



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

FEBRUARY
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, 34 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of 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 departmental portals and Unified Service Delivery Portals, along with parameter-wise analysis. Building on this approach, the recent editions have also begun assessing State/UT service portals delivering mandatory e-services under the NeSDA framework

The upcoming monthly report aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the biennial 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, Feb'26 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 28th February, 2026.

2. Key Highlights

Status of Implementation

- **25,161** e-services provided across States/UTs. Maximum e-services (**9,082**) pertain to 'Local Governance & Utility Services' sector
- A total of **598 e-Services added** since last report, by States/UTs across the country
- **1,735** 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** and **e-Mitra Rajasthan**

Best Practice: State Level e-Governance Initiatives

- Comprehensive e-Governance initiatives of State Government Departments of Uttarakhand and Uttar Pradesh, **Rojgar Prayag 2.0** and **FAMILY ID - "One Family One Identity"**, respectively, have been highlighted as examples of best practices

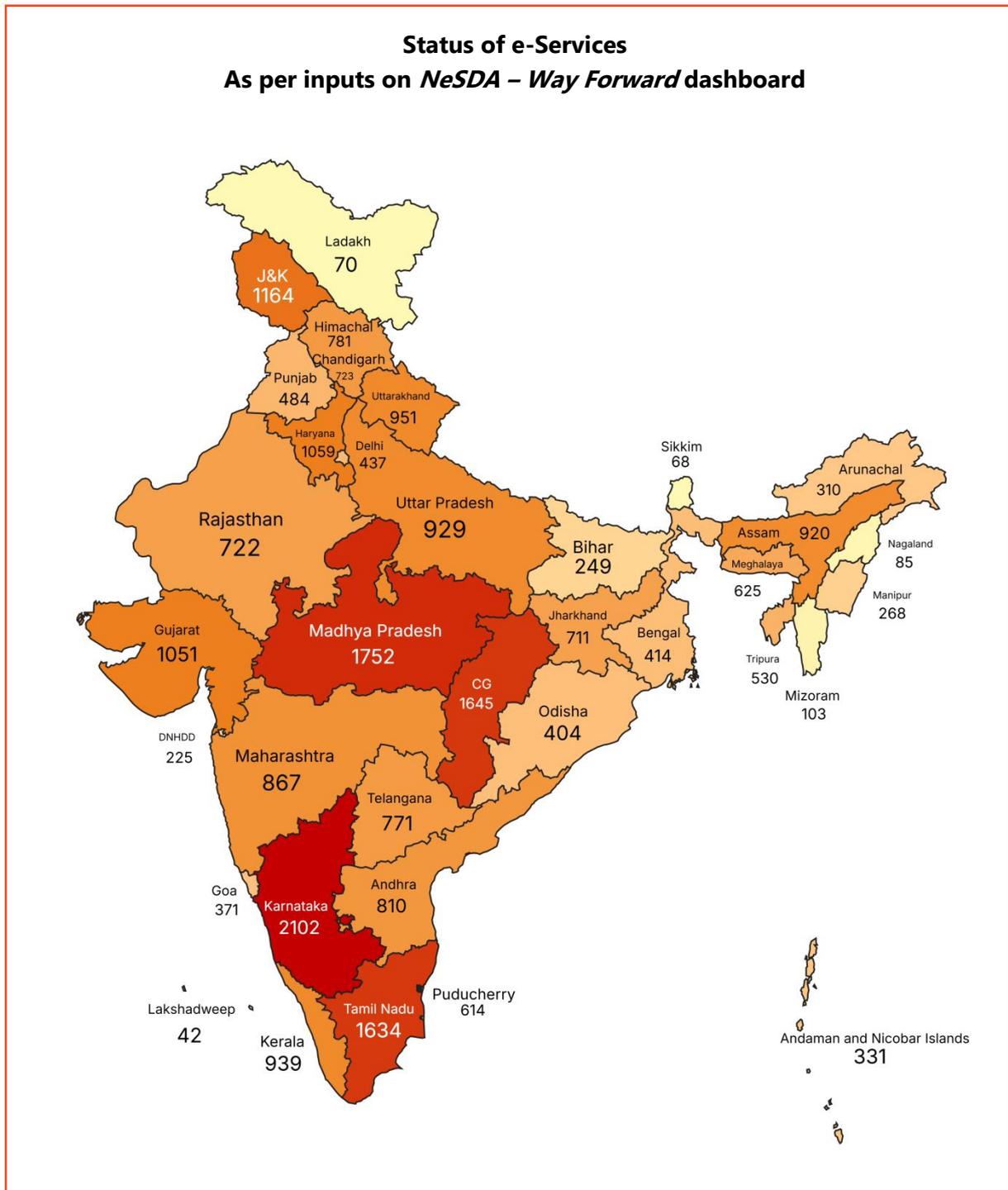
Best Practices: City Level e-Governance

- 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 **Raipur** and **Ballari**

AAKLAN: Benchmarking and Ranking Tool

- This edition presents the AAKLAN parameter-wise assessment of **State/UT procurement portals delivering the mandatory e-service "Online Bidder Enrolment"** under the **Finance sector**

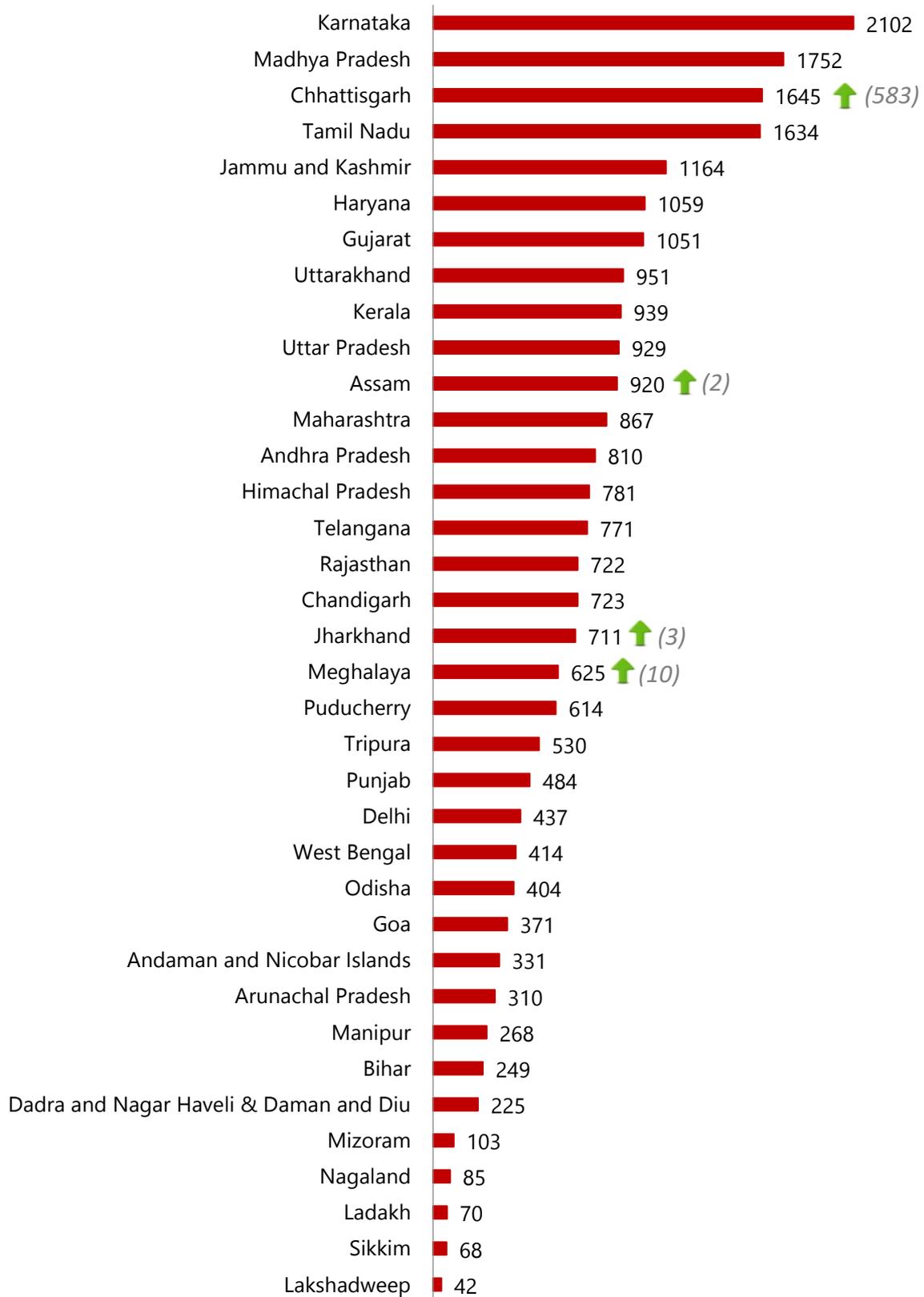
3. Review of Status of Implementation in States/UTs



