



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



# NeSDA Way Forward

Monthly Report for States/UTs

APRIL  
2026

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## 1. Introduction

The Department of Administrative Reforms and Public Grievances (DARPG) formulated the National e-Governance Service Delivery Assessment (NeSDA) Framework in 2019 to assess States/UTs and Central Ministries with regard to the delivery of their e-services as a benchmarking exercise, covering seven sectors. NeSDA assesses State/UT/Central Ministry/City portals on four parameters-Accessibility, Content Availability, Ease of Use, and Information Security & Privacy, and evaluates State/UT/Ministry service portals on an additional three parameters: End Service Delivery, Integrated Service Delivery, and Status Request & Tracking.

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery across States/UTs through inputs provided by States/UTs on NeSDA Way Forward Dashboard, NeSDA Way Forward monthly reports and regular review meetings with SPoCs from States/UTs. So far, 36 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor e-service delivery, across States/UTs.

This series of NeSDA Monthly Reports distinguishes itself through its comprehensive scope and regular frequency. Being the only government publication systematically monitoring and evaluating the scale and quality of e-Services provided across all States and Union Territories since its inception in April 2023, the update has consistently reported on three key categories of online services each month: all e-Services, mandatory e-Services, and those delivered through a unified portal.

In 2023, besides the regular monitoring across all sectors, the monthly reports from May to November, featured deep analysis of e-services in each of the seven-focus sectors – Tourism, Environment, Education, Labour & Employment, Finance, Social Welfare including Agriculture, Health & Home Security and Local Governance & Utility Services.

In 2024, alongside reporting the progress in overall delivery of e-services, the monthly editions featured sections on e-service delivery in the North Eastern States, progressive parameters under the NeSDA framework, assessment parameters for State/UT portals and service portals, e-services by Panchayati Raj Institutions, focus sector-wise mandatory e-services, advancements under Right to Service Commissions, and best practices in e-service delivery. In 2025, the reports were further expanded to include best practices from city and municipal portals and introduced

the monthly presentation of results generated through the AAKLAN tool for assessing State/UT portals, Unified Service Delivery Portals, and mandatory service portals, along with parameter-wise analysis. The recent editions have further expanded the scope of AAKLAN assessments to include Central Ministry/Department portals and Ministry/Department service portals.

The upcoming monthly report aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the NeSDA by providing regular status on e-services across States and UTs, introducing new sections each month assisting states/UTs to enhance their respective e-services. The report further serves as a platform for dissemination of best practices in e-service delivery, providing scope for replication of these practices. The enhanced objectives of NeSDA Way Forward Monthly Reports are as follows:

**A**

#### **Saturation of e-services**

- Provision of identified 59 mandatory e-services by all states/UTs
- Increase in delivery of total number of e-services provided
- Increase in the number of mandatory e-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 citizens as per their entitlement, based on socio-economic status



**C**

#### **Strengthening of Unified Service Delivery Portals**

- Strengthening of unified Service 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, Apr'26 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 30<sup>th</sup> April, 2026.

## 2. Key Highlights

### Status of Implementation

- **25,484** e-services provided across States/UTs. Maximum e-services (**9,140**) pertain to 'Local Governance & Utility Services' sector
- A total of **275 e-Services added** since last report, by States/UTs across the country
- **1,743** of 2124 mandatory e-services (59\*36 States/UTs) available, making saturation **>81%**
- **14 States/UTs** viz. Andhra Pradesh, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand and Maharashtra have achieved 100% saturation of 59 mandatory e-services. Additionally, **8 States/UTs** viz. Maharashtra, Jammu & Kashmir, Chandigarh, West Bengal, Meghalaya, Telangana, Tripura and Punjab have achieved over 90% saturation of the 59 mandatory e-services

### Unified Service Delivery Portal

- Portals providing 100% services are **Sewa Setu (Assam), e-UNNAT (J&K), Seva Sindhu (Karnataka), Odisha One (Odisha), Madhya Pradesh (MP e-Service), Apuni Sarkar (Uttarakhand)** and **e-Sevanam (Kerala)**. Over 90% of services are provided by States/UTs through their identified Unified Service Delivery Portals viz. **e-District Chandigarh, e-District Delhi, Saral Haryana, Himseva** and **e-Mitra Rajasthan**

### Best Practices: Central Government Ministries/ Departments

- Official websites of Central Government Ministries, **Ministry of Education** and **Ministry of Road Transport and Highways**, have been highlighted as best practices

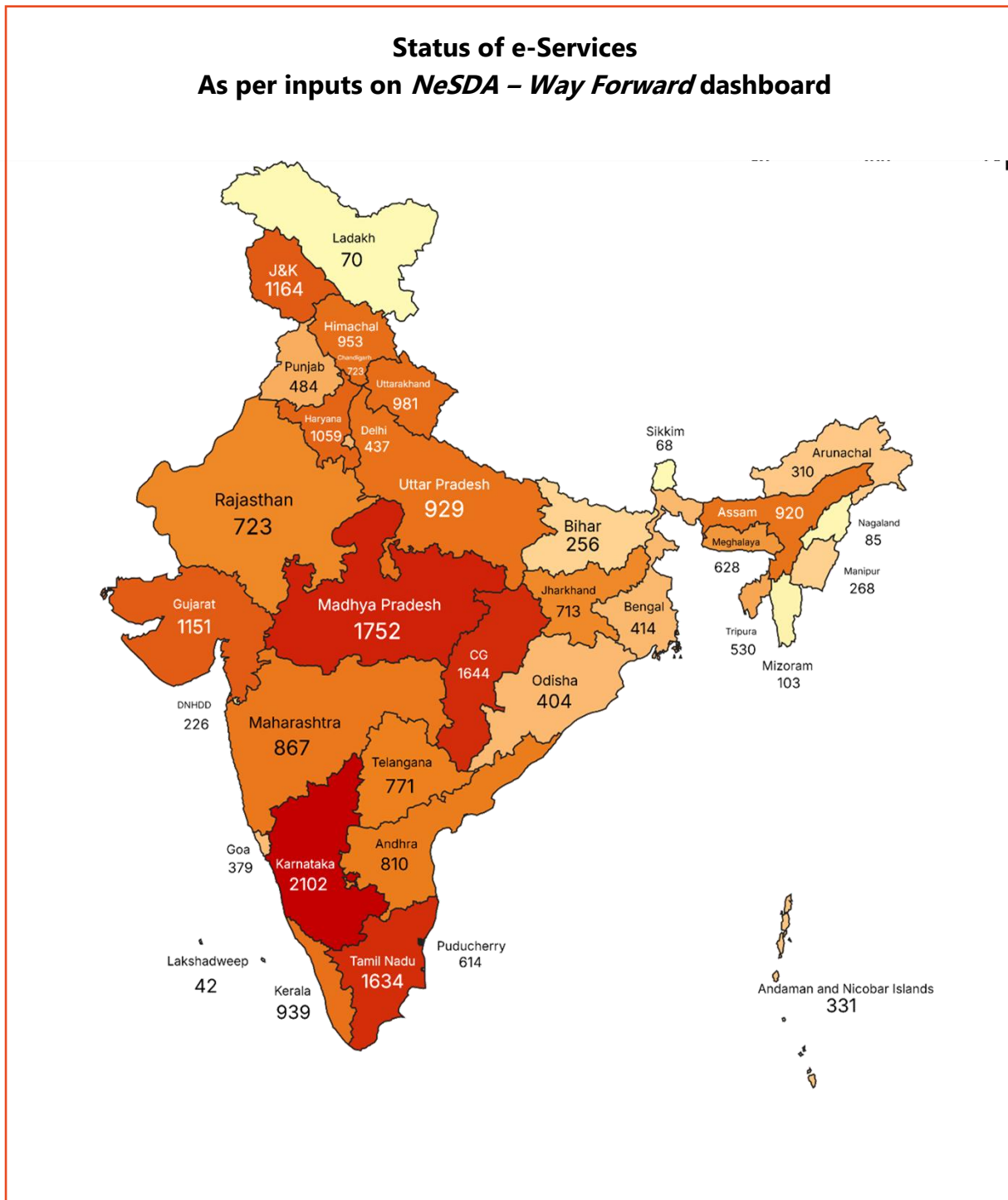
### Best Practices: City Level e-Governance

- As citizen interactions largely occur at the municipal level, this chapter highlights how city-level digital platforms are transforming service delivery along with showcasing few best practices from select Municipality Portal of **Ludhiana** and **Thiruvananthapuram**

### AAKLAN: Benchmarking and Ranking Tool

- This edition of the AAKLAN chapter expands the automated assessment framework to Central Ministry/Department portals that were part of the NeSDA biennial framework.

