India initiatives, it enhances citizen-centric services, streamlines operations, and promotes transparency. The app offers a centralized platform for seamless, cashless, paperless, and faceless service delivery, reducing turnaround times and fostering efficient, good governance.

Key Features

- ✓ **Single Point Access:** Ease of Doing Business & e-Governance
- ✓ **Auto Approval System**
- ✓ **Seamless Integration with AAI, NMA, SWCS, CSC, & Apuni Sarkar**
- ✓ **24x7 Real-time Data & MIS**
- ✓ **Online Payment Gateway**
- ✓ **Automated Alerts:** Via SMS and emails
- ✓ **Application Tracking:** Real-time status updates
- ✓ **State wide Accessibility:** Available to all district development authorities
- ✓ **User Dashboard**
- ✓ **Support & Assistance:** Contact details, helpline, and FAQs
- ✓ **User-friendly Interface:** Adjustable font size and contrast
- ✓ **Feedback & News:** Client feedback and latest updates
- ✓ **Grievance Filing**
- ✓ **Mobile App:** Available on Google Play Store

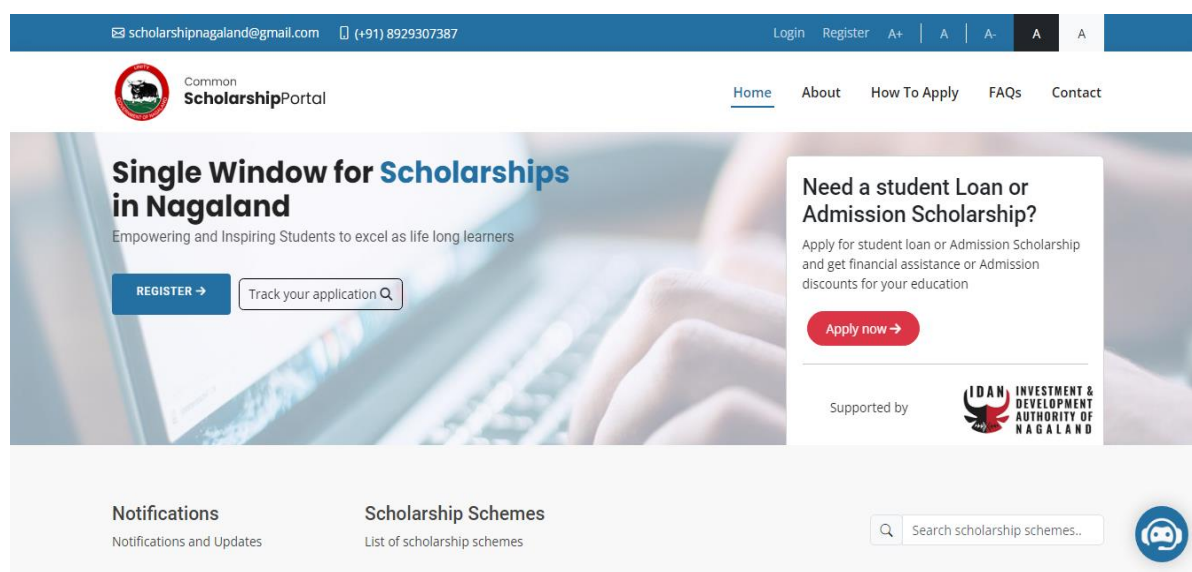
Court Management: 27K+ cases, 31% resolved

Complaints/Feedback: 1.4K+ entries, 33%

Building Permits: 67K+ applications,
97% approval rate

RTI Applications: 4.5K+ received, 74% disposed

5.4. Common Scholarship Portal (Nagaland)



<https://scholarship.nagaland.gov.in>

The Government of Nagaland's **Common Scholarship Portal (CSP)** serves as a centralized platform for all state scholarships, simplifying the application process and enhancing transparency. The portal provides a single-window system for students to access scholarship information, apply for various schemes, and track application statuses. It aims to reduce fraud, duplicity, and administrative burdens, while ensuring fair and efficient disbursement of funds, finally helping deserving students receive financial support for education.

Key Features

- ✓ **Centralized Platform:** One-stop solution for accessing all state scholarships
- ✓ **Impact:** 1,96,239 applications processed; Rs. 45 crores saved through de-duplication
- ✓ **Enhanced Access:** Comprehensive details on eligibility, deadlines, & required documents
- ✓ **Accessibility Features:** Adjustable font size and contrast for comfortable browsing
- ✓ **Streamlined Application:** Single online platform for applying to multiple scholarships
- ✓ **Tracking:** Students can track their application status using an application number
- ✓ **Fraud Reduction:** Strict authentication measures to prevent fraudulent & duplicate applications
- ✓ **User-Friendly Interface:** Login and dashboard for students, with easy access to contact details, helplines & FAQ
- ✓ **Transparency:** Real-time updates on application status and disbursement processes
- ✓ **Efficient Monitoring:** Authorities can track applications, disbursements, & assess program effectiveness

6. Information Security & Privacy - Cyber Security Workshop

The previous editions of this report highlight some of the key assessment parameters in the biennial NeSDA study. Among those the ‘Information Security and Privacy’ parameter is a crucial component that evaluates the effectiveness of digital platforms and portals in protecting citizen data and ensuring privacy. By evaluating upon this parameter, NeSDA aims to ensure that digital platforms prioritise the protection of citizen data and comply with relevant privacy regulations.

In today's digital age, cybersecurity is paramount to protecting sensitive information from unauthorised access, theft, and misuse. As more and more personal and governments’ data is stored and transmitted online, the risks of cyberattacks have significantly increased.



Strong cybersecurity measures can help prevent data breaches, financial losses, and damage to reputations. Recognising the critical importance of cybersecurity, the Department of Administrative Reforms and Public Grievances (DARPG) took the initiative to conduct a workshop on 07th October 2024, on the subject, aiming to enhance awareness and understanding among government officials and stakeholders. The initiative was inspired by the establishment of the Cyber Swachhta Kendra by CERT-In (Indian Computer Emergency Response Team) under MeitY. This workshop aimed to enhance cyber security awareness, promote the initiatives of MeitY, and emphasise the need for a robust cyber infrastructure to safeguard public e-



governance platforms. The workshop took place under the ambit of Special Campaign 4.0, with participation

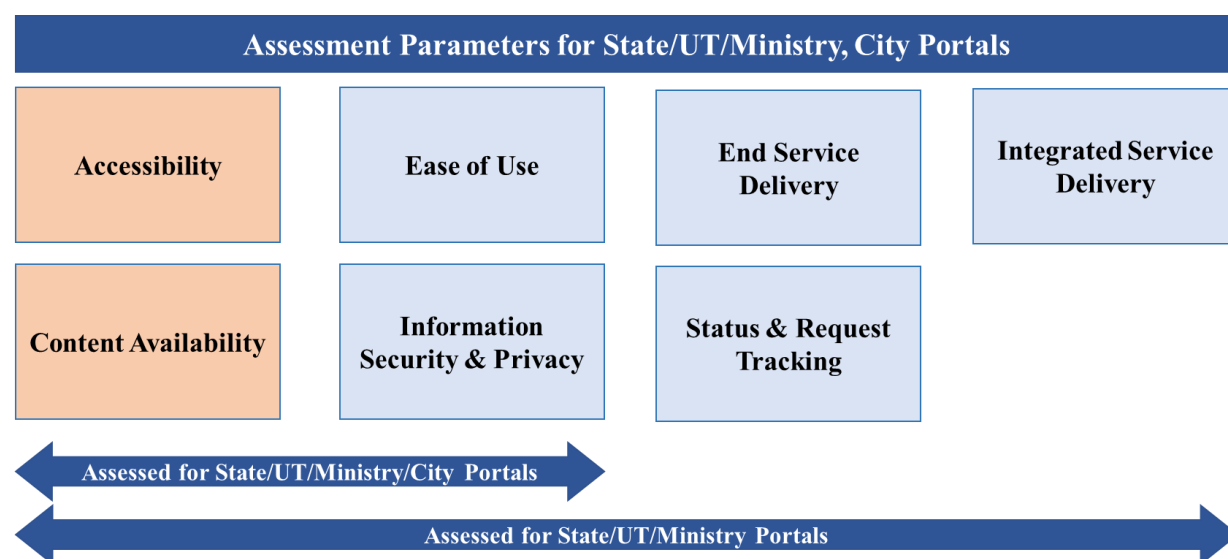
from more than 200 senior officials, including Senior Officers from NIC, Nodal Officers for Public Grievances/ Centralized Public Grievances Redressal and Monitoring System (CPGRAMS), Nodal Officers for National e-Governance Service Delivery Assessment (NeSDA) 2023, and senior officials involved in the creation and operation of your ministry's digital platforms.