Total e-Services
25,161

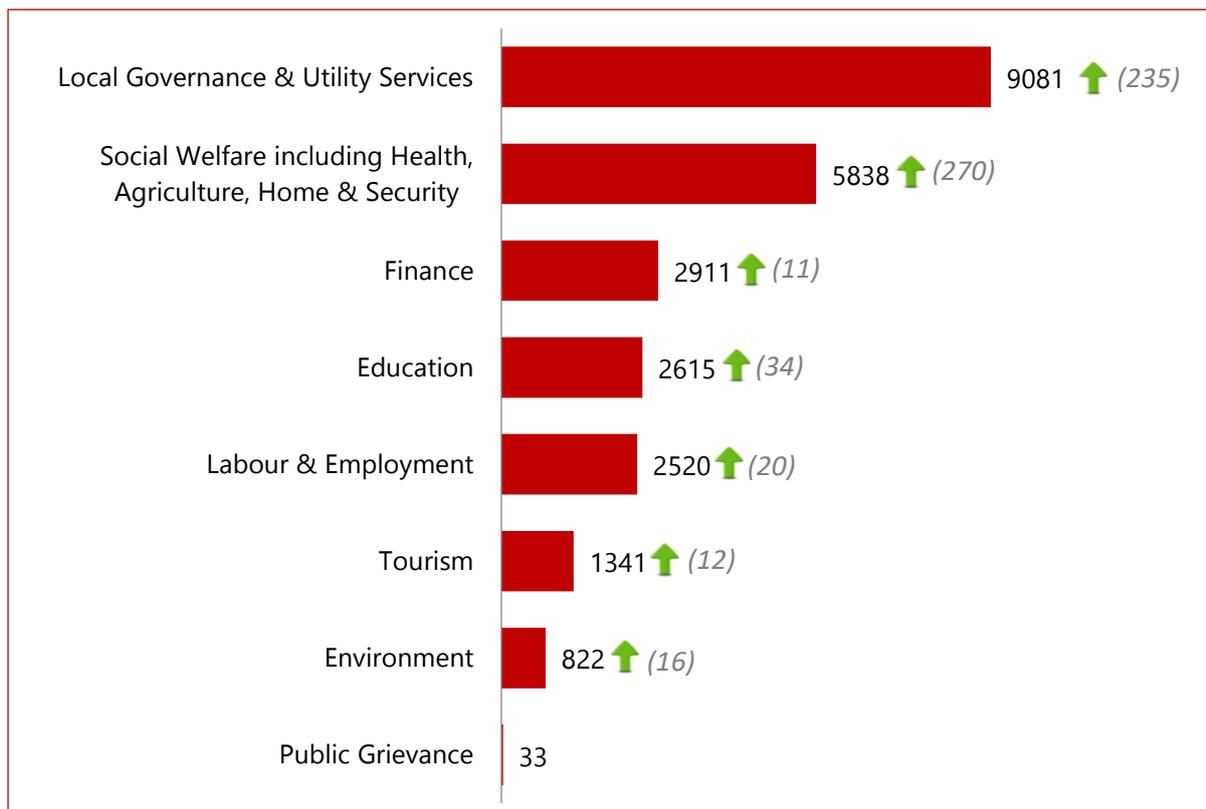
Note: The aforementioned figures are uploaded by States/UTs as of 28/02/2026.