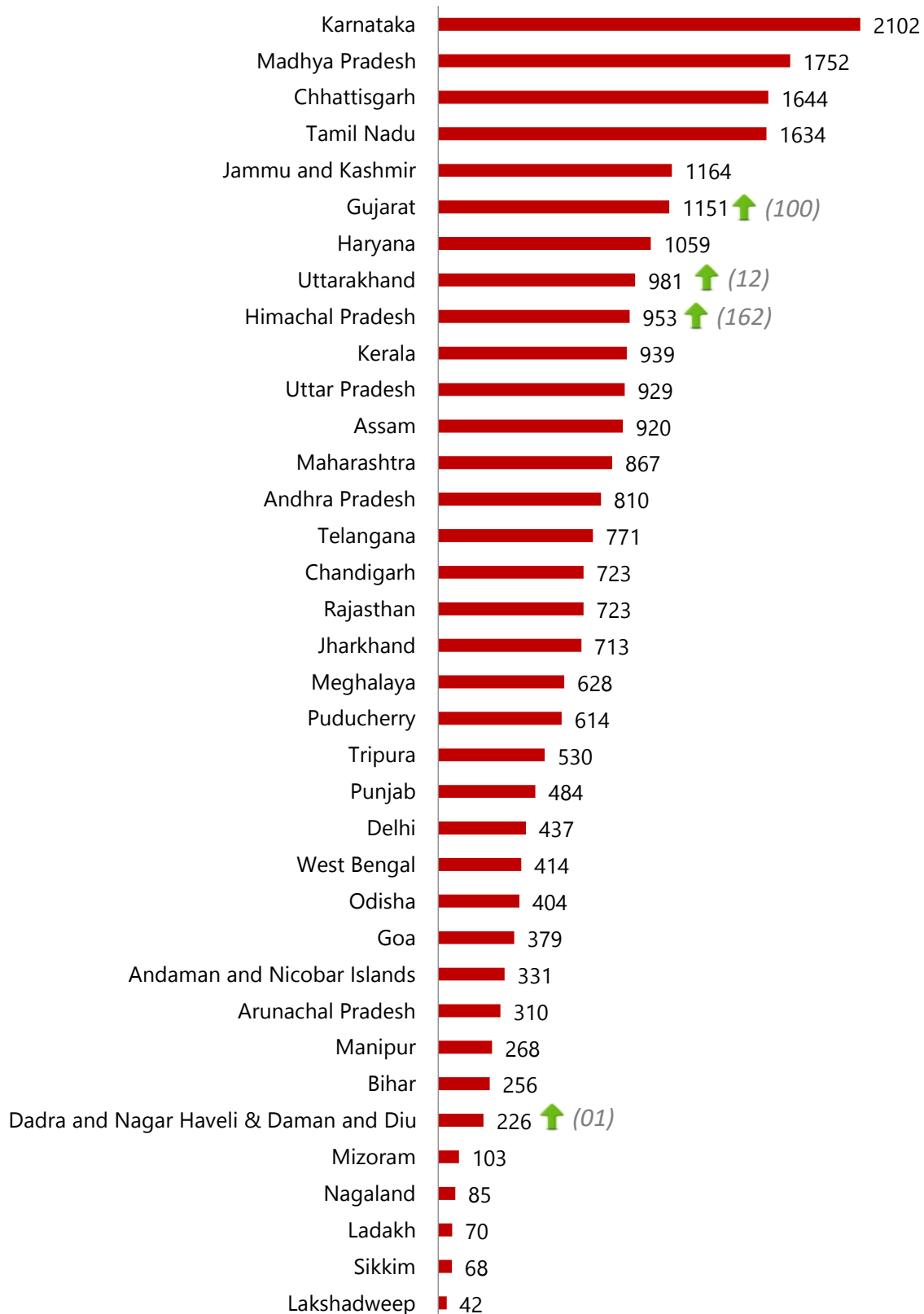
### 3. Review of Status of Implementation in States/UTs



**Total e-Services**  
**25,484**

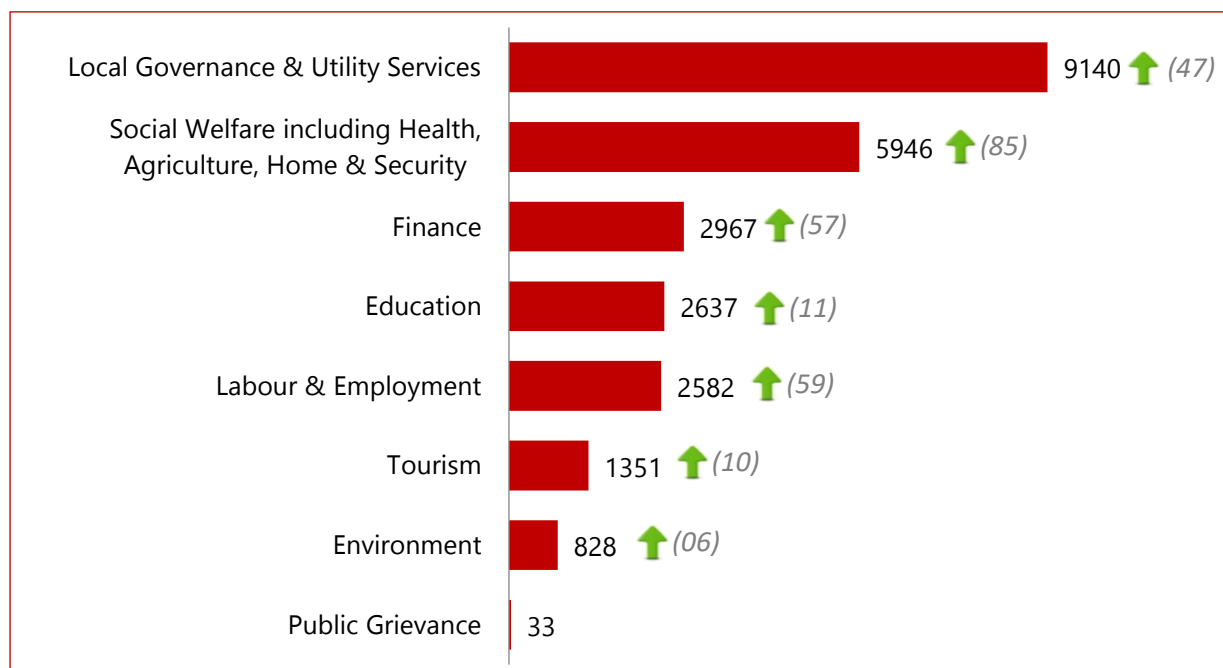
*Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2026.*