The workshop focused on raising awareness about the current cyber security landscape in India, cybersecurity considerations for various government applications, the critical need for cyber security in today’s digital environment, and provided insights into the measures that can be taken to mitigate cyber threats.

7. Improvement in Quality of Service Delivery

The NeSDA framework being a comprehensive one encompasses a wide spectrum of elements critical to effective e-governance service delivery. It assesses all the State/ UT/ Central Ministry Portals on four key parameters namely Accessibility, Content Availability, Ease of Use and Information Security & Privacy. The Service Portals are assessed on additional three parameters, namely End Service Delivery, Integrated Service Delivery and Status & Request Tracking. These facets are intrinsically linked to the overall effectiveness of online government services, impacting the ability of users to interact seamlessly with the digital governance ecosystem.

The development of efficient online government systems is crucial for cities to address the current and future demands of their residents. Both India's Smart Cities Mission and the 2022 UN e-Government Survey emphasize the need for these services at the city level. Hence, Along with other portals, the upcoming biennial NeSDA study incorporates extension to the scope of study by assessing 36 city portals (official portals of respective City / Urban Local Bodies).



The current report examines the critical dimensions of ‘Accessibility’ and ‘Content Availability’ within the NeSDA biennial assessment framework. A guiding manual is provided in the following sections for each of the two aforementioned parameters. Each recommendation outlines the steps to verify the authenticity. The manual guide also includes a sample screenshot along with the recommendation that may be used as a reference.

7.1 Accessibility

In the context of ongoing digital transformation, ensuring the accessibility of city level e-services to all citizens is paramount. NeSDA acknowledges this imperative and has incorporated accessibility as a fundamental evaluation parameter.

Accessibility is the extent to which a user is able to access a portal and its services irrespective of the device in use, technology or ability. Accessibility covers indicators related to the availability of multiple navigation routes for services and information, availability of features for users to create personal login on the portal, availability of information about compatible browsers and best screen resolutions, listing of service links on State portal, and availability of features to enable access for people with physical disabilities among others. Improvement on Accessibility parameter is important to enhance user perceptions and improve citizen participation for e-Services.

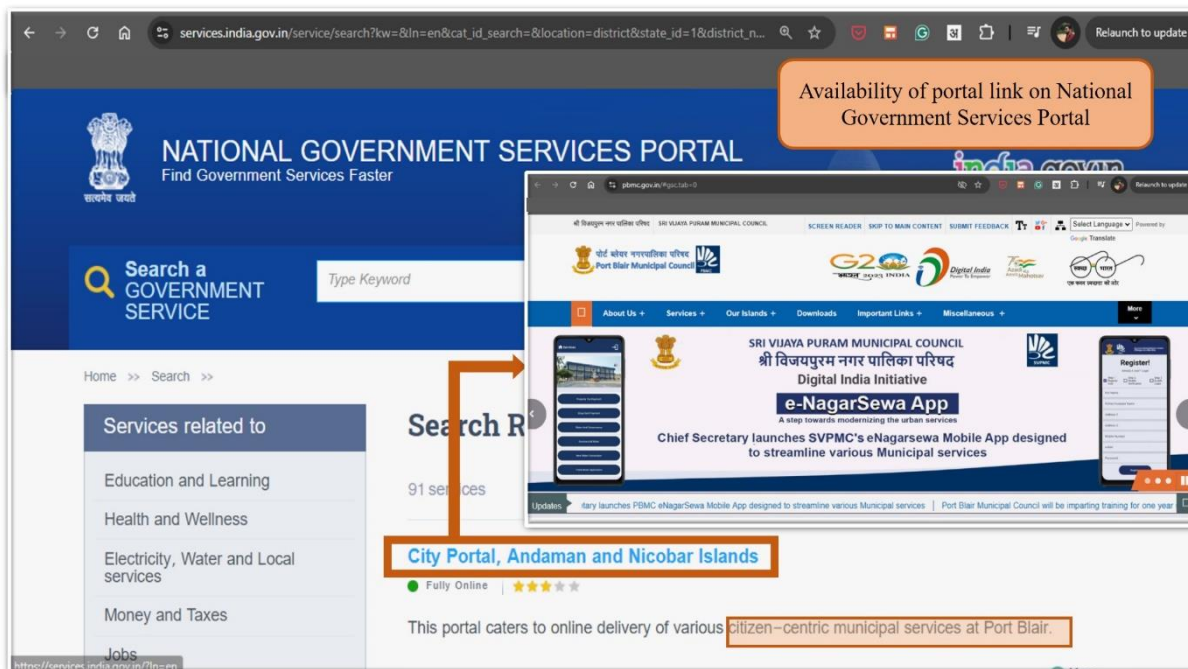
Assessment under this parameter is undertaken based on the following features and provisions:

- Features are available for users to create personal login on the portal
- Installable mobile applications are in place for providing information and availing services of portal
- Portal is designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.
- Portal provides help desk/online support/call centre/help line numbers for users
- The tourist information has been prominently linked and is visible on the portal
- The Audio / video messages of key Government functionaries are uploaded during the last one month
- There is any ongoing e-Survey / online polls being done on the portal
- Information about compatible browsers and best screen resolutions is available
- Portal is available both in English and local language
- Features to enable access to portal for people with visual/audio/motor disabilities are available
- The portal supports audio and video playing
- Clear Indication of W3C Compliance of the Portal is given on the Home page
- Clear Indication Logo of GIGW of the Portal is given on the Home page

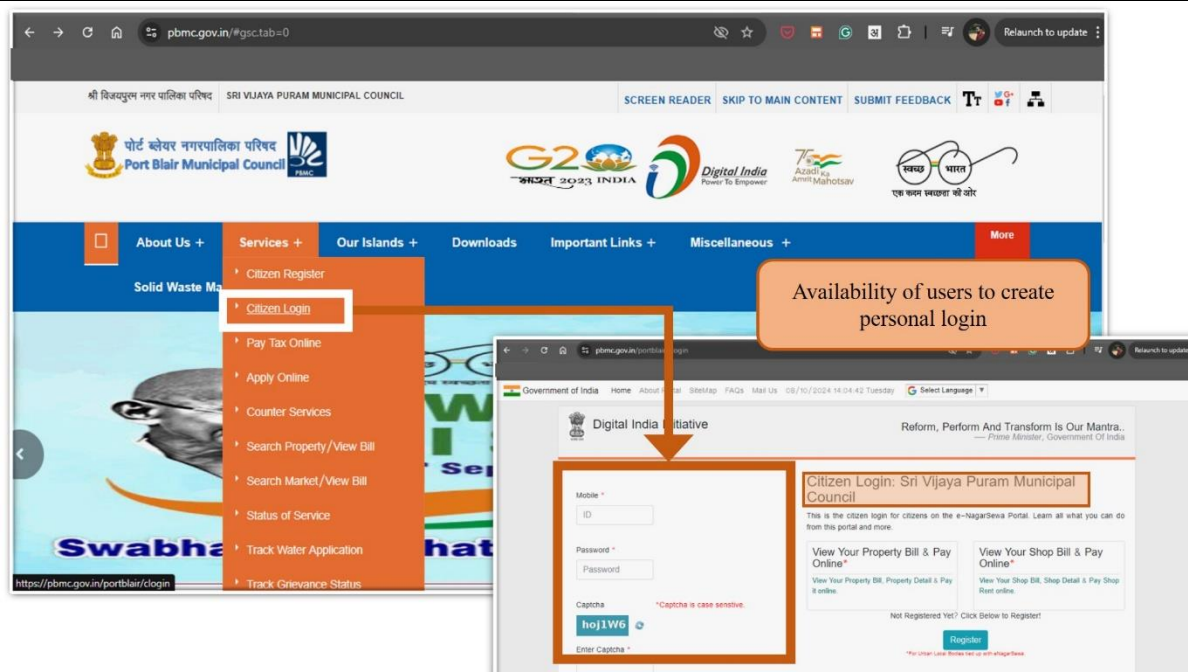
Sample Screenshots for Accessibility section related reference:

1. City portal URL is provided in this survey also listed in NGSP

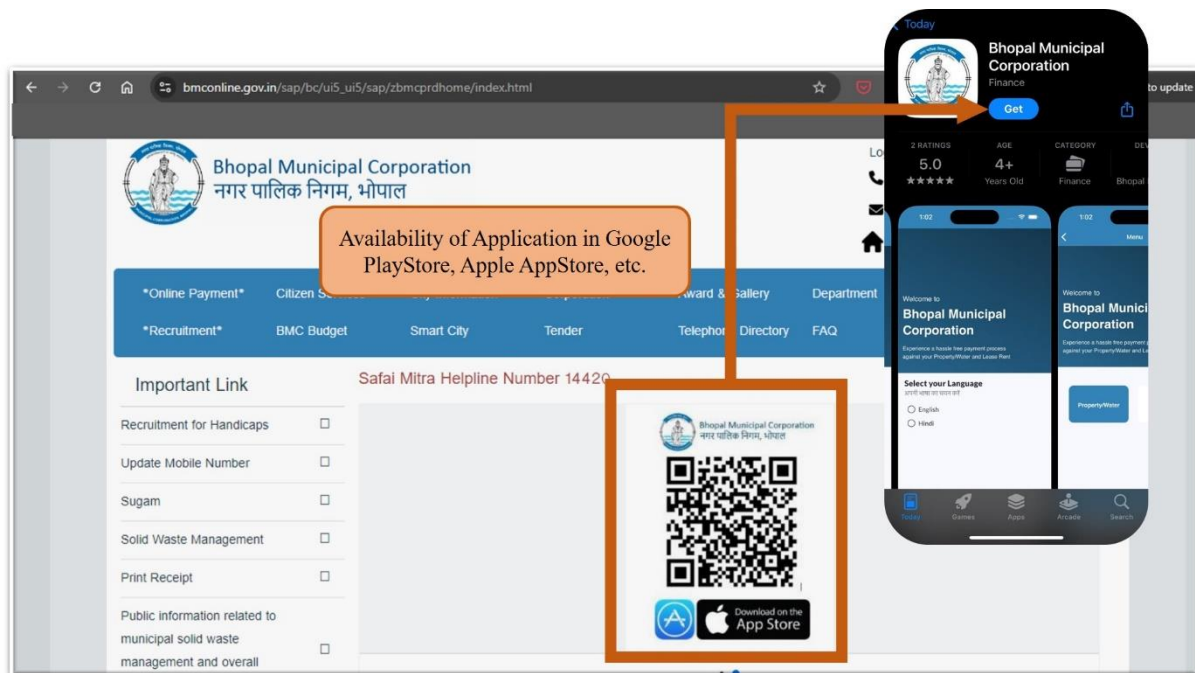
(<https://services.india.gov.in/>) portal



2. Availability of feature for users to create personal login on the portal



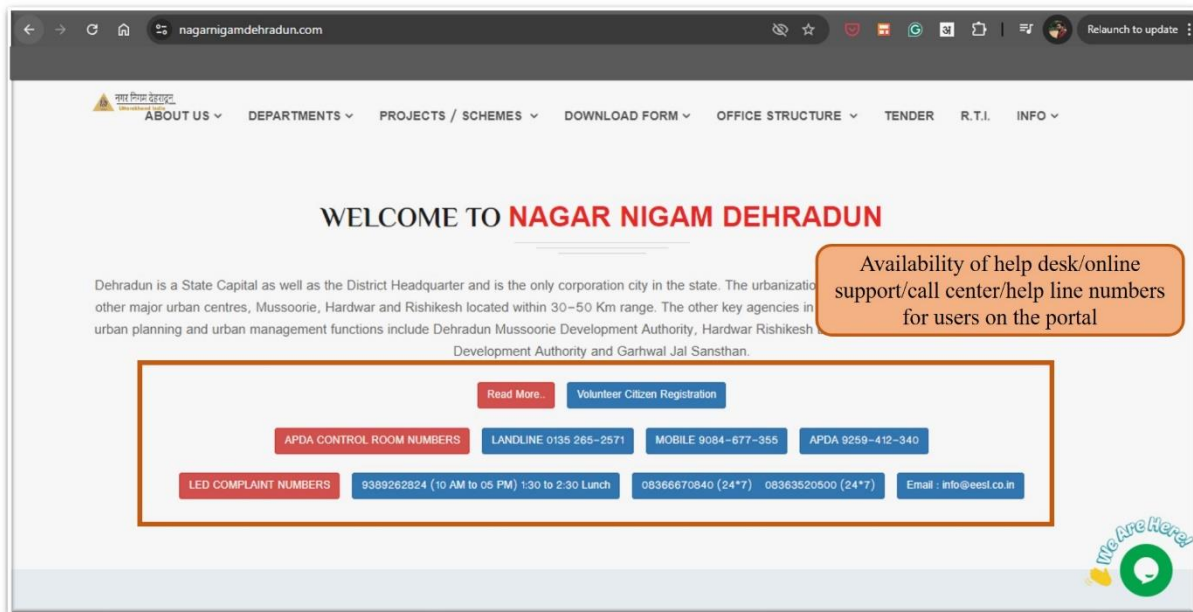
3. Availability of installable mobile applications for providing information and availing services of portal



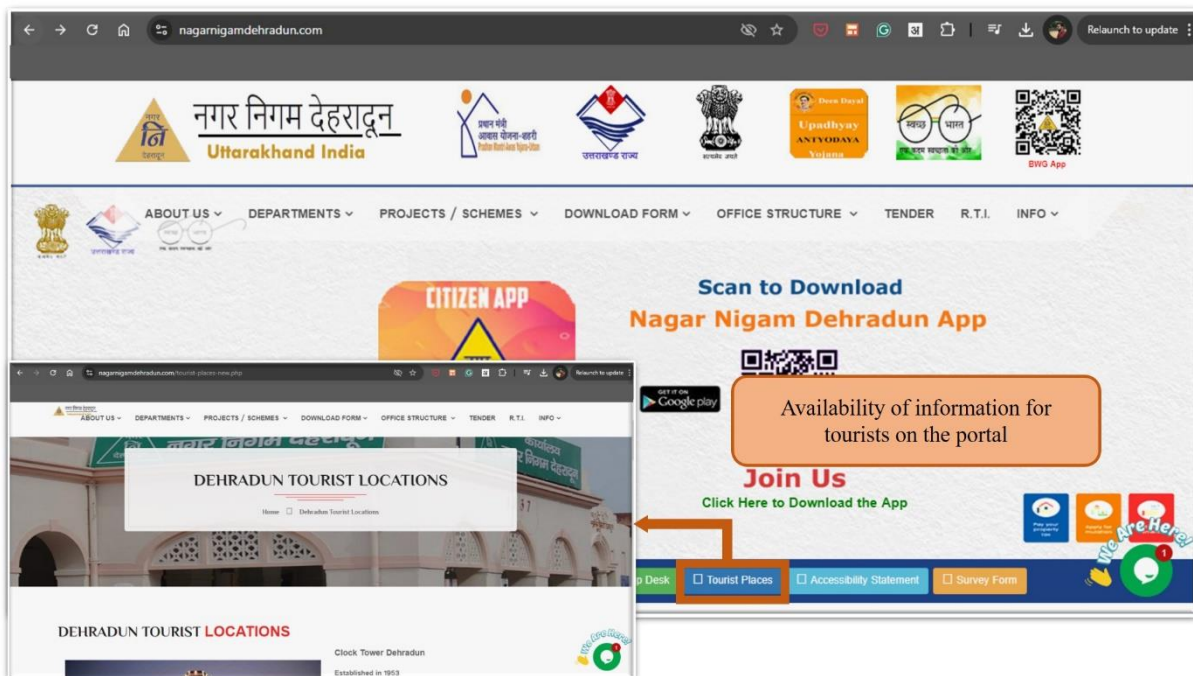
4. Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.