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

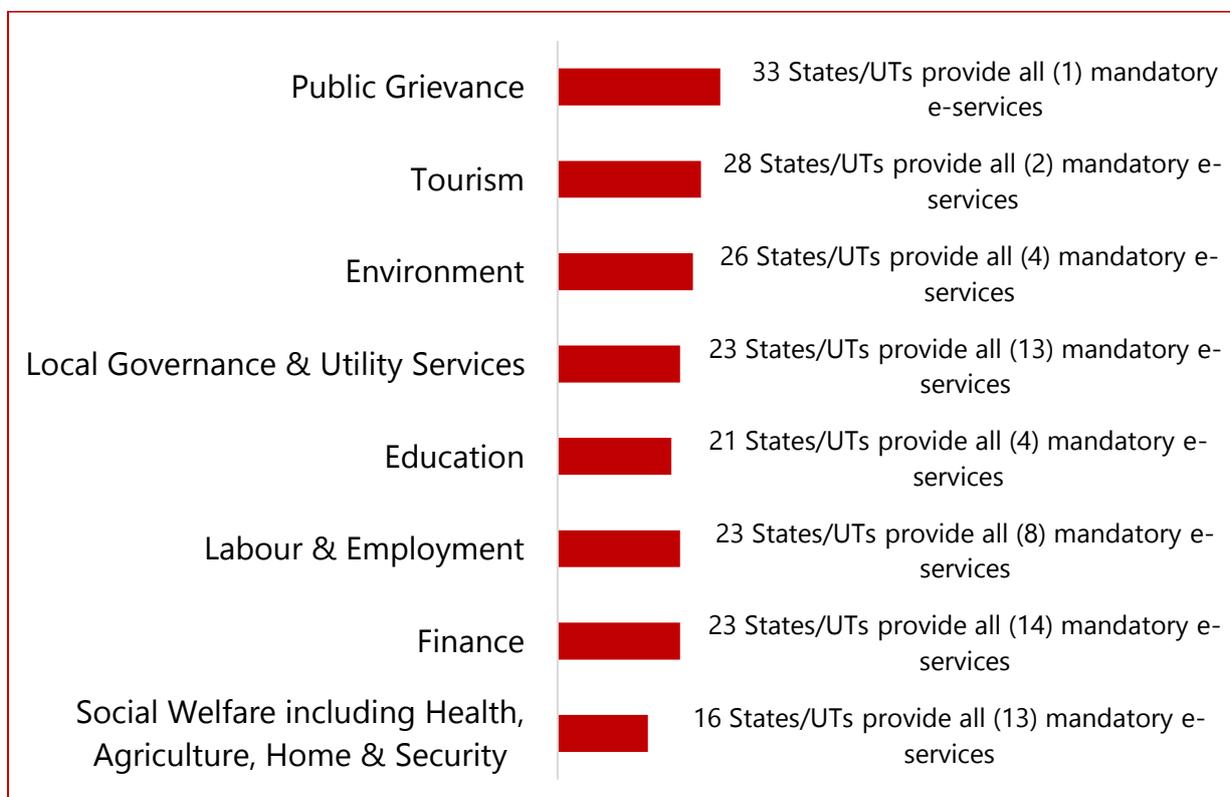


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

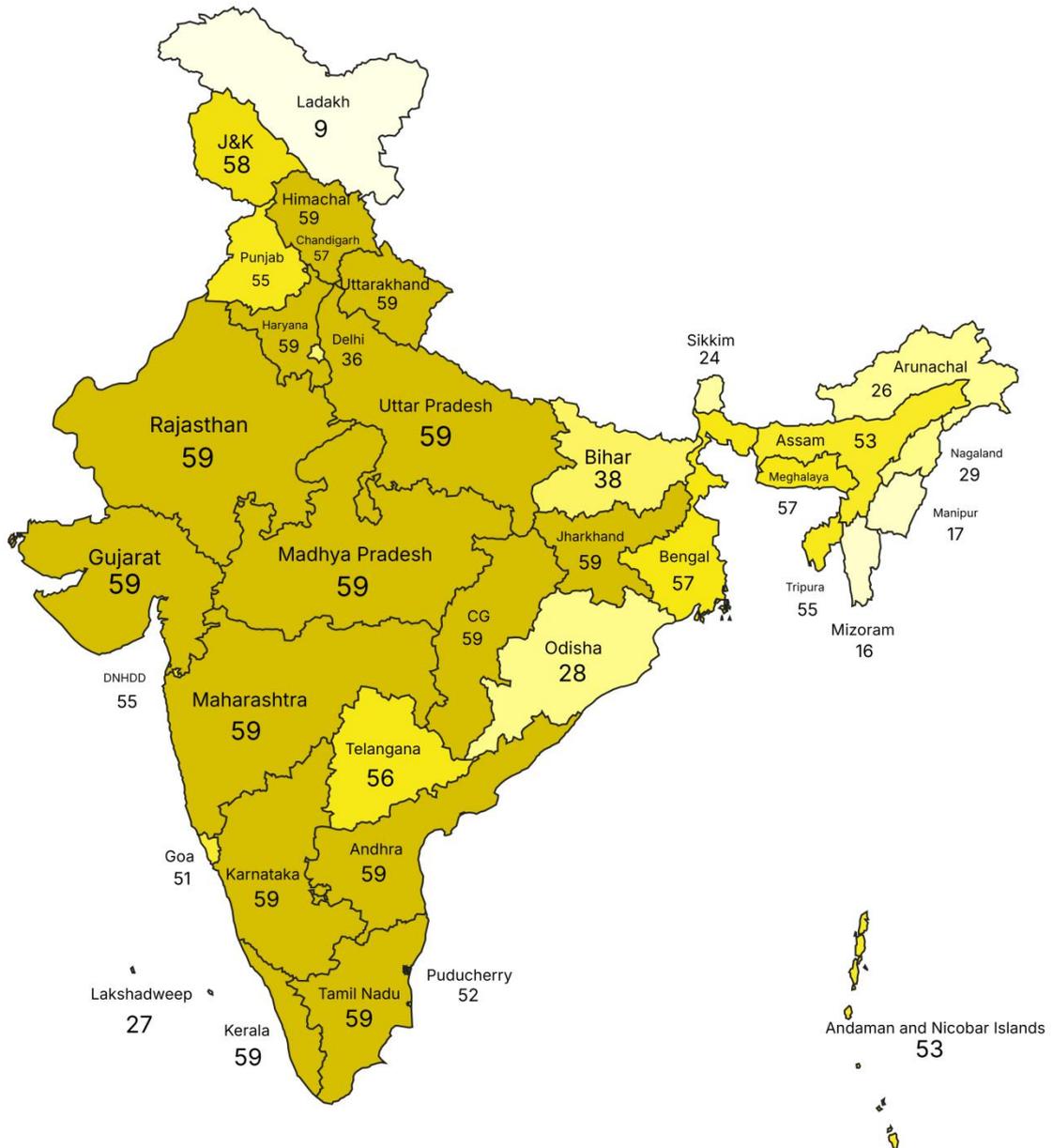


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 28/02/2026.

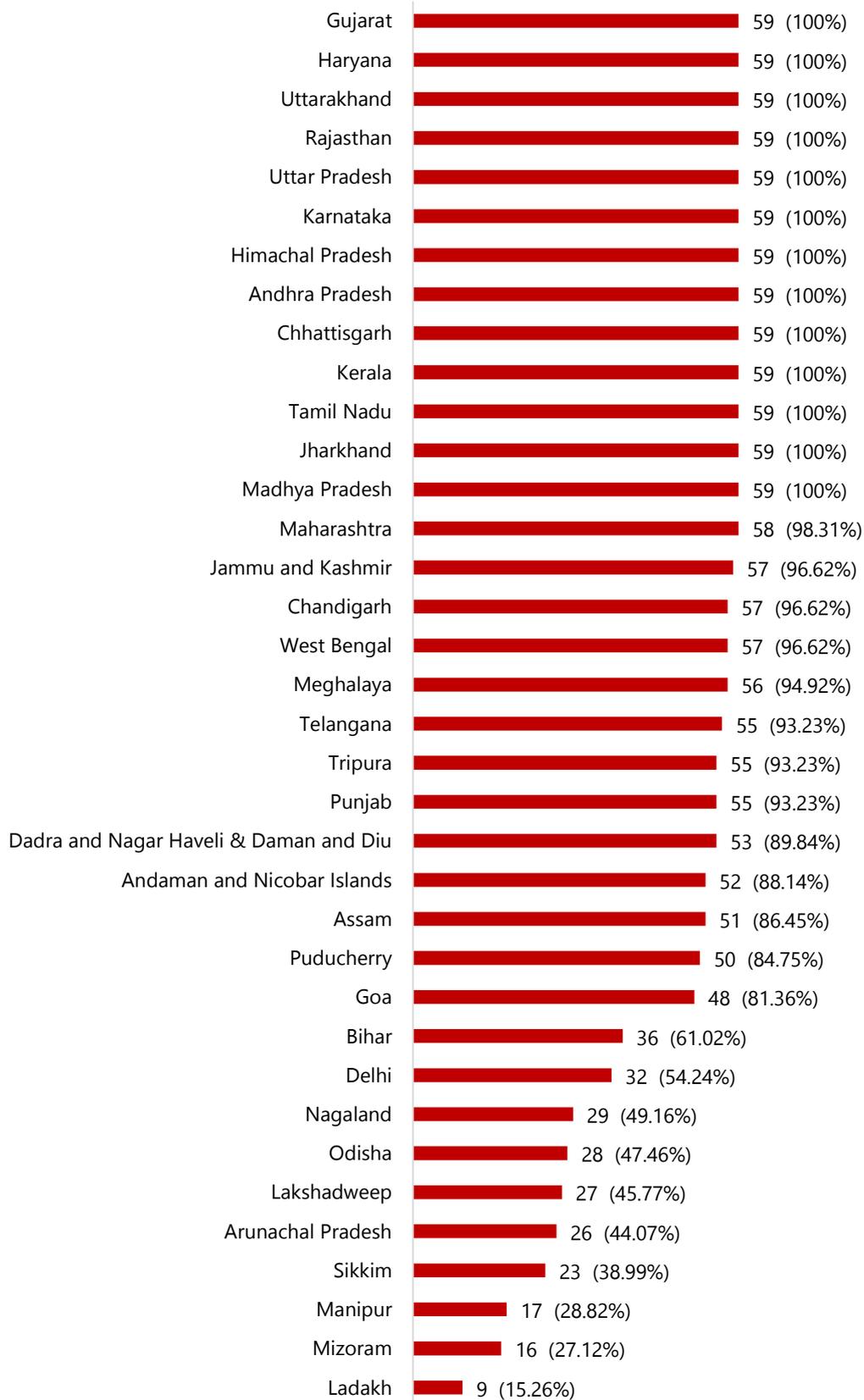
**Status of 59 Mandatory e-Services
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services
1,735**