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

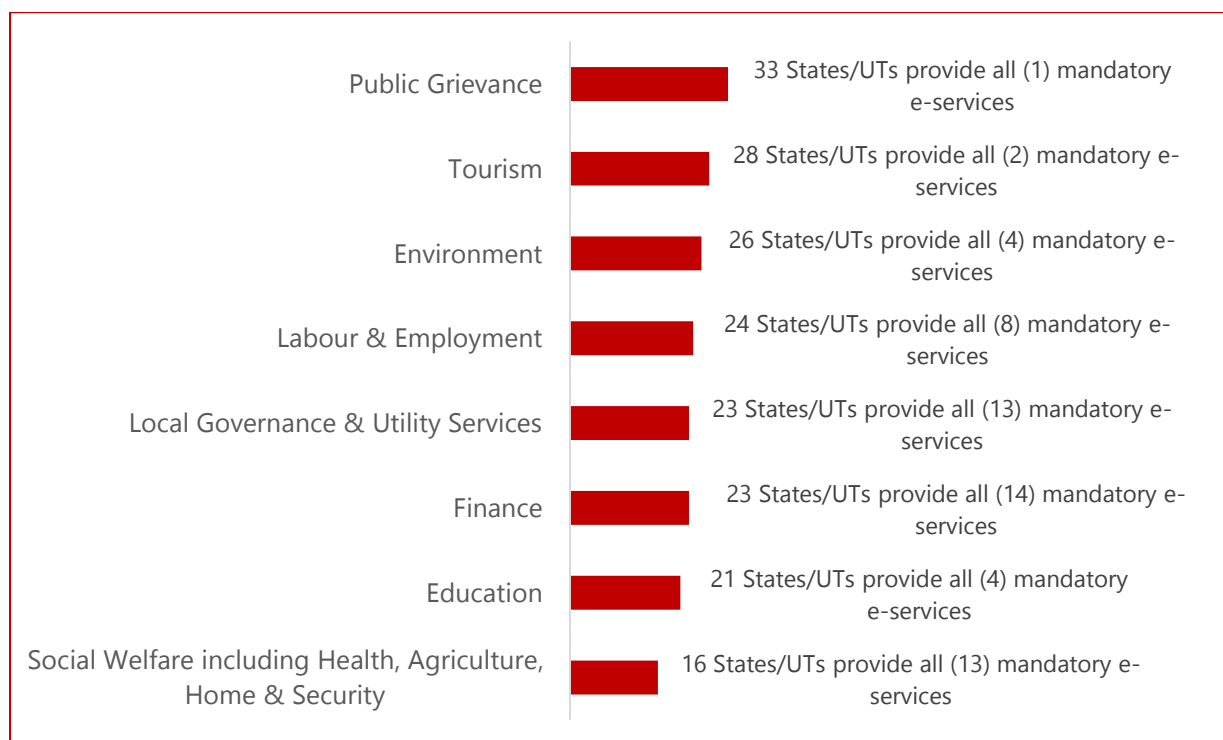


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

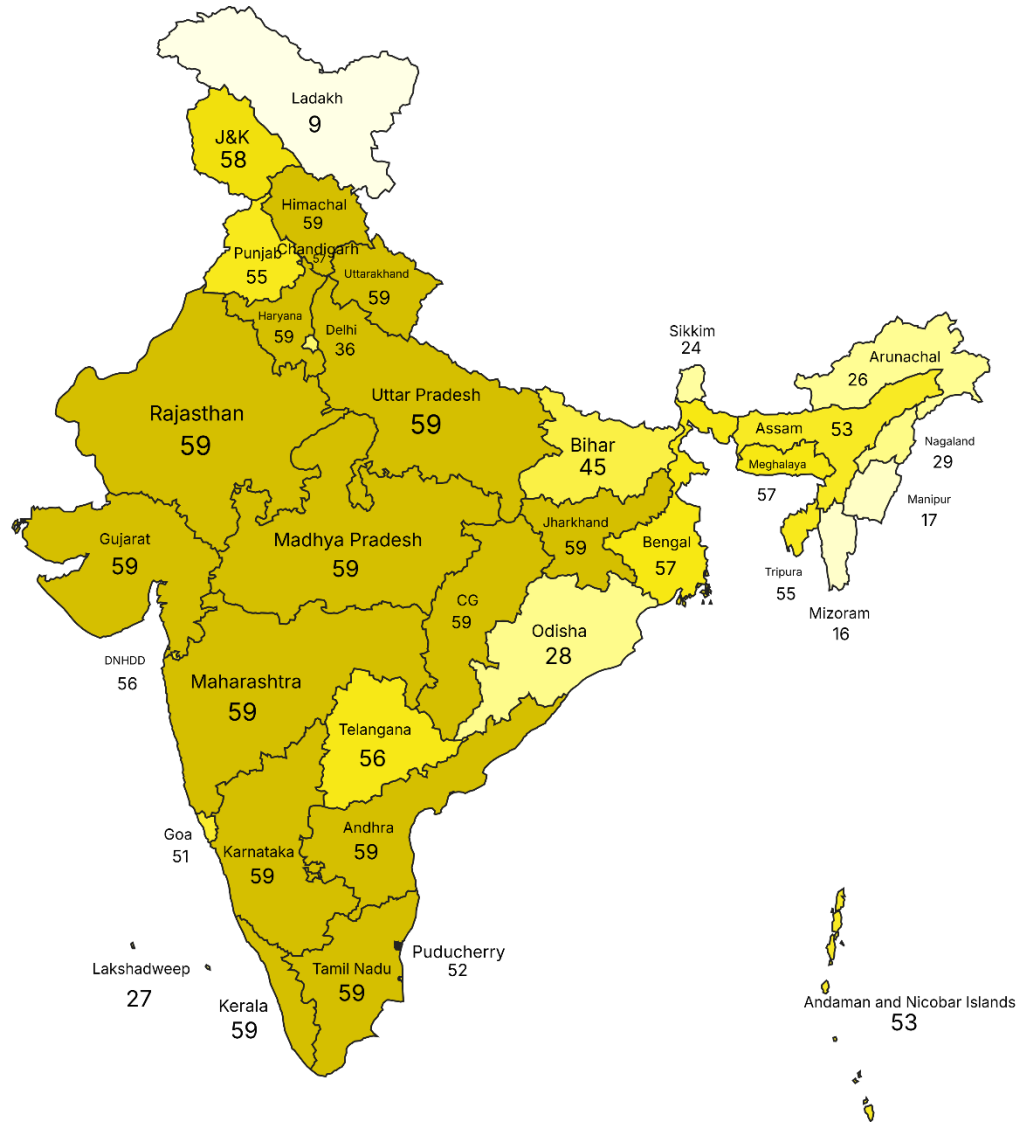


## Sector-wise saturation status of mandatory e-services across States/UTs



*Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2026.*

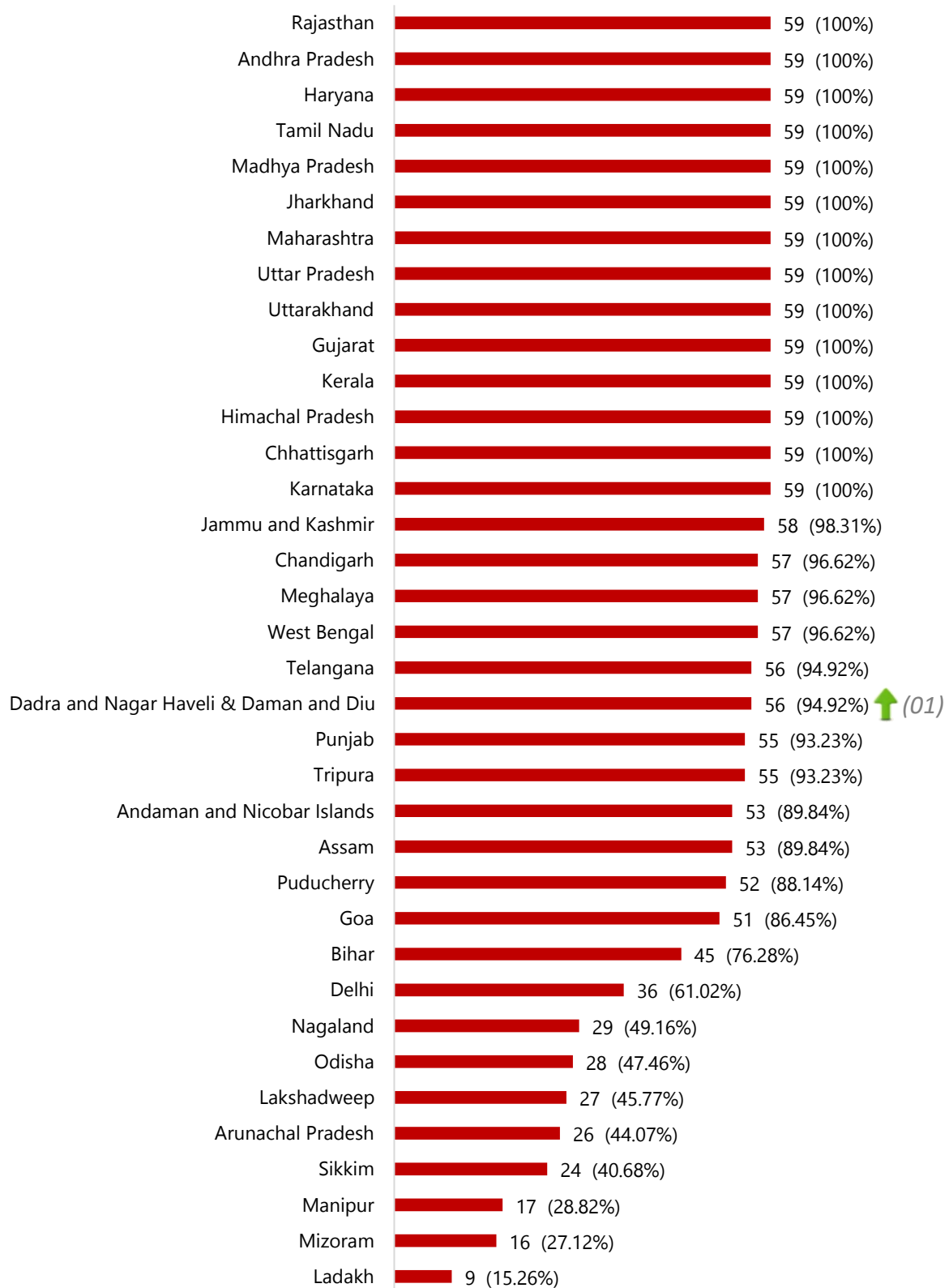
**Status of 59 Mandatory e-Services  
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services  
1,743**

*Note: The aforementioned figures are uploaded by States/UTs as of 30/04/2026.*

**Status of 59 Mandatory e-Services  
As per inputs on NeSDA – Way Forward dashboard**



Monthly progress of mandatory e-services across States/UTs is given in **Annexure 8.2**