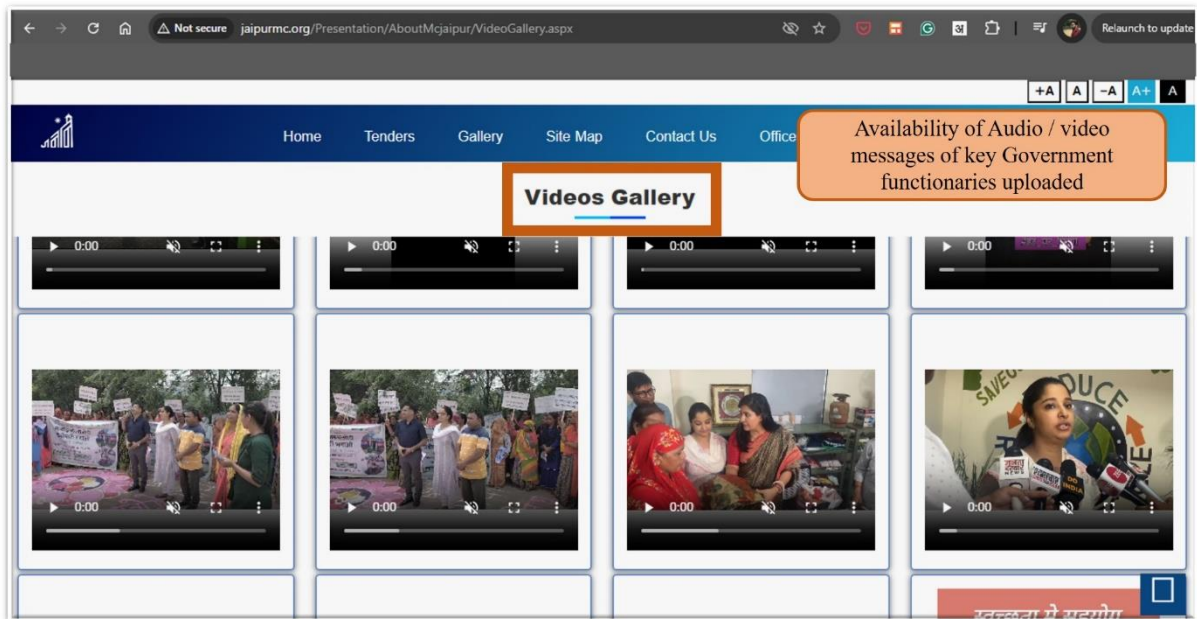
5. The portal provides help desk/online support/call centre/help line numbers for users



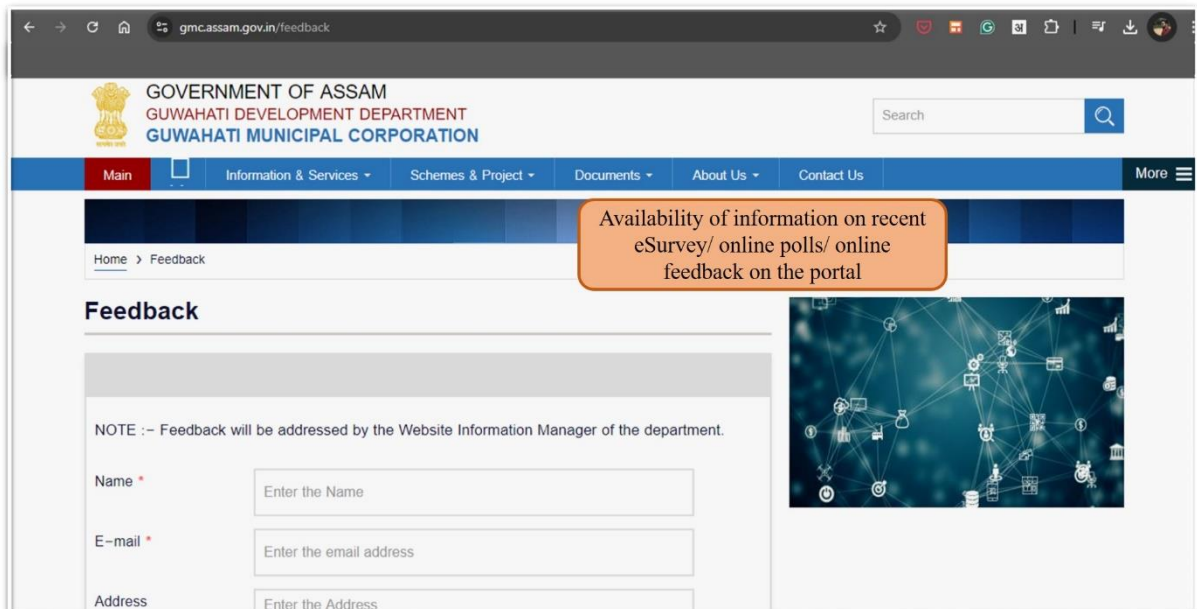
6. The tourist information has been prominently linked and visible on the portal



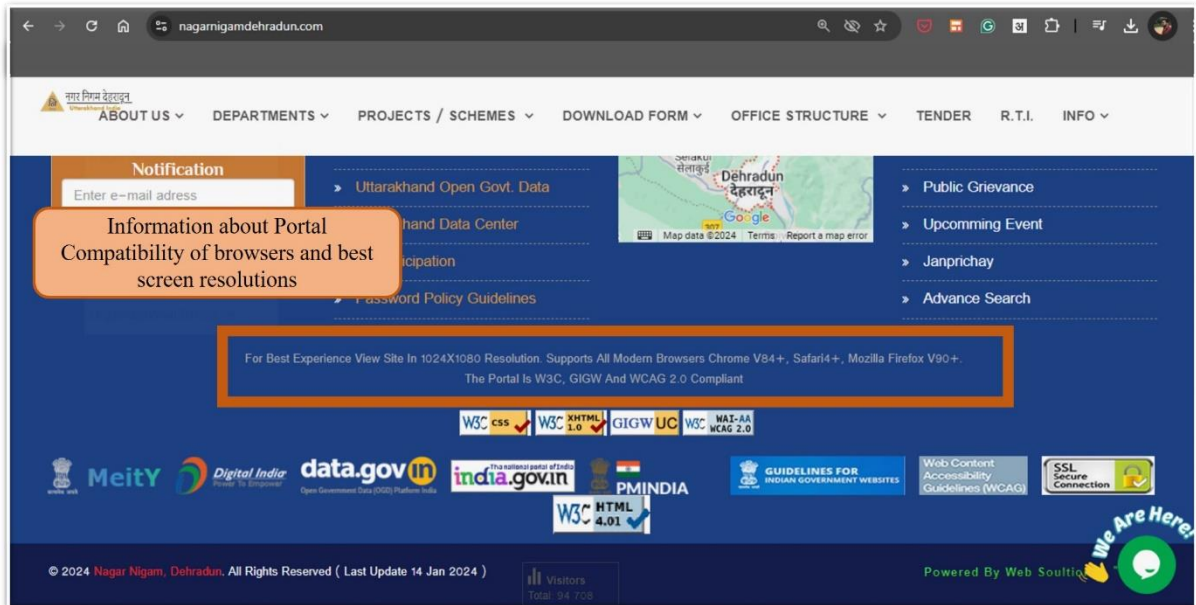
7. The Audio / video messages of key Government functionaries has been uploaded during the last one month



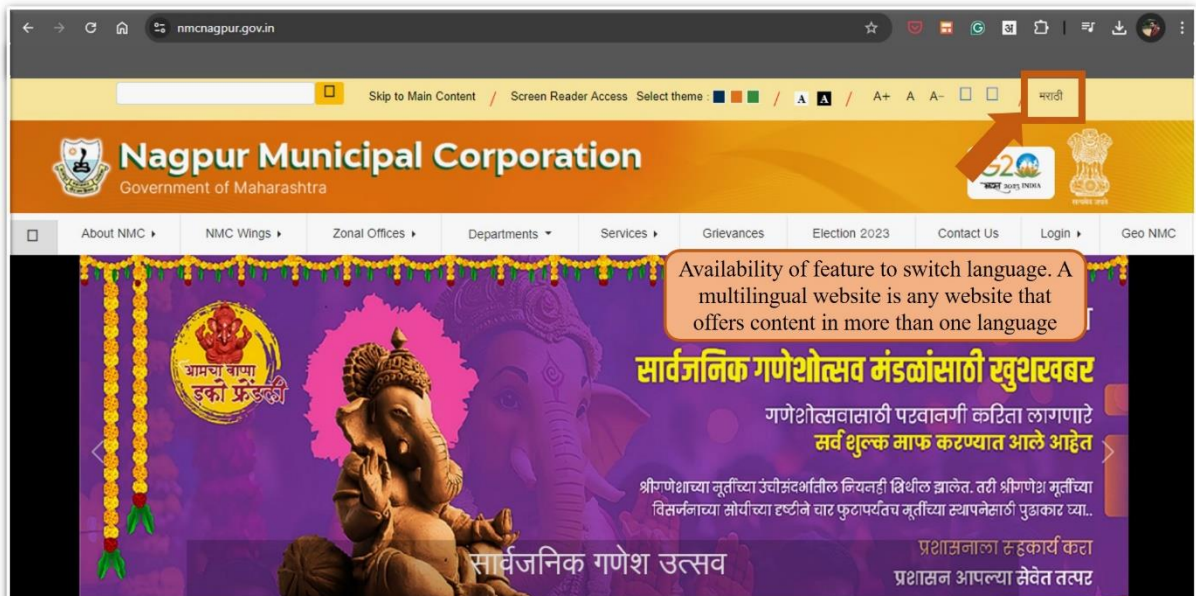
8. There are any e-Survey / online polls being done on the portal currently