Note: The aforementioned figures are uploaded by States/UTs as of 28/02/2026.

**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 & 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	24% (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% (951)
	Assam	Sewa Setu	sewasetu.assam.gov.in	100% (915)
	Manipur	Manipur USP	uspmanipur.mn.gov.in	89% (238)
	Himachal Pradesh	HIMSeva	himseva.hp.gov.in	69% (501)
	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)
	Chhattisgarh	e-District	edistrict.cgstate.gov.in	44% (222)
	Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
	West Bengal	e-District	edistrict.wb.gov.in	26% (106)
	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	85% (889)
	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	68% (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 28/02/2026. Lakshadweep and Mizoram do not have a single unified services portal.

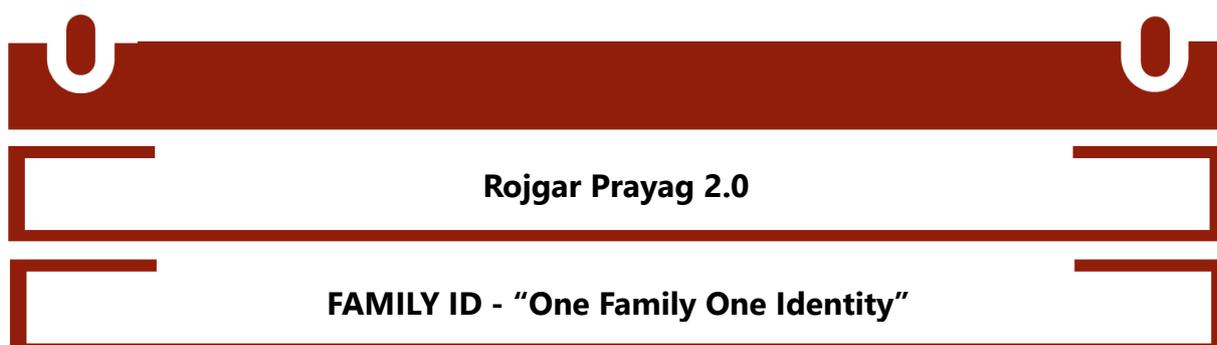
5. Best Practices – State Level e-Governance

As digital governance continues to evolve across States and Union Territories, governments are increasingly adopting innovative digital initiatives to improve public service delivery and strengthen administrative efficiency. Beyond unified service delivery portals, several state-level digital platforms and initiatives are being developed to address specific governance needs, streamline service processes, and enhance citizen engagement.

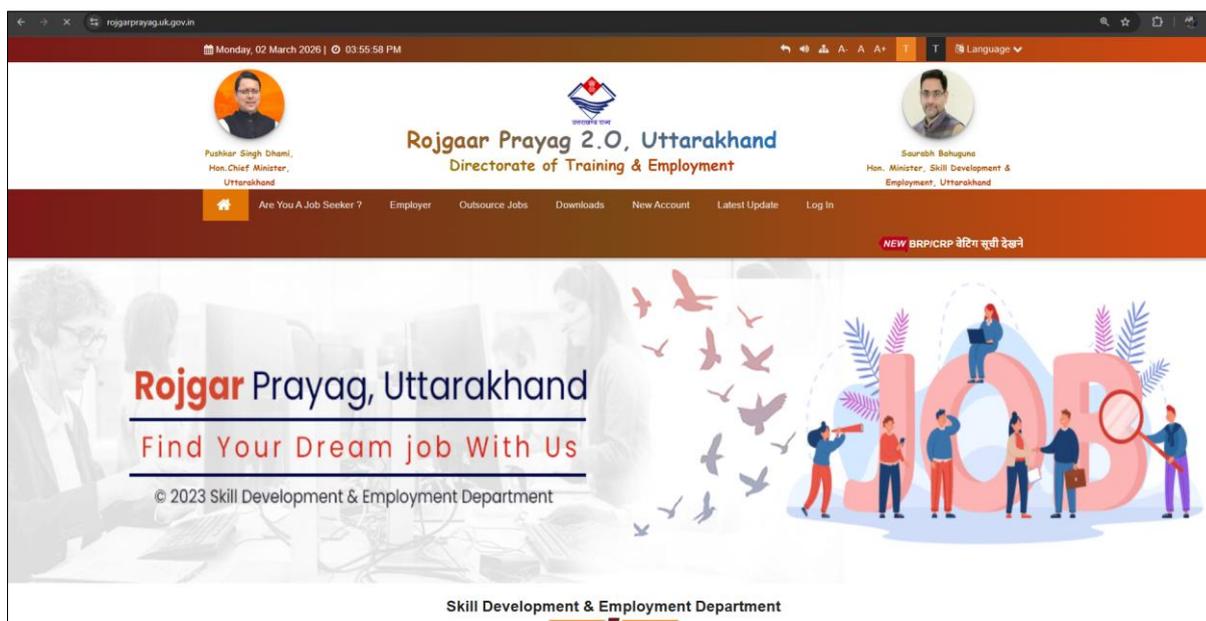
These initiatives play an important role in simplifying access to government services by enabling citizens and businesses to interact with government systems through online platforms. By leveraging digital technologies, states are able to reduce procedural delays, improve transparency, and ensure that services reach citizens in a timely and efficient manner. Such initiatives also support better coordination between departments and facilitate data-driven governance.

State digital initiatives serve as key enablers of citizen-centric governance, offering both Government-to-Citizen (G2C) and Government-to-Business (G2B) services. They contribute to improving accessibility of services, promoting employment opportunities, strengthening welfare delivery systems, and enhancing the overall responsiveness of government institutions.

This chapter highlights select digital initiatives undertaken by State Governments that demonstrate innovative use of technology to address governance challenges and improve service delivery. By showcasing such initiatives, the NeSDA Way Forward monthly reports aim to encourage knowledge sharing, inspire replication of successful models across states, and support the broader objective of strengthening digital governance across the country. Some of the notable state digital initiatives featured in this section include:



5.1. Rojgar Prayag 2.0



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

The Rojgar Prayag Portal, developed by the Department of Skill Development and Employment, Government of Uttarakhand, serves as a digital platform to connect unemployed youth with employment opportunities across the state. It enables job seekers to register online, receive vacancy notifications, and apply for jobs in both government and private sectors. The portal also allows employers to post manpower requirements and recruit suitable candidates efficiently, while promoting career guidance, vocational support, and linkages with national employment platforms.