#	State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Union Territories	Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
	Chandigarh	e-District	eservices.chd.gov.in	99% (717)
	Delhi	e-District	edistrict.delhi.gov.in	97% (426)
	A&N Islands	e-Seva	anieseva.andaman.gov.in	35% (116)
	DNHDD	Single Window Portal	swp.dddgov.in	23% (53)
	Ladakh	e-Seva	eseva.ladakh.gov.in	19% (13)
	Puducherry	e-District	edistrict.py.gov.in	7% (44)
North-East & Hill States	Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	100% (981)
	Assam	Sewa Setu	sewasetu.assam.gov.in	100% (920)
	Himachal Pradesh	HIMSeva	himseva.hp.gov.in	99% (951)
	Manipur	Manipur USP	uspmanipur.mn.gov.in	59% (158)
	Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
	Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
	Tripura	e-District	edistrict.tripura.gov.in	13% (71)
	Meghalaya	Meghalaya Online	meghalayaone.gov.in	14% (88)
	Sikkim	Sikkim SSO	sso.sikkim.gov.in	12% (8)
Group A	Madhya Pradesh	MP e-Service	services.mp.gov.in	100% (1752)
	Odisha	Odisha One	odishaone.gov.in	100% (404)
	Rajasthan	e-Mitra	emitra.rajasthan.gov.in	99% (717)
	Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
	Bihar	RTPS Bihar	serviceonline.bihar.gov.in	26% (66)
	West Bengal	e-District	edistrict.wb.gov.in	26% (106)
	Chhattisgarh	e-District	edistrict.cgstate.gov.in	16% (260)
	Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	6% (43)
Group B	Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2102)
	Kerala	e-Sevanam	services.kerala.gov.in	100% (939)
	Haryana	Saral Haryana	saralharyana.gov.in	95% (1002)
	Gujarat	Digital Gujarat	digitalgujarat.gov.in	78% (900)
	Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	74% (644)
	Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	68% (551)
	Goa	Goa Online	goaonline.gov.in	66% (249)
	Telangana	MeeSeva	ts.meeseva.telangana.gov.in	47% (365)
	Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
	Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	32% (524)

*Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 30/04/2026. Lakshadweep and Mizoram do not have a single unified services portal.*

## 5. Best Practices - Central Government Ministries/Departments

As digital governance continues to evolve, government platforms are increasingly shaping how information is accessed, shared, and utilized by citizens and stakeholders. In this context, official websites of Ministries and Departments serve as key digital interfaces that enable structured dissemination of information and support informed public engagement. Unlike service delivery portals that focus on transactional services, these platforms function as authoritative digital repositories, providing comprehensive information on policies, programmes, organizational structures, and governance processes.

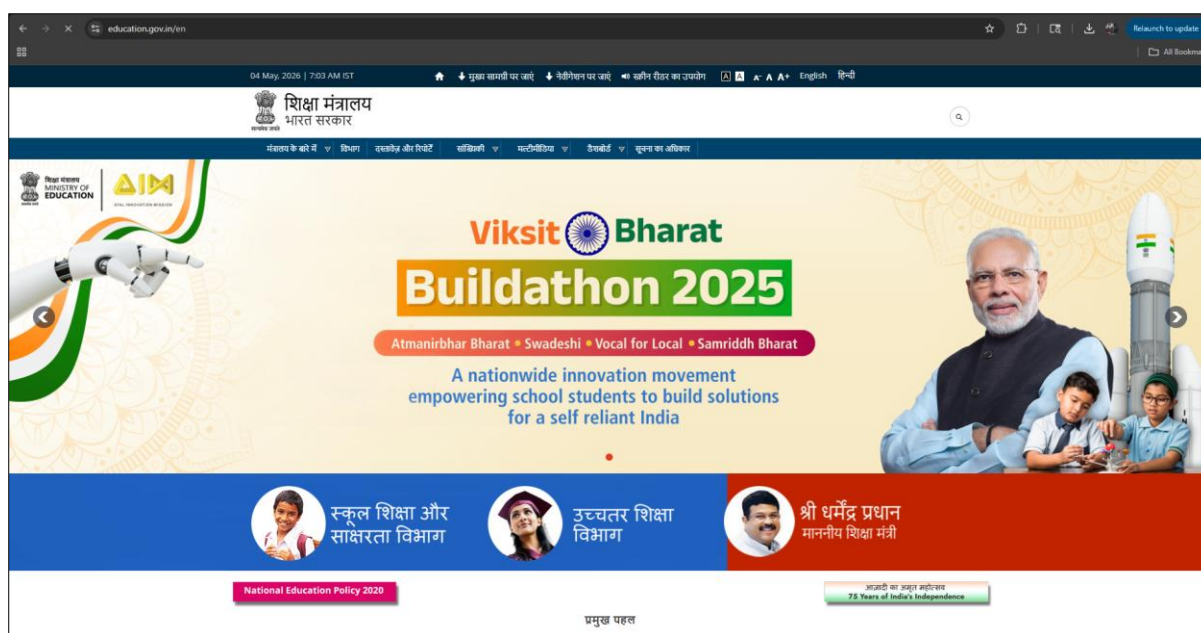
This chapter focuses on official websites of Central Government Ministries and Departments that demonstrate effective practices in information dissemination, public communication, and digital governance. These platforms enable citizens, researchers, and stakeholders to access authentic and up-to-date information, thereby strengthening trust and accountability in governance. They also act as a primary interface for communicating government priorities, initiatives, and policy directions to the public in a structured and accessible manner.

Ministry/Department websites act as a foundational layer of e-Governance by supporting informed decision-making, promoting awareness of government initiatives, and facilitating citizen participation through features such as grievance redressal systems, document repositories, and real-time updates. In addition, they enhance administrative transparency by making official records, reports, and notifications publicly available, reducing information asymmetry between the government and citizens.

By examining their structure, features, and functionalities, this section highlights how these websites contribute to building a transparent, accessible, and citizen-centric governance ecosystem. The Ministry websites featured in this section include:



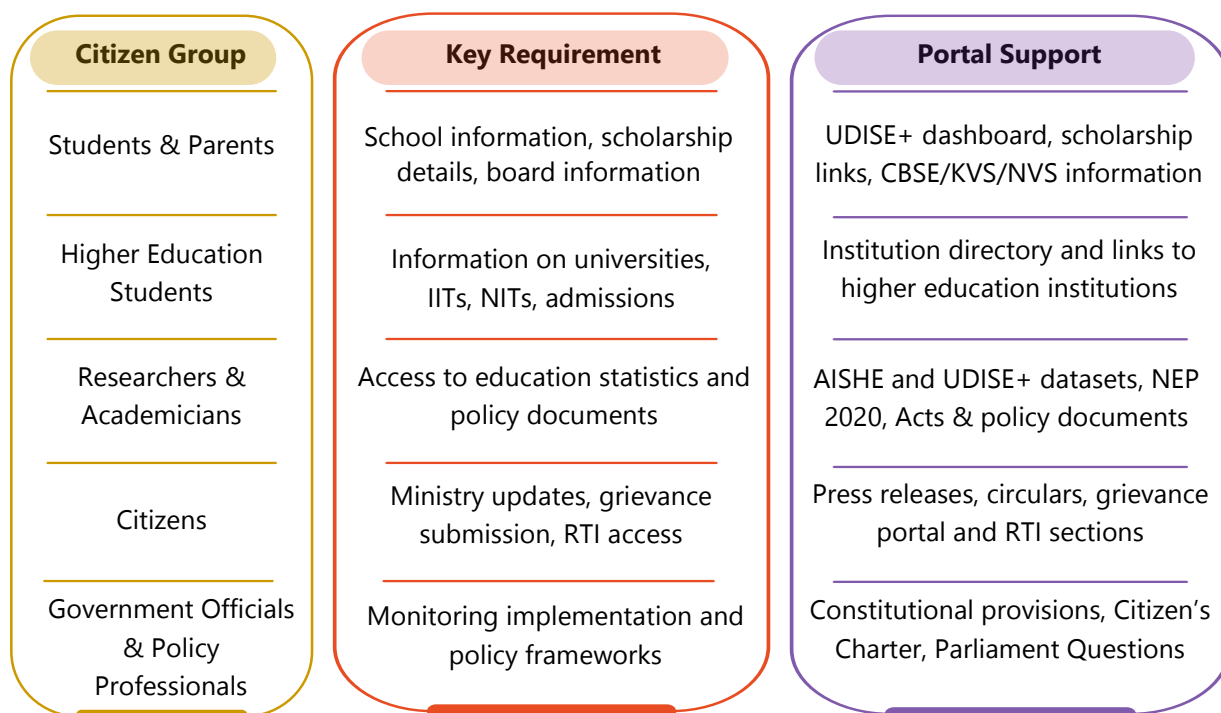
## 5.1. Ministry of Education



<https://www.education.gov.in/en>

The Ministry of Education portal is the official government website that serves as the central digital platform for school education, higher education, schemes, policies, statistics, and institutional information in India. The portal brings together multiple citizen services and information resources under a single digital interface, enabling students, parents, teachers, researchers, and citizens to access education-related information and services online.