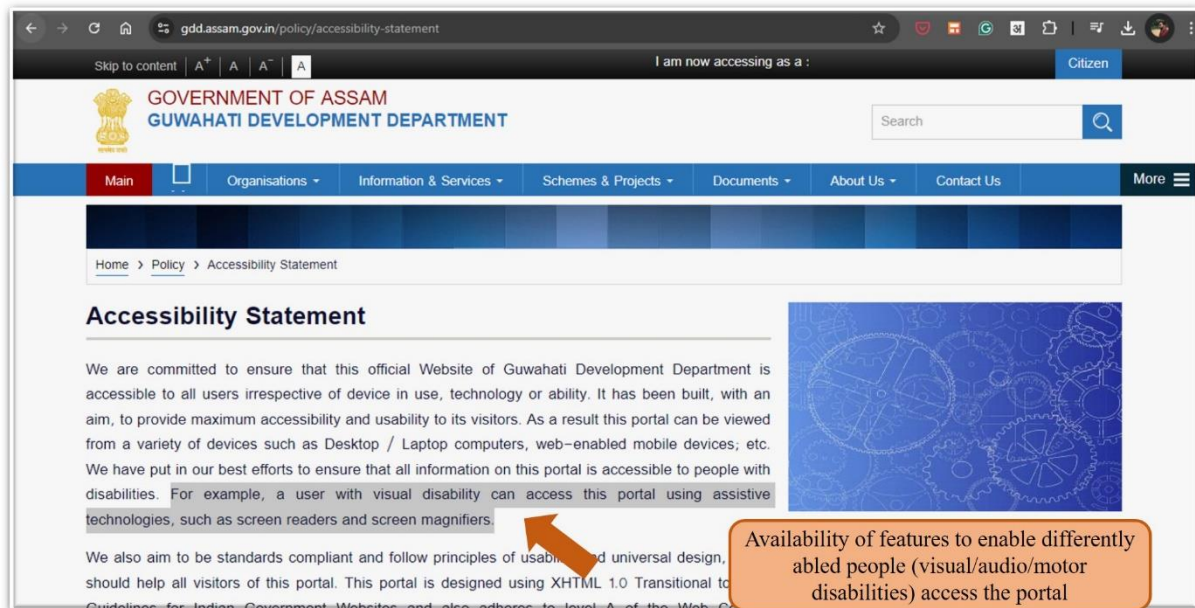
9. Availability of information about compatible browsers and best screen resolutions



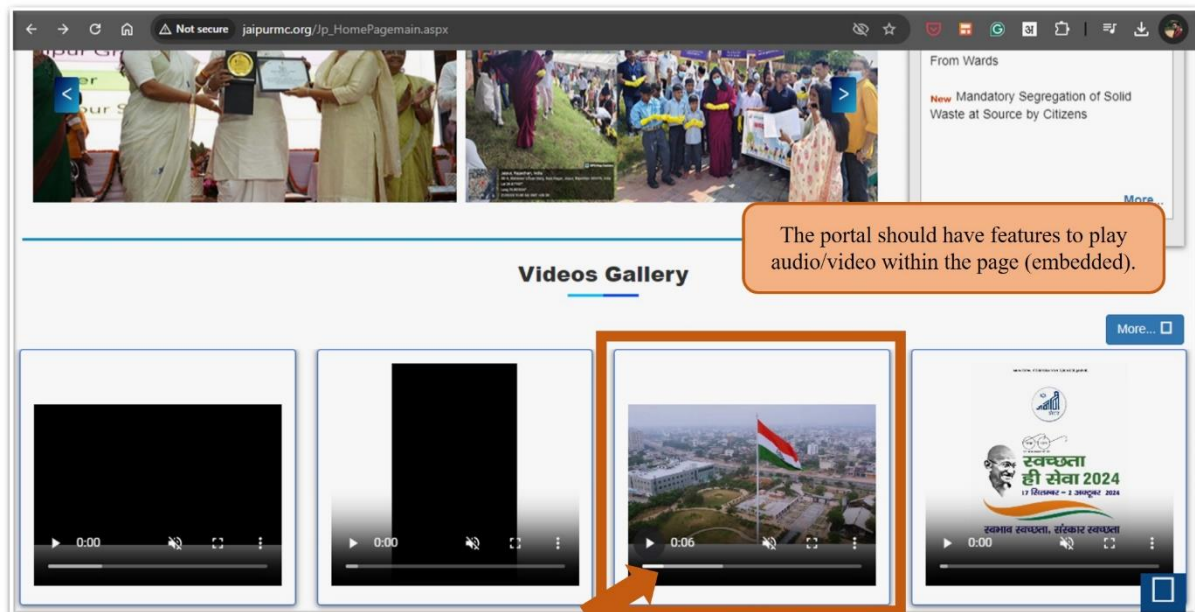
10. Portal is available both in English and local language



11. Availability of features to enable access to portal for people with visual/audio/motor disabilities



12. The portal supports audio and video playing



13. Accessibility Clear Indication of W3C Compliance of the Portal on the Home page



14. Accessibility Clear Indication Logo of GIGW of the Portal on the Home page



7.2 Content Availability

The efficacy of e-governance is contingent upon the provision of comprehensive and accurate information to citizens, which must be readily accessible. NeSDA acknowledges the pivotal role of content availability in facilitating efficient and transparent public services.

Content Availability refers to the availability of updated, authentic, relevant and user-friendly information in different / local languages, which can be easily understood and shared through multiple sources such as email and social media. Assessment of Content Availability covers questions related to the availability of correct information, availability of statistics about website usage by users, services information, information about policies of privacy and open data, availability of search engine optimization techniques for better content rating, among others.

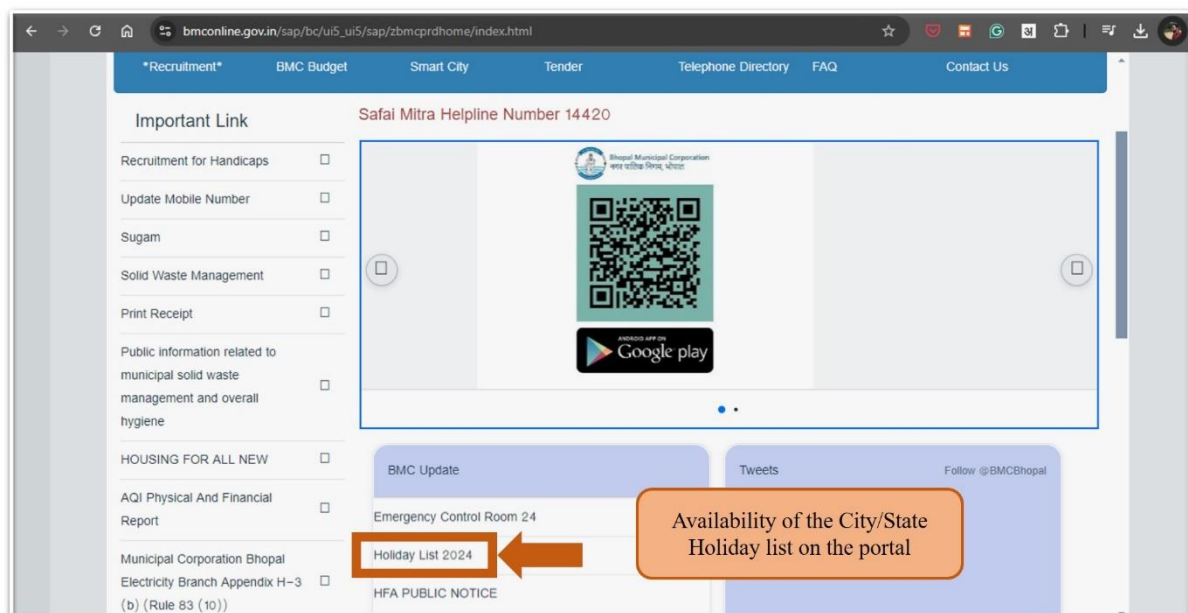
Content availability helps enhance user satisfaction with e-Services and improves citizen participation. Opening up government data can lead to more efficient use of resources and improved service delivery.