Key Services

- **Job Seeker Registration:** Enables unemployed youth in Uttarakhand to create profiles and register for employment opportunities.
- **Job Application Submission:** Allows registered candidates to apply for vacancies posted by government departments and organizations.
- **Employment Opportunity Alerts:** Sends notifications to users regarding relevant job openings and recruitment updates.
- **Outsourced Recruitment Support:** Facilitates recruitment for government departments through outsourcing mechanisms linked with the Government e-Marketplace (GeM).

Key Services

- **Career Guidance & Skill Development Access:** Provides information and guidance resources to help users improve employability and career planning.
- **Integration with National Job Portals:** Provides access to platforms such as NCS, NSDC JobX, and YouthHub for broader employment support.



Portal Features

- **Employer Panel:** Dedicated login interface for employers to post vacancies and review applications.
- **User Dashboard & Profile Management:** Allows users to update personal details, add qualifications, and manage their job applications.
- **User-Friendly Registration & Login:** Simple onboarding process for new users to access employment services. Options such as text resizing available.
- **GeM Portal Connectivity:** Integration with GeM for manpower outsourcing.
- **Notifications & Alerts System:** Real-time alerts regarding new vacancies and recruitment updates.
- **Bilingual Interface:** Supports accessibility for users through English and Hindi options.
- **Mobile Compatibility:** Enables access through smartphones as well.
- **Resource & Help Sections:** Includes user manuals, FAQs, and guides to assist users in navigating the portal. Includes Repository of government orders, policy documents, and employment-related circulars.



133,761 job seekers registered on the Rojgar Prayag Portal, enabling access to employment opportunities across government departments in Uttarakhand



4,800 outsourcing vacancies across 23 government departments have been notified through the portal.



1,004 appointments have already been facilitated through **13 departments**, while recruitment for remaining vacancies is currently in progress.

5.2. FAMILY ID - "One Family One Identity"

The screenshot shows the Family ID portal interface. At the top, there is a navigation bar with links for Home, How to Apply, FAQs, Family Passbook, About Us, Contact Us, and Registration/Sign In. A notice states: "Notice: ion Card can register to generate their Family ID. Family ID details can now also be updated on the portal." The main banner features a family image and the text: "अब लाभ और सेवाओं की जानकारी एक जगह फैमिली आई.डी. पासबुक के साथ!" (Now, benefits and services information is in one place with Family ID Passbook!). Below the banner are buttons for "Start Application", "Track Status", "Update Family ID", and "View Passbook". A "How To Apply" section is visible at the bottom.

<https://familyid.up.gov.in/>

Uttar Pradesh, with a population of over 24 crores, administers more than 180 Direct Benefit Transfer (DBT) schemes across departments. Previously, fragmented databases led to duplication, repeated verification, and delays in welfare delivery. To address these challenges, the Department of Planning, Government of Uttar Pradesh launched the Family ID – One Family One Identity initiative in July 2022 to create a unified family database consolidating identity, demographic, and eligibility information, enabling automatic identification of eligible beneficiaries for government schemes.

15.79 crore individuals covered under the family ID database across **4.15 crore families** in Uttar Pradesh



Database integrated **with 95 government schemes and services across 25 departments**, enabling coordinated welfare delivery.



40+ schemes enabled with Aadhaar authentication, improving transparency and ensuring benefits reach the right beneficiaries.



Use of verified family-level data has improved targeting of welfare programs, resulting in a **total fiscal impact of approximately ₹1,583 crore**





Key Services and Features

- **Family Registration:** Online registration for families without ration cards, including entry of head of family details, Aadhaar linking, and addition of family members.
- **Unique Family ID Generation:** Automatic generation and download of a 12-digit Family ID with facility for status tracking.
- **Family Details Management:** Update of family information such as address changes, mobile or bank details, and addition/removal of members due to birth, death, or marriage.
- **Scheme Eligibility Identification:** Citizens can view government welfare schemes for which their family is eligible based on authenticated demographic data.
- **Benefit Tracking and Grievance Management:** Facility to monitor application status, track benefit disbursements, view transaction history, and register grievances.
- **Personalized Citizen Dashboard:** Displays family profile, eligible schemes, benefit status, and notifications in a single interface.
- **Aadhaar-based Authentication:** Secure login and verification through Aadhaar integration and OTP authentication.
- **Document Management:** Upload & manage documents such as Aadhaar, photographs, electricity bills, income or caste certificates, with integration to digital



Targeted Inclusion of Eligible Citizens

- Identification of eligible citizens who were not receiving benefits using Family ID data.
- Example: Nearly 4 lakh pensioners identified and enrolled into the ration system.
- Inclusion efforts across schemes have directed ₹681 crore worth of benefits to deserving citizens.



Faster Service Delivery

- Caste certificate issuance reduced from ~7 days to less than 48 hours when family-level verification already exists.
- Simplifies administrative processes and reduces documentation burden for citizens.



Proactive Auto-Enrollment

- Eligible citizens can be automatically enrolled into welfare schemes without application based on verified Family ID data
- Example: Old Age Pension scheme auto-enrollment for citizens aged 60+ meeting income criteria



Cohort-Based Welfare Saturation

- Family-level data used to identify vulnerable groups such as ultra-poor households under the Zero Poverty Mission.
- Enables saturation of multiple schemes such as ration, pensions, and PMAY, helping families move out of multidimensional poverty.

Key
outcomes
in welfare
delivery

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.

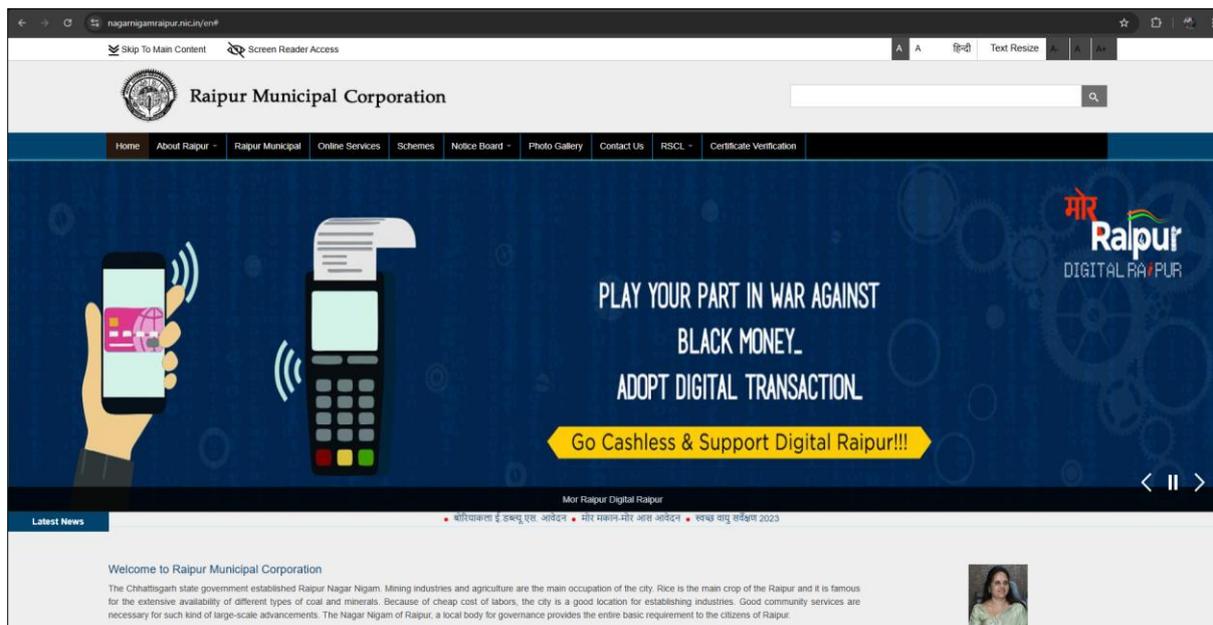
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored 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
Raipur (Chhattisgarh)	Raipur Municipal Corporation
Ballari (Karnataka)	Ballari City Corporation