### Citizen-Centric Benefits of the Portal



## Key Services and Platforms Integrated with the Portal

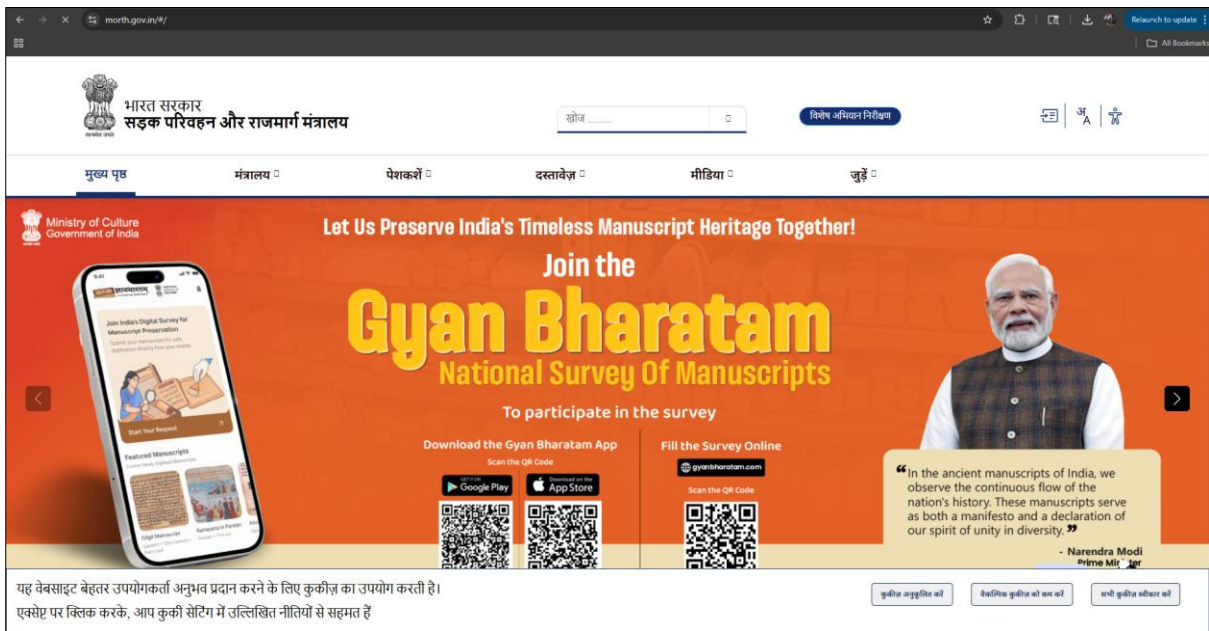
- **Ek Bharat Shreshtha Bharat:** This initiative promotes unity by connecting different states and cultures of India. It helps students understand diversity and strengthens national integration.
- **Swachh Bharat Swachh Vidyalaya:** This program ensures cleanliness and sanitation in schools. It creates a healthy and safe learning environment for students.
- **FIT India:** This initiative encourages physical fitness and a healthy lifestyle among students. It promotes sports and daily exercise habits.
- **Nagrik Kartavya Paalan Abhiyan:** This campaign spreads awareness about citizens' duties and responsibilities. It helps build discipline and civic sense among students.
- **Mahatma Gandhi Initiative:** This initiative promotes the values of truth, peace, and non-violence. It inspires students to follow ethical and moral principles.
- **Academic Bank of Credits (ABC):** This service stores students' academic credits digitally in one place. It allows flexible learning and easy transfer between institutions.
- **NIOS Student Portal:** This portal provides services for open schooling students across India. It supports flexible education for those who cannot attend regular schools.
- **DIKSHA Platform:** This platform provides digital learning resources for students and teachers. It offers interactive content and training modules.
- **CBSE Result and Compartment Services:** This service allows students to check board exam results online. It provides quick and transparent access to marks. Also helps students apply for re-exams and improve results. It simplifies the process for continuing education.
- **Samagra Shiksha Monitoring:** This system tracks implementation of school education schemes. It helps improve quality through data monitoring.
- **National Scholarship Portal:** This portal allows students to apply for scholarships online. It provides financial support for education.



## Key Services and Features

- **Bilingual Interface and Accessibility:** The portal is available in English and Hindi and includes accessibility features such as screen reader support, text resize options, and high contrast mode, improving usability for visually impaired and elderly users.
- **Integrated Statistics and Dashboards:** The portal provides direct integration with UDISE+ and AISHE dashboards, enabling citizens to access education-related statistics on schools, colleges, enrolment, teachers, and infrastructure.
- **Institution Directory and Scholarship Access:** A searchable directory of educational institutions helps users identify IITs, NITs, IIMs, Central Universities, and other institutions, while scholarship sections are linked with the National Scholarship Portal for online applications.
- **Citizen Engagement and Transparency:** The portal provides updates, circulars, press releases, grievance linkage, RTI access, and social media integration, while also publishing Parliament Questions, Citizen's Charters, and Monthly Cabinet Summaries for proactive disclosure.
- **Integration with National Digital Ecosystem:** The portal acts as a gateway to major national education platforms including NDEAR, NSP, AISHE, and UDISE+, supporting integrated digital service delivery.

## 5.2. Ministry of Road Transport & Highways



<https://morth.gov.in/>

The Ministry of Road Transport & Highways (MoRTH) portal, serves as the central digital platform for road transport, highways, vehicle-related governance, and road safety services in India. The portal acts as a gateway to an integrated transport ecosystem connecting citizens with major platforms such as Parivahan Sewa, VAHAN, Sarathi, FASTag, eChallan, mParivahan, and iRAD/eDAR. The portal supports citizens, transporters, commuters, and enforcement agencies through online and faceless services, digital document access, toll digitisation, and integrated transport governance systems.

The MoRTH portal reflects a strong citizen-centric approach to digital governance by integrating transport services, road safety systems, digital enforcement mechanisms, and highway management platforms within a unified digital ecosystem.

### Major Services and Platforms Integrated with the Portal

**Parivahan Sewa**

**Sarathi Driving Licence System**

**eChallan Traffic Enforcement System**

**DigiLocker Integration**

**VAHAN Vehicle Registration System**

**FASTag Toll Collection System**

**mParivahan Mobile Application**

**iRAD/eDAR Road Accident Database**

## Citizen-Centric Benefits of the Portal

Citizen Group	Key Requirement	Portal Support
Vehicle Owners	Vehicle registration, RC renewal, ownership transfer	VAHAN platform for online registration and RC services
Drivers & Licence Holders	Driving licence application and renewal	Sarathi platform with online DL and Learner's Licence services
Commuters & Highway Users	Toll payments and traffic challan management	FASTag and eChallan integration
Transporters	Permits, fitness certificates, tax payments	National permit, checkpost, and compliance services
Road Accident Responders	Accident reporting and safety information	iRAD/eDAR road accident reporting system



### Key Citizen-Centric Features

- **Fully Online and Faceless Services:** The portal provides 58 transport-related services through Aadhaar-based authentication, reducing physical visits to RTO offices.
- **VAHAN and Sarathi Integration:** The platform integrates 1300+ RTOs nationwide for vehicle registration, driving licence, RC, permit, and compliance services.
- **AI-Based Learner's Licence Services:** Citizens can apply online, take AI-proctored tests using Aadhaar-based face authentication, and download Learner's Licences instantly without visiting RTO offices.
- **FASTag and Toll Digitisation:** FASTag supports automatic toll collection on national highways through RFID and ANPR-based systems, reducing toll plaza queues.
- **Digital DL and RC Services:** Digital Driving Licences and Registration Certificates available through mParivahan and DigiLocker are legally valid under the Motor Vehicles Act.
- **eChallan and Online Enforcement System:** Citizens can check and pay traffic challans online using vehicle number, challan number, or driving licence details.
- **Road Safety and Accident Data Systems:** The iRAD/eDAR platform enables GPS-based accident reporting and integrated data management across Police, Health, and Transport Departments.
- **Bilingual and Accessible Interface:** The portal supports multilingual access through Bhashini integration & provides screen reader support and font size adjustment features.

## 6. Best Practices: City Level e-Governance

As NeSDA Way Forward evolves, it is essential to expand the focus beyond state-level service delivery and examine the digital transformation happening at the city level. Most citizen interactions with government services occur at the municipal or urban local body level, making it crucial to strengthen online service delivery platforms in cities.

With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored the importance of strengthening city-level e-Governance.

Cities serve as hubs of economic development, and city-based service delivery platforms have significant potential to transform the overall governance landscape. Given the unique governance challenges faced at the city level, these platforms play a crucial role not only in the efficient delivery of services but also in fostering citizen engagement. Additionally, they contribute to economic development by enhancing accessibility and streamlining service provision. This chapter highlights the current landscape of online service delivery at the city level, showcasing selected city portals that exemplify best practices in digital governance.

By showcasing city/municipal service delivery portals that have demonstrated commendable performance in the NeSDA study, this chapter aims to bring attention to emerging best practices and replicable models of digital urban governance. These platforms not only enable efficient service provision but also encourage greater citizen participation and administrative transparency. As part of an ongoing effort, the NeSDA Way Forward monthly reports will continue to highlight top-performing city portals across the country. Some of the notable city/municipal service delivery portals and digital initiatives featured in this section include:

City (State/UT)	Portal Name
<b>Ludhiana</b>	Municipal Corporation of Ludhiana
<b>Thiruvananthapuram</b>	Corporation of Thiruvananthapuram

## 6.1. Municipal Corporation Ludhiana



<https://mcludhiana.gov.in/>

The Municipal Corporation Ludhiana (MCL) portal serves as a comprehensive digital governance platform for delivery of citizen-centric municipal services in Ludhiana, Punjab. Ludhiana, popularly known as the “Manchester of India” and a major industrial and educational hub of Northern India, has leveraged digital governance to improve accessibility, transparency, and efficiency in municipal service delivery. The portal enables citizens to access a wide range of municipal services online, reducing dependency on physical office visits and ensuring faster, transparent, and convenient service delivery.