Assessment under this parameter is undertaken based on the following features and provisions:

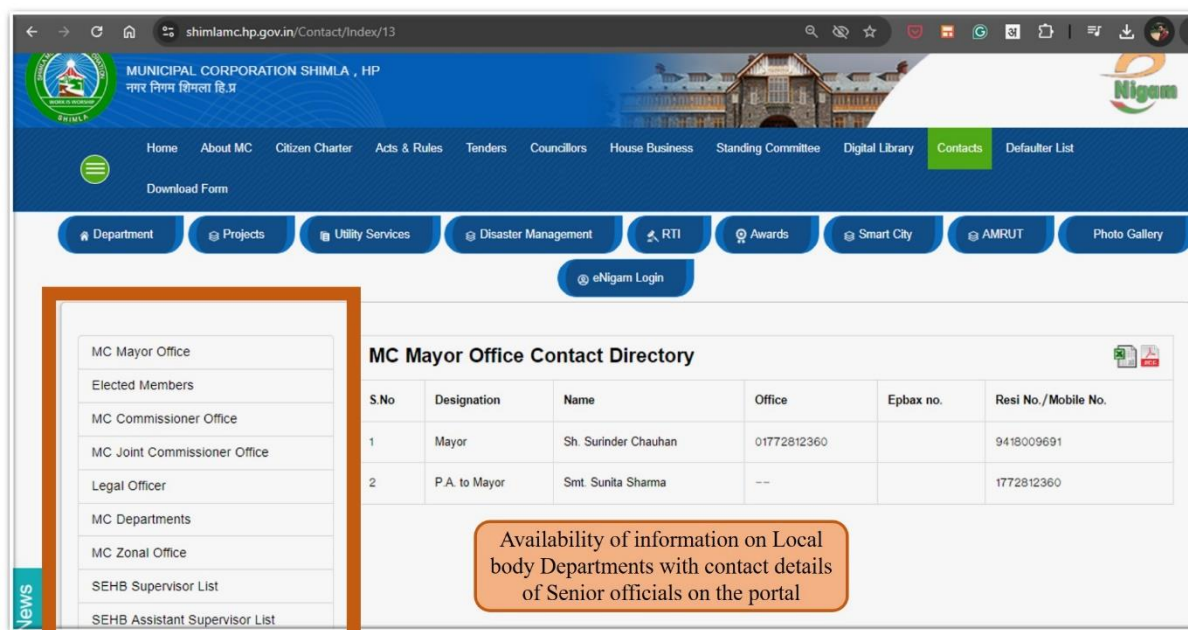
- City/State Holiday list provided on the portal
- A section is in place that provides the list of local body Departments with contact details of government officials
- A separate section on Frequently Asked Questions (FAQ) is in place on the portal
- Information of last updated Date-Time stamp on each page of the portal is available
- The last updated timestamp on each page of the portal shows current year
- Statistics about website usage by users (no. of visitors/average time spent per visitor etc.) is available
- Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, e-Participation activities, updates on portal, e-Gov Marketing etc. is in place
- Existence of a separate 'Contact Us' section is available on the Portal
- Presence of a "What's New" section is available on the portal
- Availability of facility for user to provide feedback/comments is available
- Information about results of user feedback/comment is available

Sample Screenshots for Content Availability section related reference:

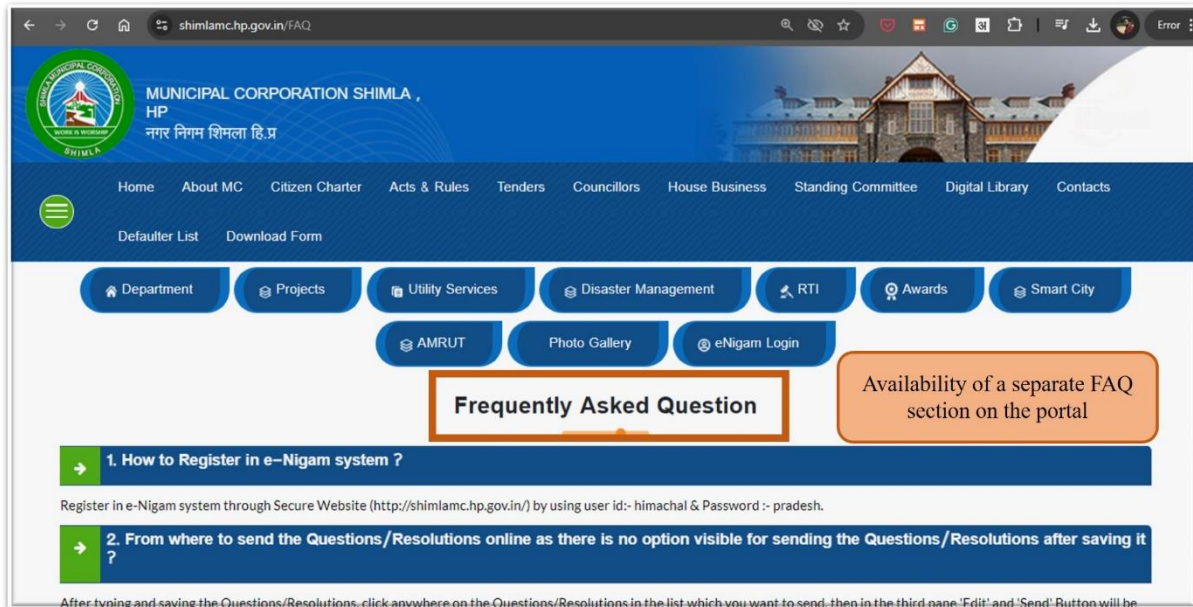
1. The City/State Holiday list is provided on the portal



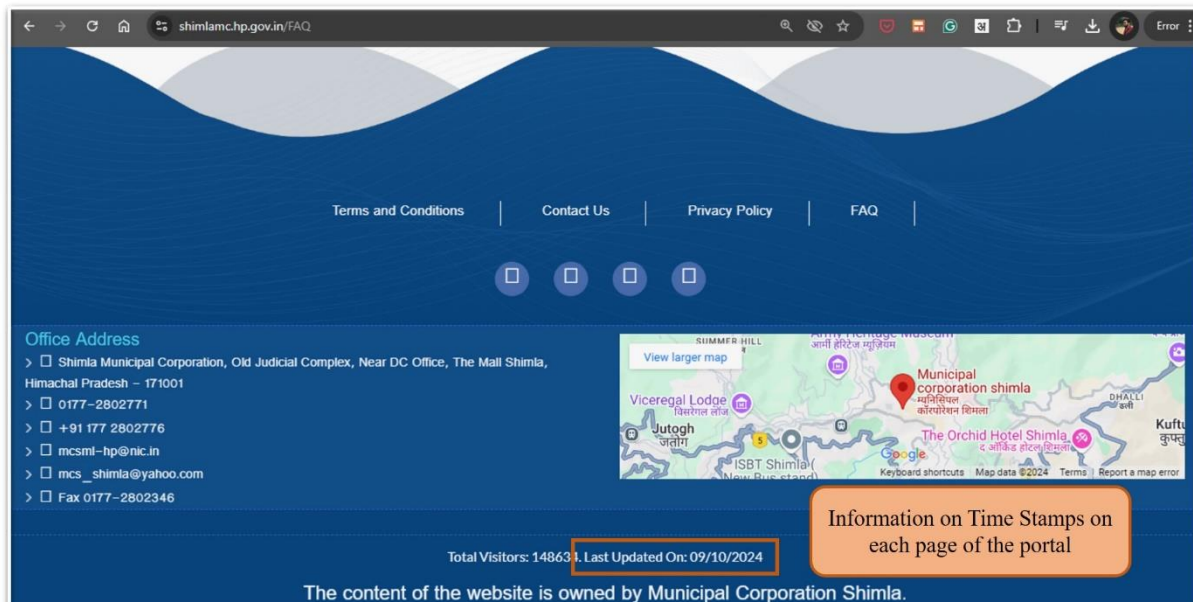
2. Existence of a section providing the list of local body Departments with contact details of government officials