6.1. Raipur Municipal Corporation



<https://nagarnigamraipur.nic.in/en>

The Municipal Corporation Raipur Portal serves as the official digital gateway for delivering municipal services to citizens in Raipur, Chhattisgarh. It enables residents to access essential civic services online, including registrations, tax payments, utility management, and grievance redressal, while also promoting transparency through public disclosures, notices, and administrative information.

The platform related features and the list of key services provided is given as follows:

Key Services Offered

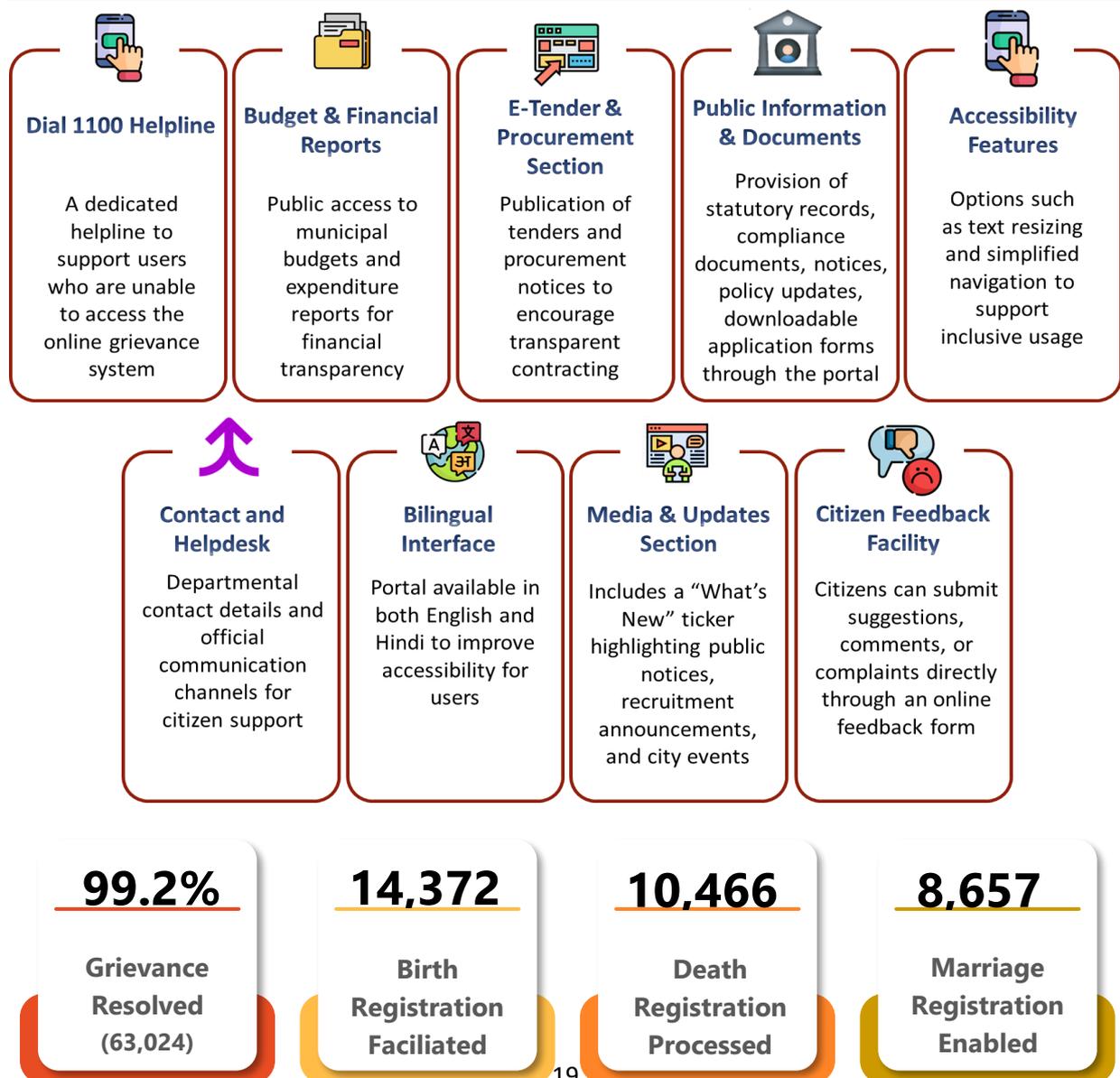
- **Birth Registration:** Citizens can apply online for birth registration certificates, ensuring easy access to legal identity documentation.
- **Death Registration:** Digital facility to register deaths and obtain certificates without visiting municipal offices.
- **Marriage Registration:** Online submission of applications for official marriage registration.
- **Property Tax Services:** Citizens can calculate, view, and pay property tax digitally through the portal
- **Trade License Services:** Businesses can apply for and renew municipal trade licenses online.