### Key Services Offered

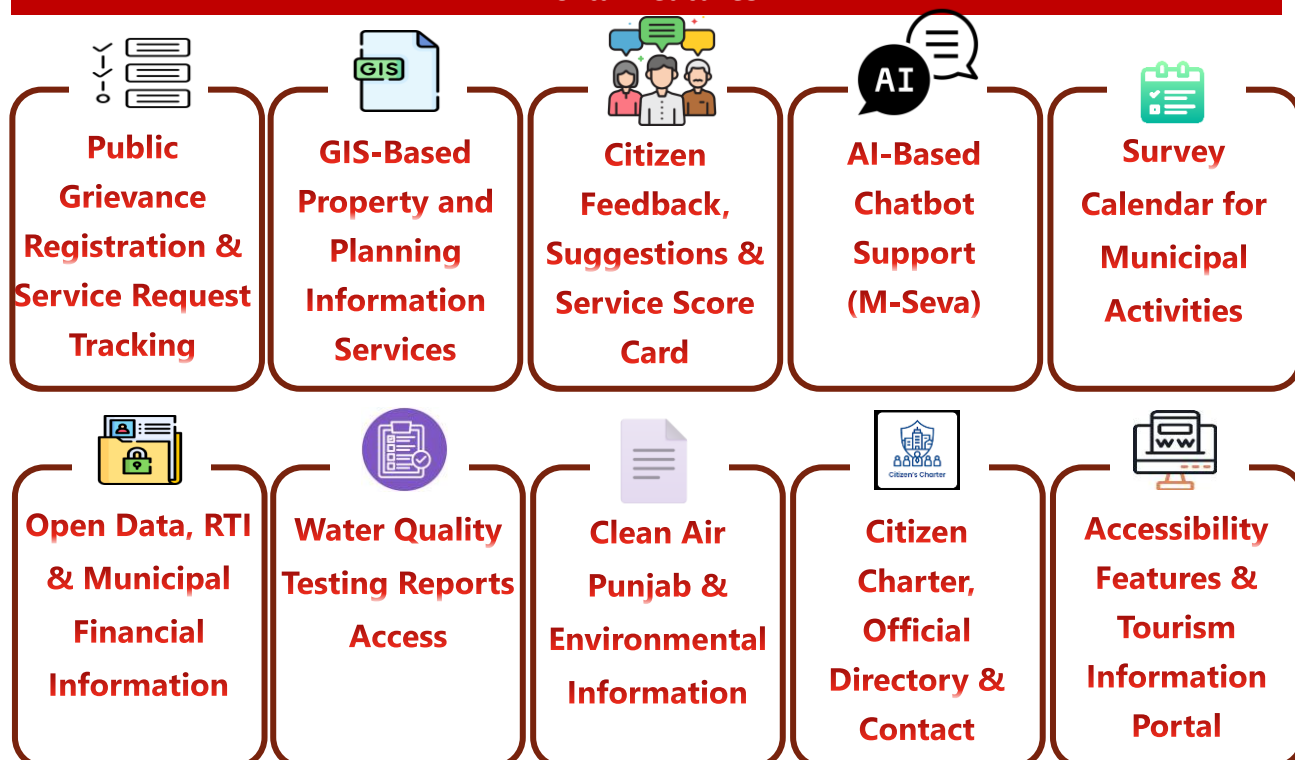
- **Property Tax:** Citizens can calculate and pay property tax online. The service maintains digital records of transactions.
- **Water & Sewerage Bill Payment:** Users can check and pay water and sewerage bills online, reducing physical visits and payment delays.
- **Disposal Bill Payment:** Enables online payment of disposal-related municipal charges.
- **Cow Cess Online Payment System:** Citizens can pay cow cess charges online for cattle welfare initiatives.
- **Pet Registration:** Allows users to register pets with the municipal authority for record and regulatory purposes.



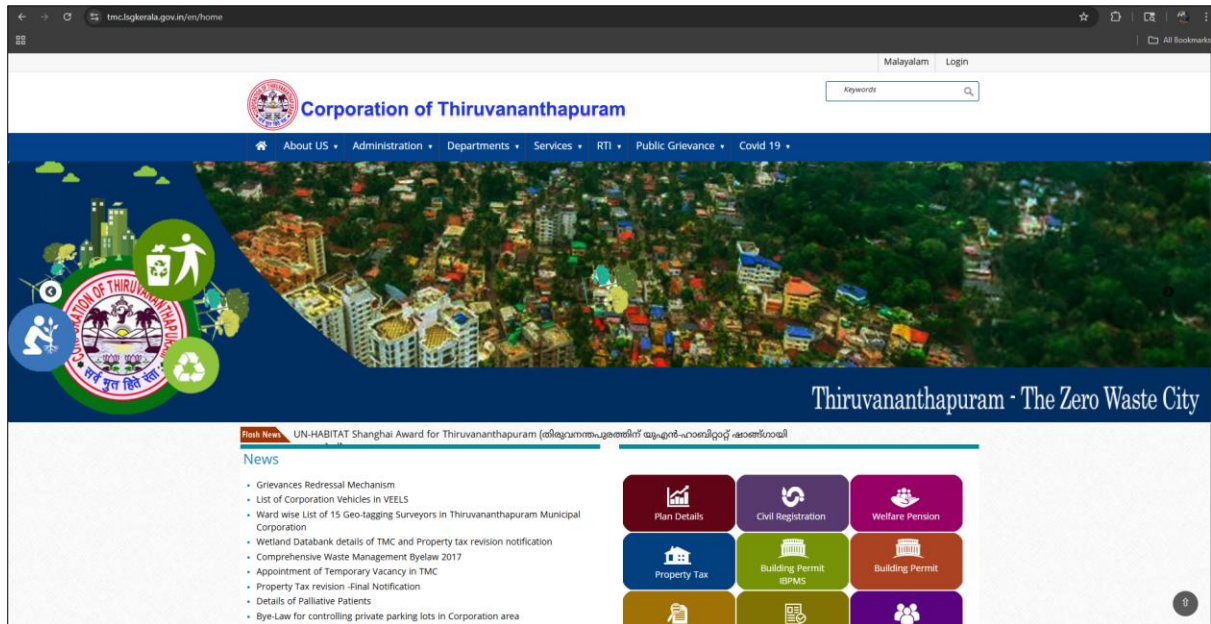
## Key Services Offered

- **Track Birth and Death Applications:** Users can track the status of birth and death certificate applications online.
- **e-Naksha – Building Plan Sanction:** Enables online submission and approval of building plans in compliance with urban planning regulations.
- **New Water & Sewerage Connections:** Citizens can apply online for new water and sewerage connections and track application status.
- **TS-1 Copy:** Provides access to TS-1 documents related to property & building records
- **Search Water & Sewerage Connection Details:** Allows users to search details of existing water and sewerage connections.
- **Pay Taxes by UID Number:** Enables tax payment using a unique property identification number.
- **Fire NOC e-Service:** Users can apply online for a Fire No Objection Certificate.
- **Pay Trade License Fee:** Businesses can pay or renew trade license fees online.
- **Rent & Lease Bill Payment:** Enables payment of rent or lease charges for municipal properties.
- **Property Tax Defaulters:** Displays a list of properties with pending tax dues.

## Portal Features



## 6.2. Corporation of Thiruvananthapuram



<https://tmc.lsgkerala.gov.in/en/>

Thiruvananthapuram, the capital city of Kerala, is known for its temples, museums, institutions, and cultural heritage. The city represents a balance between urban development and environmental sustainability. The Thiruvananthapuram Municipal Corporation portal functions as an integrated e-governance platform providing online access to municipal services related to taxation, certificates, urban planning, welfare schemes, and civic administration. The portal enhances transparency, efficiency, and citizen convenience by reducing dependency on physical visits to government offices.