3. Existence of a separate section on Frequently Asked Questions (FAQ) on the portal



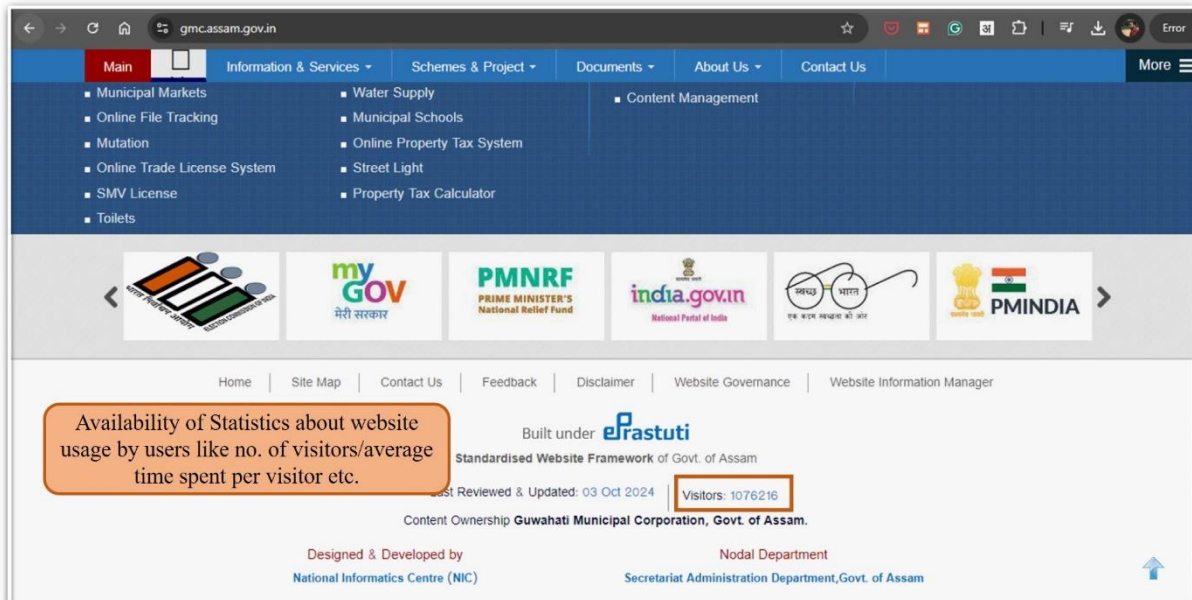
4. Availability of information of last updated Date-Time stamp on each page of the portal



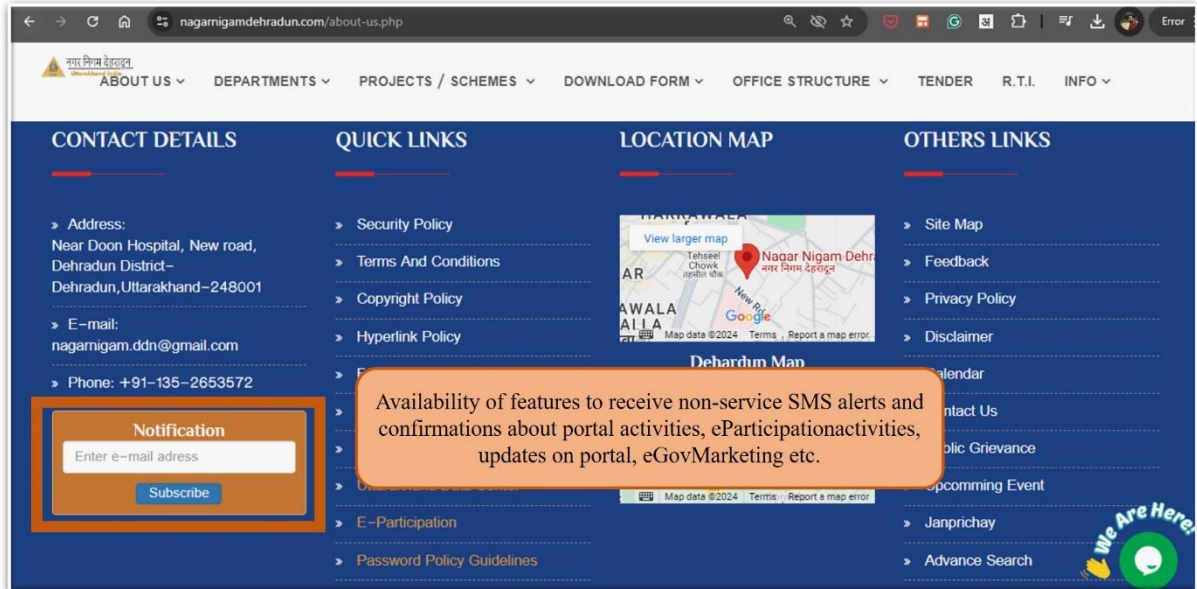
5. Last updated timestamp is on each page of the portal as of current year



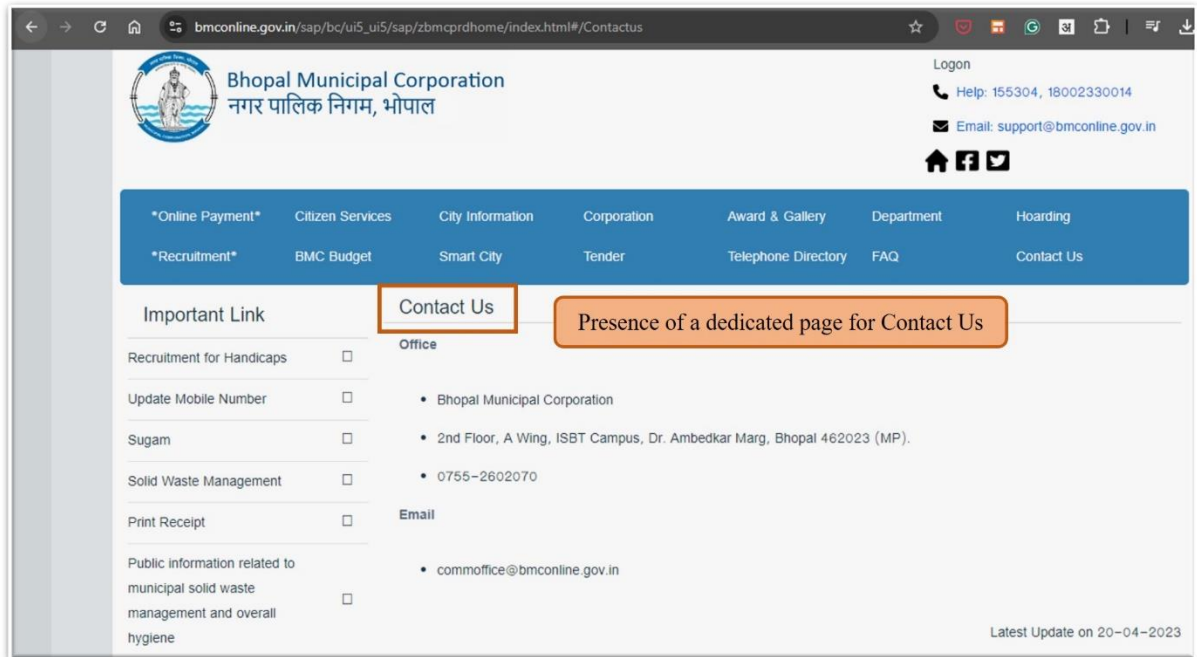
6. Availability of Statistics about website usage by users (no. of visitors/average time spent per visitor etc.)