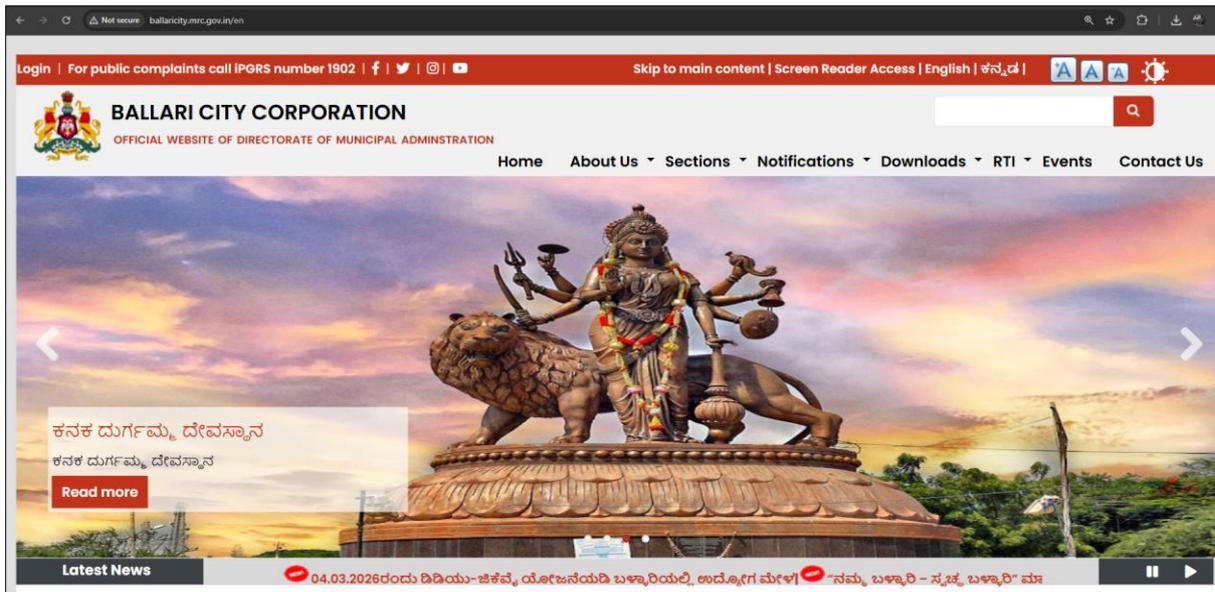
Key Services Offered

- **Building Plan Approval:** Online submission and tracking of building plan approvals to simplify construction permissions.
- **Water & Sewerage Services:** Residents can apply for new water connections and manage sewerage-related services digitally.
- **Grievance Redressal:** Citizens can lodge complaints related to civic issues such as roads, waste management, and street lighting, with tracking facilities.
- **Certificate Verification:** Online verification of birth /death certificates.
- **Public Health & Sanitation Information:** Updates on waste collection services and initiatives under the Swachh Bharat Mission.

Portal Features



6.2. Ballari City Corporation



<http://ballaricity.mrc.gov.in/en>

The Ballari City Corporation (BCC) portal functions as the primary digital interface delivering Government-to-Citizen (G2C) services online. It aims to enhance transparency, reduce the need for physical visits to municipal offices, and streamline urban governance through digital service delivery. The portal is designed and hosted by the Karnataka Municipal Data Society (KMDS) to support standardized e-governance across municipalities in Karnataka.

Key Services Offered

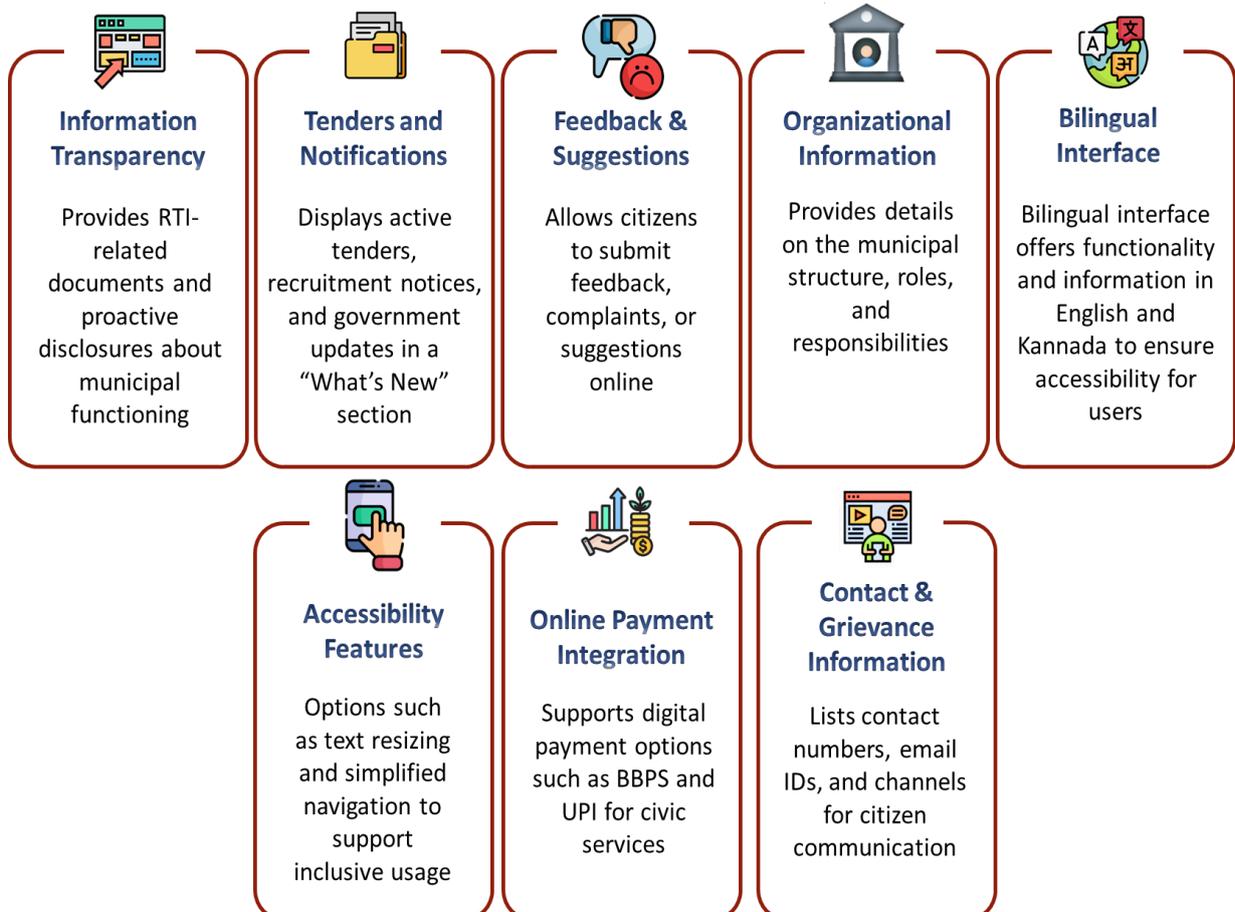
- **e-Sweekruthi Payment Gateway:** Enables online payment of municipal taxes, fees, and civic charges through secure digital payment systems.
- **IPGRS (Integrated Public Grievance Redressal System):** Allows citizens to register and track complaints related to civic issues.
- **Janaspandana Mobile App:** Facilitates online filing and tracking of government-related grievances with real-time status updates.
- **Jalanidhi – Tap & UGD Connection:** Provides online application for new water and underground drainage connections.
- **E-Aasthi:** Supports property registration and digital management of property ownership records.
- **Birth & Death Registration:** Enables digital registration and access to birth and death certificates.



Key Services Offered

- **Property Tax Services:** Allows citizens to check, calculate, and pay property tax online.
- **Trade License Services:** Facilitates online application and renewal of trade and business licenses.
- **Building Plan / Nirman 2.0 Services:** Allows online submission and approval of building plans.
- **Film Shooting & Signage Approval:** Provides approval mechanisms for film shooting and commercial signage within city limits.

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 (Automated Assessment of Government Websites) tool remains a key enabler in this initiative, providing an automated, objective, and scalable mechanism for evaluating government websites across parameters relating to security, accessibility, performance, usability, and service integration.

Following the earlier phases of assessment which covered State/UT portals and Unified Service Delivery Portals, the current edition of the NeSDA Way Forward report expands the scope of analysis to **State/UT service portals delivering specific mandatory e-services identified under the NeSDA framework**. These services form the backbone of citizen-facing digital governance and are assessed during the NeSDA biennial evaluation process.

In this edition, the assessment focuses on a **Finance Sector mandatory e-service – "Online Bidder Enrolment"**, which enables corporates, vendors, and bidders to register on government procurement portals to participate in public procurement processes. This service forms a critical component of **State Public Procurement systems**, facilitating transparency, competitiveness, and efficiency in government procurement by allowing vendors to digitally access tender opportunities published by government departments and agencies. A total of **26 State and Union Territory** procurement portals hosted on NICNET infrastructure have been identified for assessment for this mandatory service. These portals enable online bidder registration and participation in government tenders and are widely used by vendors and contractors interacting with government departments. The State/UT-wise URLs of the procurement portals assessed under this exercise are provided in Annexure 8.3.