### Key Services Offered

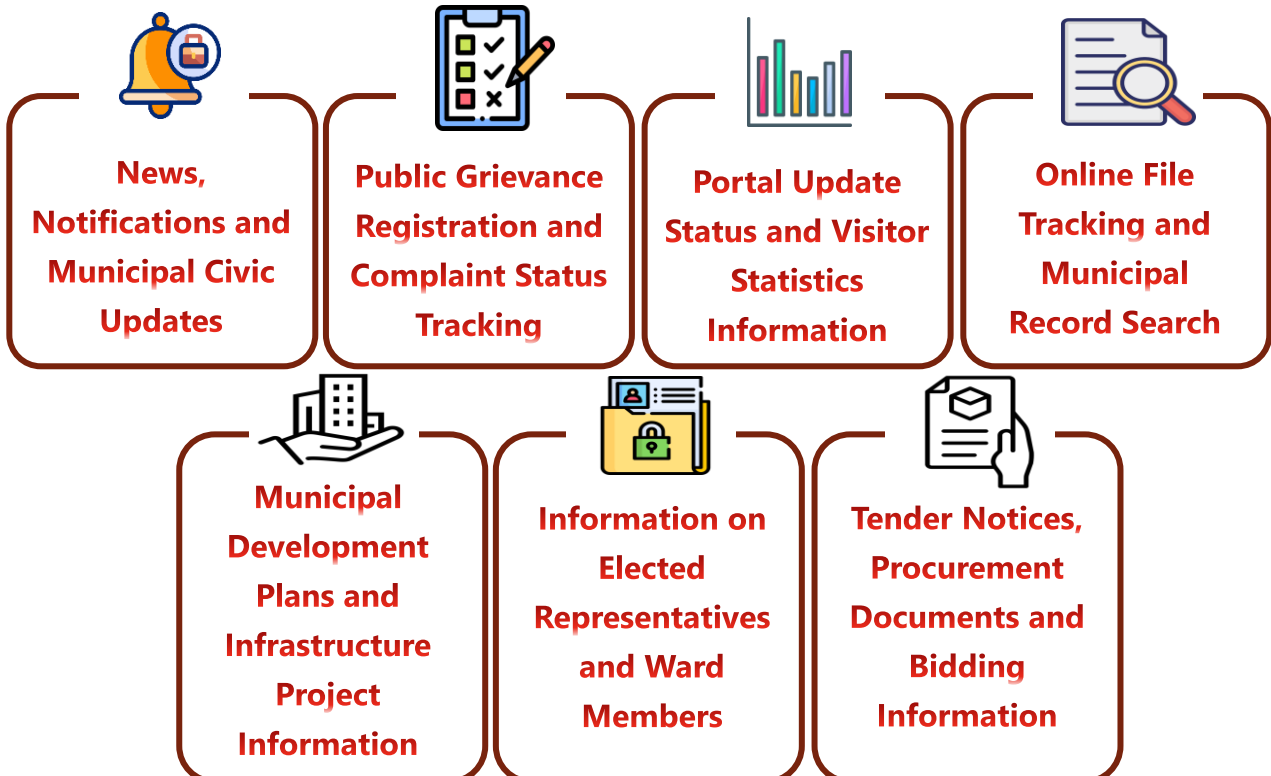
- **Sevana:** This is an integrated civil registration system used for managing birth, death, and marriage records. It ensures accurate record-keeping and easy access to official certificates.
- **Civil Registration:** This service allows citizens to register and access birth, death, and marriage certificates. It simplifies documentation and ensures the availability of legally valid records.
- **Pension:** This section provides access to various pension-related services and information. It helps eligible citizens apply for and track pension benefits online.
- **Welfare Pension:** This service allows citizens to apply for and track social welfare pension schemes. It ensures transparency and timely delivery of financial assistance to beneficiaries.



## Key Services Offered

- **Tax & Property Tax Services:** Provides online payment and management of municipal taxes, including property tax calculation and payment.
- **Building Permit & IBPMS:** Enables online submission, approval, & tracking of building permits & digital building plans in compliance with municipal regulations.
- **Tender Services:** Provides access to procurement notices, tender documents, and bidding opportunities for contractors and vendors.
- **Profession Tax:** Allows professionals and businesses to pay profession tax online in compliance with tax regulations.
- **Application Forms:** Users can download and access forms required for municipal services online.
- **Licence to IFTE & OS:** Enables businesses to apply for & renew trade licences online.
- **Birth, Death & Marriage Certificates:** Allows citizens to apply for, download, and access official civil certificates online.

## Portal Features



## 7. AAKLAN: Benchmarking and Ranking Tool

As part of the Government of India's continued efforts to enhance the quality, reliability, and citizen-centricity of digital service delivery platforms, the Department of Administrative Reforms and Public Grievances (DARPG), through the NeSDA and NeSDA Way Forward initiatives, has been progressively expanding the scope of automated assessments of government digital platforms. The AAKLAN tool has been integrated into the NeSDA Way Forward monthly reporting cycle for evaluating government digital platforms across nine parameters — Accessibility, Brand and Visual Identity, Content and Information, Integration and Services, Interactivity and Engagement, Mobile Responsiveness, Navigation, Performance and Technical, and Security and Privacy, using an Analytic Hierarchy Process (AHP)-based weighting model. Assessment scores are normalized to a scale of 100 to enable cross-State and cross-category comparability.

In the earlier phases of assessment State/UT Portals, Unified Service Delivery Portals, and State/UT mandatory service portals were covered. The current edition of the NeSDA Way Forward report further expands the assessment scope to include Central Ministry/Department portals that were part of the NeSDA biennial assessment framework 2023. The current exercise marks an important step towards extending automated and data-driven assessment methodologies to Central Government digital platforms under the broader objectives of NeSDA and Digital India initiatives.

In this regard, a comprehensive list of Central Ministry/Department portals and Ministry/Department service portals, along with their corresponding IP addresses and hosting details, was shared for onboarding and assessment through the AAKLAN platform. As part of the present phase, 9 Central Ministry/Department portals hosted on the NICNET infrastructure have been identified for assessment. These include the Ministry of Commerce and Industry, Ministry of Social Justice and Empowerment, Ministry of Health and Family Welfare, Ministry of Environment, Forest and Climate Change, Ministry of Home Affairs, Ministry of Education, Ministry of External Affairs, Ministry of Labour and Employment, and Department of Administrative Reforms and Public Grievances.

The following section presents the scores of the Central Ministry/Department portals, along with qualitative analysis of the assessment findings:

Parameters	Security and Privacy	Performance & Tech	Integration & Services	Mobile Responsiveness	Accessibility	Content & Information	Interactivity & Engagement	Brand & Visual Identity	Navigation	Total
<b>Ministry/ Department</b>	19.2	19.2	6.2	6.2	19.2	6.2	6.2	11.3	6.2	100
<b>Labour and Employment</b>	19.2	8.6	5.3	3.6	15.0	6.2	3.4	11.3	6.2	78.8
<b>Social Justice and Empowerment</b>	19.2	8.6	5.3	3.6	14.6	6.2	3.4	11.3	6.2	78.4
<b>Commerce and Industry</b>	19.2	8.6	5.3	3.6	15.4	4.3	2.1	11.3	6.2	75.8
<b>External Affairs</b>	19.2	8.6	5.3	3.6	13.1	5.4	2.1	11.3	6.2	74.8
<b>Education</b>	19.2	8.6	5.3	3.6	14.2	4.3	2.1	11.3	6.2	74.8
<b>Administrative Reforms and Public Grievances</b>	19.2	8.6	4.6	3.6	15.0	3.9	2.1	11.3	6.2	74.4
<b>Environment, Forest and Climate Change</b>	19.2	8.6	3.7	3.6	15.4	4.7	2.1	11.3	5.8	74.3
<b>Health and Family Welfare</b>	19.2	8.6	2.4	3.6	15.4	3.5	2.1	11.3	5.4	71.4
<b>Ministry of Home Affairs</b>	19.2	8.6	0.8	3.6	14.6	4.7	2.1	11.3	6.2	71.0

The assessment of Ministry/Department websites indicates that the majority of the portals have achieved a foundational level of compliance with core digital governance standards relating to security, accessibility, mobile responsiveness, and service delivery. The findings reflect a growing institutional focus on citizen-centric digital transformation and alignment with national web governance frameworks such as GIGW and accessibility best practices.

### Strong Adoption of Security and Privacy Standards

Most assessed websites demonstrated robust implementation of security and privacy measures. Secure HTTPS/SSL encryption protocols were consistently enabled across portals, indicating adherence to secure communication practices and protection of user data during transmission. This reflects increased maturity in cybersecurity awareness and compliance with government digital security mandates.

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### **Moderate Performance with Scope for Technical Optimization**

While websites were generally functional across major browsers and maintained acceptable operational stability, performance-related indicators revealed areas requiring improvement. The number of portals exhibited sub-optimal page load speeds and performance metrics, particularly concerning Core Web Vitals and mobile performance parameters. This indicates the need for further optimization in areas such as caching, image compression, script minimization, and server-side performance enhancement to improve overall user experience.

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### **Increasing Integration of Citizen Services**

The assessment highlights encouraging progress in the integration of online citizen services. Most portals provide downloadable documents, grievance redressal mechanisms, and online service delivery interfaces. However, adoption of advanced personalized or account-based service ecosystems remains limited across several websites. Greater integration of transactional services and unified digital workflows can further strengthen citizen engagement and ease of service delivery.

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### **Mobile Responsiveness Improving but Requires Standardization**

The majority of assessed websites demonstrated responsive layouts adaptable to multiple screen sizes and devices. Basic mobile usability parameters were found implemented across portals. However, inconsistencies were observed in advanced responsiveness criteria, including touch target sizing, mobile performance optimization, and rendering consistency across devices. This indicates that while mobile-first adoption has improved, further standardization is required to ensure seamless access for users on smartphones and tablets.