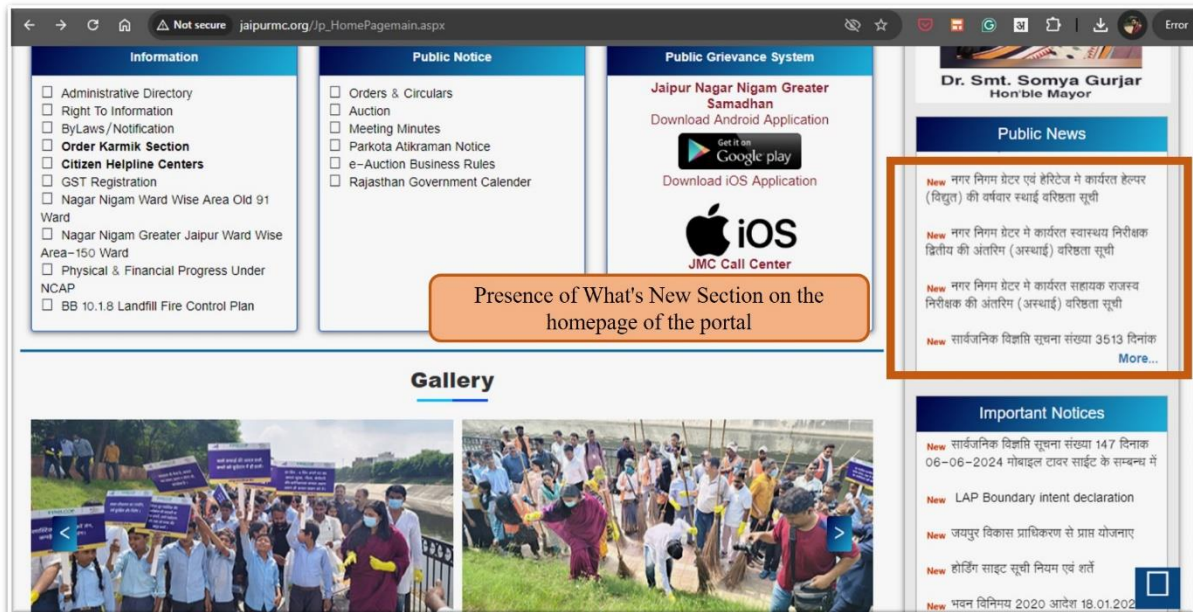
7. Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.



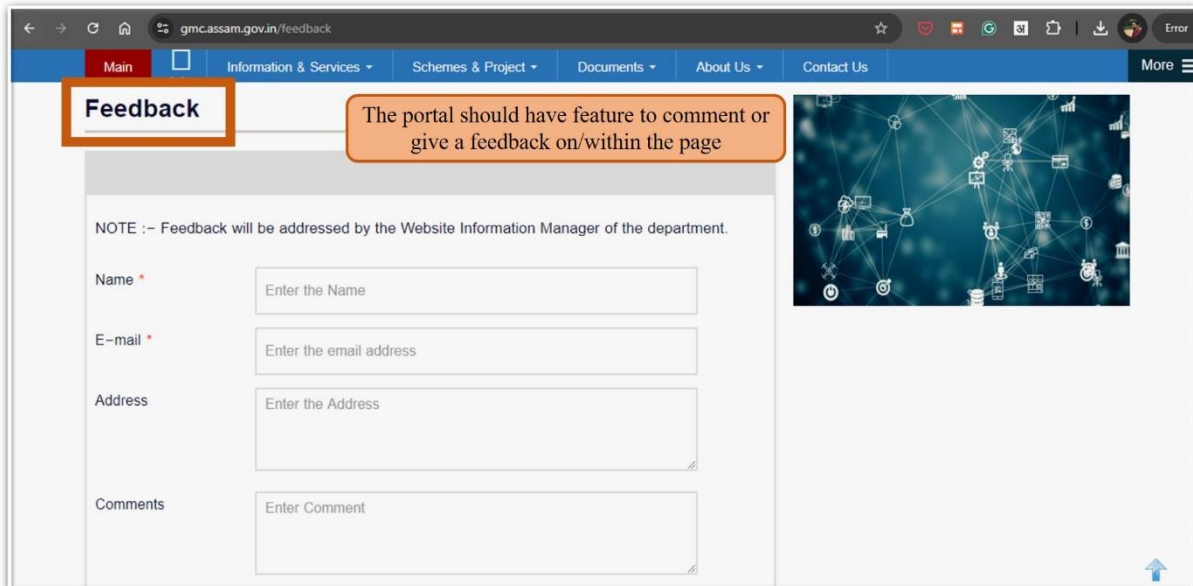
8. Existence of a separate 'Contact Us' section on the Portal



9. Presence of a "What's New" section on the portal



10. Availability of facility for user to provide feedback/comments



8 Media Outreach

DARPG  **@DARPG_GoI**

Transforming Governance By Leveraging Technology!

States and UTs across India are providing e-services, enhancing accessibility to essential government services. From strengthening efficiency to ensuring transparency and accessibility, e-governance is driving positive change!

📌 The NeSDA Way Forward monthly report highlights impressive strides in e-service adoption, showcasing how leveraging technology by government is empowering communities and simplifying governance.

📌 The NeSDA Way Forward August Month report is available at: darpg.gov.in/sites/default/...

#NeSDA #eServices #eGovernance #GoodGovernance



Remarkable Enhancement in Adoption of e-Services!

- 17,136 services are provided across States/UTs
- Jammu & Kashmir provides maximum e-services 1164

*As per NeSDA Way Forward monthly report for States/UTs August 2024

@DARPG_GOI @DARPGIndia @darpggoi www.darpg.gov.in

PMO India and 9 others

DARPG  **@DARPG_GoI**

States and UTs make Substantial Strides in Delivering mandatory e-Services!

To elevate e-governance, the key services identified by the department for the States and UTs that are expected to be available online for the citizens are considered Mandatory e-Services in NeSDA.

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

📌 The NeSDA Way Forward August Month report is available at: darpg.gov.in/sites/default/...

#NeSDA #eGovernance #MandatoryServices #WayForward



Bolstering Efficiency in e-Service Delivery!

- 1,553 out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at 77%
- Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand and Kerala have achieved 100% saturation of 56 mandatory e-services

*As per NeSDA Way forward monthly report for States/UTs August 2024

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PMO India and 9 others

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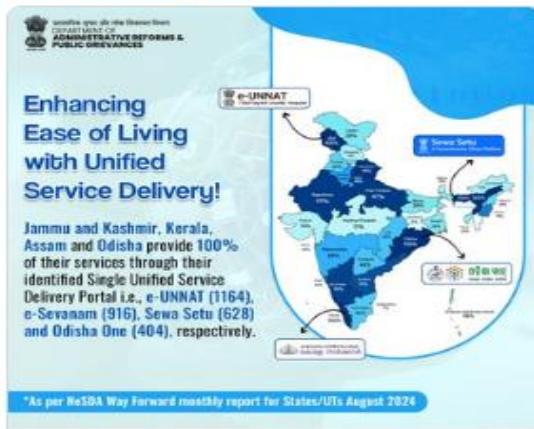
Unified Service Delivery: One Portal, Endless Possibilities!

✅ The Unified Service Delivery Portal is a one-stop solution for citizens to avail themselves of government services. Through this platform, they can seamlessly request, track, and receive services from multiple government agencies and service providers.

✅ With this portal, accessing public services has become easier, faster, and more efficient.

📌 The NeSDA Way Forward August Month report is available at: darpg.gov.in/sites/default/...

#NeSDA #eGovernance #UnifiedServiceDelivery



Enhancing Ease of Living with Unified Service Delivery!

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.

*As per NeSDA Way Forward monthly report for States/UTs August 2024

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DARPG  **@DARPG_GoI**

DARPG organized a workshop on Cyber Security today, 7th October 2024. This initiative was inspired by the establishment of the Cyber Swachhta Kendra by CERT-In (Indian Computer Emergency Response Team) under @GoI_MeITy.

📌 The workshop featured two crucial panel discussions on the current cybersecurity landscape in India and cybersecurity for e-office, Bhavishya, and CPGRAMS.



CYBER SECURITY

PANEL DISCUSSIONS

- CURRENT CYBERSECURITY LANDSCAPE & RISKS
- CYBER SECURITY CONSIDERATIONS BY DIFFERENT GOVERNMENT APPLICATION

PMO India and 9 others

10:17 PM · Oct 7, 2024 · 1,368 Views

9 Appendix

9.1. 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 - Feb' 24	Mar' 24	Apr - May' 24	June' 24	July' 24	Aug' 24	Sep' 24
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1128	1128
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128	1128	1164	1164
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016	1016
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889
UP	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800
Telangana	493	491	582	757	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
Karnataka	779	747	752	752	752	752	752	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
AP	606	574	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
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534	534	534	534
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504	504
Punjab	486	483	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
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682
Delhi	412	416	416	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
West Bengal	290	323	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
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323
AR	34	101	298	298	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
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264
Goa	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
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233	236
Mizoram	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
Nagaland	34	34	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
Ladakh	32	32	32	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
Manipur	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

For any suggestions, kindly contact the undersigned:

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Ministry of Personnel, Public Grievances & Pensions
Government of India