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### **Accessibility Compliance Shows Positive Progress**

Accessibility-related observations indicate that Ministries/Departments have made notable efforts towards inclusive digital governance. Many portals support keyboard navigation, scalable text, structured headings, and responsive content layouts. Nevertheless, gaps continue to exist in implementation of comprehensive accessibility requirements such as alternative text for non-text content, descriptive page titles, focus management, and assistive technology compatibility. These findings underline the need for continued alignment with WCAG and GIGW accessibility provisions to ensure equitable access for persons with disabilities.

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## **Need for Enhanced Content Structuring and Information Architecture**

Several websites demonstrated structured navigation and organized content presentation; however, content discoverability and information hierarchy varied across portals. In some cases, excessive content layering and inconsistent categorization impacted ease of navigation. Strengthening information architecture, improving search discoverability, and adopting standardized content governance practices can significantly enhance usability and citizen satisfaction.

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## **Digital Governance Ecosystem Maturing Across Ministries**

Overall, the assessment reflects a positive trajectory in the digital maturity of Government websites. Ministries/Departments have established a strong baseline in terms of security, service availability, and responsive design. The next phase of improvement should focus on performance optimization, advanced accessibility compliance, interoperable service delivery, and user experience enhancement to align with evolving global digital governance benchmarks.

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## **Key Areas Recommended for Improvement**

The following thematic areas emerged consistently for future strengthening across assessed portals:

- Optimization of website and mobile performance metrics
- Improvement in advanced accessibility compliance parameters
- Strengthening citizen-centric service integration and personalization
- Enhancement of information architecture and search discoverability
- Standardization of responsive design elements across devices Continuous monitoring and periodic compliance audits against GIGW and accessibility standards

The assessment demonstrates that Ministries/Departments have established a strong foundation in adoption of security and privacy standards, while also showing steady progress towards building a more integrated, secure, accessible, and citizen-centric digital governance ecosystem, while also highlighting opportunities for targeted improvements to achieve higher standards of digital governance maturity.

## 8. Appendix

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

#	State/UT	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25	Dec' 25	Jan' 26	Feb' 26	Mar' 26	Apr' 26
1	Karnataka	2089	2089	2089	2092	2092	2092	2092	2102	2102	2102	2102	2102	2102
2	Madhya Pradesh	1748	1752	1752	1752	1752	1752	1752	1752	1752	1752	1752	1752	1752
3	Tamil Nadu	1132	1153	1599	1621	1634	1634	1634	1634	1634	1634	1645	1644	1644
4	Jammu & Kashmir	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1634	1634	1634
5	Chhattisgarh	296	296	296	505	505	505	505	505	610	1062	1164	1164	1164
6	Haryana	857	857	996	1091	1089	1073	1059	1059	1059	1059	1059	1059	1059
7	Gujarat	894	904	973	1050	1050	1050	1050	1050	1050	1051	1051	1051	1151
8	Uttarakhand	923	935	936	951	951	951	951	951	951	951	951	969	981
9	Kerala	938	938	939	939	939	939	939	939	939	939	939	939	939
10	Uttar Pradesh	924	924	929	929	929	929	929	929	929	929	929	929	929
11	Assam	733	733	815	814	814	814	915	915	915	918	920	920	920
12	Maharashtra	583	584	794	867	867	867	867	867	867	867	867	867	867
13	Andhra Pradesh	579	579	606	630	668	766	810	810	810	810	810	810	810
14	Himachal Pradesh	661	661	664	664	665	670	731	731	781	781	781	791	953
15	Telangana	768	768	771	771	771	771	771	771	771	771	771	771	771
16	Chandigarh	357	357	723	723	723	723	723	723	723	723	723	723	723
17	Rajasthan	621	621	622	722	722	722	722	722	722	722	722	723	723
18	Jharkhand	479	557	572	630	688	699	703	707	708	708	711	713	713
19	Meghalaya	363	363	363	422	475	522	615	615	615	615	625	628	628
20	Puducherry	614	614	614	614	614	614	614	614	614	614	614	614	614
21	Tripura	272	529	529	530	530	530	530	530	530	530	530	530	530
22	Punjab	484	484	484	484	484	484	484	484	484	484	484	484	484
23	Delhi	436	436	436	437	437	437	437	437	437	437	437	437	437
24	West Bengal	406	406	408	414	414	414	414	414	414	414	414	414	414
25	Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
26	Goa	240	240	279	289	291	350	368	368	368	371	371	379	379
27	A&N Islands	329	329	331	331	331	331	331	331	331	331	331	331	331
28	Arunachal Pradesh	309	309	309	309	310	310	310	310	310	310	310	310	310
29	Manipur	268	268	268	268	268	268	268	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	239	239	240	240	249	249	256	256
31	DNHDD	217	217	221	221	221	221	221	221	221	225	225	225	226
32	Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
33	Nagaland	64	85	85	85	85	85	85	85	85	85	85	85	85
34	Ladakh	49	69	70	70	70	70	70	70	70	70	70	70	70
35	Sikkim	54	54	54	54	62	67	67	67	67	68	68	68	68
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
<b>Total</b>		<b>20,638</b>	<b>21,062</b>	<b>22,478</b>	<b>23,230</b>	<b>23,402</b>	<b>23,612</b>	<b>23,919</b>	<b>23,934</b>	<b>24,090</b>	<b>24,563</b>	<b>25,161</b>	<b>25,209</b>	<b>25,484</b>

## 8.2. Progress of Status of overall Mandatory e-Services provision across States/UTs

#	State/UT	Apr'	May	Jun'	Jul'	Aug'	Sep'	Oct'	Nov'	Dec'	Jan'	Feb'	Mar'	Apr'
		25	' 25	25	25	25	25	25	25	25	26	26	26	26
		<b>56</b>	<i>Based on 59 Mandatory e-Services</i>											
1	Madhya Pradesh	56	59	59	59	59	59	59	59	59	59	59	59	59
2	Uttarakhand	56	59	59	59	59	59	59	59	59	59	59	59	59
3	Kerala	56	59	59	59	59	59	59	59	59	59	59	59	59
4	Maharashtra	56	59	59	59	59	59	59	59	59	59	59	59	59
5	Gujarat	56	59	59	59	59	59	59	59	59	59	59	59	59
6	Tamil Nadu	56	59	59	59	59	59	59	59	59	59	59	59	59
7	Uttar Pradesh	56	59	59	59	59	59	59	59	59	59	59	59	59
8	Andhra Pradesh	55	59	59	59	59	59	59	59	59	59	59	59	59
9	Himachal Pradesh	56	56	59	59	59	59	59	59	59	59	59	59	59
10	Rajasthan	56	57	57	59	59	59	59	59	59	59	59	59	59
11	Karnataka	56	56	56	59	59	59	59	59	59	59	59	59	59
12	Jharkhand	47	55	55	56	56	57	59	59	59	59	59	59	59
13	Haryana	53	54	54	56	59	59	59	59	59	59	59	59	59
14	Chhattisgarh	54	55	55	55	55	55	55	55	55	59	59	59	59
15	Jammu & Kashmir	54	58	58	58	58	58	58	58	58	58	58	58	58
16	West Bengal	54	57	57	57	57	57	57	57	57	57	57	57	57
17	Chandigarh	53	57	57	57	57	57	57	57	57	57	57	57	57
18	Meghalaya	43	42	42	49	49	57	57	57	57	57	57	57	57
19	Telangana	55	56	56	56	56	56	56	56	56	56	56	56	56
20	Punjab	56	55	55	55	55	55	55	55	55	55	55	55	56
21	Tripura	50	54	54	55	55	55	55	55	55	55	55	55	55
22	DNHDD	49	48	51	51	51	51	51	51	51	55	55	55	55
23	A&N Islands	49	50	53	53	53	53	53	53	53	53	53	53	53
24	Assam	48	51	51	50	50	50	50	50	50	53	53	53	53
25	Puducherry	49	52	52	52	52	52	52	52	52	52	52	52	52
26	Goa	40	48	48	48	48	48	48	48	48	51	51	51	51
27	Bihar	28	30	30	30	30	31	31	32	32	38	38	45	45
28	Delhi	36	35	35	36	36	36	36	36	36	36	36	36	36
29	Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29
30	Odisha	25	28	28	28	28	28	28	28	28	28	28	28	28
31	Lakshadweep	23	27	27	27	27	27	27	27	27	27	27	27	27
32	Arunachal Pradesh	24	25	25	25	26	26	26	26	26	26	26	26	26
33	Sikkim	19	19	19	19	21	23	23	23	23	24	24	24	24
34	Manipur	15	17	17	17	17	17	17	17	17	17	17	17	17
35	Mizoram	17	16	16	16	16	16	16	16	16	16	16	16	16
36	Ladakh	7	9	9	9	9	9	9	9	9	9	9	9	9
<b>TOTAL</b>		1592	1618	1677	1693	1699	1711	1713	1714	1714	1735	1735	1742	1743

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