The AAKLAN assessment of State/UT Procurement Portals indicates a strong level of maturity across several foundational parameters that contribute to the reliability and usability of procurement platforms for online bidder enrolment. The evaluation, conducted across nine benchmarking parameters, highlights consistent performance trends across the majority of State and UT portals. **Security & Privacy** emerged as the highest performing parameter, with

all assessed portals achieving the maximum score of 19.2, indicating that fundamental security protocols such as HTTPS implementation, secure session management, and privacy safeguards are widely adopted across State procurement systems. This uniform performance reflects the strong institutional focus on protecting bidder information and ensuring secure transaction environments for e-procurement platforms.

The **Brand & Visual Identity** parameter also recorded full compliance across all portals, achieving the maximum score of 11.29. This indicates that most State procurement portals follow consistent branding practices, maintain recognisable government identity elements, and ensure standardised visual presentation of procurement information, thereby improving user trust and authenticity of the platforms.

Similarly, **Navigation** received the maximum score of 6.2 across all portals, demonstrating that procurement portals generally provide structured menus, logical information architecture, and accessible pathways for bidders to locate enrolment and tender-related services. The uniform performance under this parameter suggests that the majority of State portals have prioritised usability and ease of navigation for prospective bidders.

Another notable parameter is **Performance & Technical** efficiency, where most portals recorded scores around 8.56 out of 19.2, indicating stable technical frameworks supporting portal availability, response times, and backend processing of procurement-related functions. While not achieving full marks, the relatively consistent scores suggest that core technical infrastructure for procurement portals is functioning reliably across States.

In addition, **Mobile Responsiveness** demonstrates moderate to strong adoption levels, with most portals scoring 5.28 out of 6.2, indicating that procurement platforms are increasingly designed to function across mobile devices and tablets. This trend reflects the broader shift towards mobile-friendly government digital services.

Overall, the analysis highlights that security compliance, navigation structure, and visual identity consistency are the strongest aspects of State procurement portals, forming a stable foundation for digital procurement services. These strengths contribute significantly to trust, accessibility, and usability for bidders, enabling wider participation in government procurement processes.

However, the assessment also suggests that parameters such as **accessibility, interactivity,** and integration of advanced services present opportunities for further improvement.

Strengthening these areas would further enhance inclusivity and user engagement across State procurement ecosystems in line with the broader objectives of the NeSDA Way Forward initiative.

AAKLAN Assessment of State/UT Procurement Portals – Online Bidder Enrolment

GROUP	State / UT	Security & Privacy	Performance & Technical	Integration & Services	Mobile Responsiveness	Accessibility	Content & Information	Interactivity & Engagement	Brand & Visual Identity	Navigation	Total
(Total Score of the Parameter)		19.2	19.2	6.2	6.2	19.2	6.2	6.2	11.29	6.2	100
UNION TERRITORIES	Chandigarh	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Dadra & Nagar Haveli and Daman & Diu	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Delhi (NCT)	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Jammu & Kashmir	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Ladakh	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Puducherry	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
NORTHEASTERN AND HILLY STATES	Arunachal Pradesh	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Assam	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Himachal Pradesh	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Meghalaya	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Nagaland	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Sikkim	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Tripura	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
Uttarakhand	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76	
GROUP B STATES	Kerala	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Karnataka	19.2	8.56	1.63	5.28	14.59	1.57	0	6.78	5.42	63.03
	Goa	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Haryana	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Maharashtra	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Punjab	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Tamil Nadu	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
GROUP A STATES	Madhya Pradesh	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Chhattisgarh	19.2	8.56	1.63	3.61	13.44	2.72	0	11.29	6.2	66.65
	Jharkhand	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	Uttar Pradesh	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76
	West Bengal	19.2	8.56	1.63	5.28	14.2	2.34	2.06	11.29	6.2	70.76

8. Appendix

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

#	State/UT	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25	Dec' 25	Jan' 26	Feb' 26
1	Karnataka	2089	2089	2089	2089	2089	2092	2092	2092	2092	2102	2102	2102	2102
2	Madhya Pradesh	1718	1748	1748	1752	1752	1752	1752	1752	1752	1752	1752	1752	1752
3	Tamil Nadu	1128	1128	1132	1153	1599	1621	1634	1634	1634	1634	1634	1634	1645
4	Jammu & Kashmir	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1634
5	Chhattisgarh	296	296	296	296	296	505	505	505	505	505	610	1062	1164
6	Haryana	855	857	857	857	996	1091	1089	1073	1059	1059	1059	1059	1059
7	Gujarat	894	894	894	904	973	1050	1050	1050	1050	1050	1050	1051	1051
8	Uttarakhand	900	917	923	935	936	951	951	951	951	951	951	951	951
9	Kerala	938	938	938	938	939	939	939	939	939	939	939	939	939
10	Uttar Pradesh	904	904	924	924	929	929	929	929	929	929	929	929	929
11	Assam	731	733	733	733	815	814	814	814	915	915	915	918	920
12	Maharashtra	534	535	583	584	794	867	867	867	867	867	867	867	867
13	Andhra Pradesh	579	579	579	579	606	630	668	766	810	810	810	810	810
14	Himachal Pradesh	660	660	661	661	664	664	665	670	731	731	781	781	781
15	Telangana	768	768	768	768	771	771	771	771	771	771	771	771	771
16	Chandigarh	357	357	357	357	723	723	723	723	723	723	723	723	723
17	Rajasthan	621	621	621	621	622	722	722	722	722	722	722	722	722
18	Jharkhand	461	468	479	557	572	630	688	699	703	707	708	708	711
19	Meghalaya	363	363	363	363	363	422	475	522	615	615	615	615	625
20	Puducherry	610	614	614	614	614	614	614	614	614	614	614	614	614
21	Tripura	272	272	272	529	529	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	436	436	437	437	437	437	437	437	437	437
24	West Bengal	401	401	406	406	408	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	240	240	279	289	291	350	368	368	368	371	371
27	A&N Islands	327	329	329	329	331	331	331	331	331	331	331	331	331
28	Arunachal Pradesh	309	309	309	309	309	309	310	310	310	310	310	310	310
29	Manipur	40	40	268	268	268	268	268	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	238	238	239	239	240	240	249	249
31	DNHDD	217	217	217	217	221	221	221	221	221	221	221	225	225
32	Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
33	Nagaland	64	64	64	85	85	85	85	85	85	85	85	85	85
34	Ladakh	49	49	49	69	70	70	70	70	70	70	70	70	70
35	Sikkim	54	54	54	54	54	54	62	67	67	67	67	68	68
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total		20,250	20,315	20,638	21,062	22,478	23,230	23,402	23,612	23,919	23,934	24,090	24,563	25,161

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

#	State/UT	Feb' 25	Mar ' 25	Apr' 25	May ' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25	Dec' 25	Jan' 26	Feb' 26
		<i>Based on 56 identified Mandatory e-Services</i>				<i>Based on 59 Mandatory e-Services</i>								
1	Madhya Pradesh	56	56	56	59	59	59	59	59	59	59	59	59	59
2	Uttarakhand	56	56	56	59	59	59	59	59	59	59	59	59	59
3	Kerala	56	56	56	59	59	59	59	59	59	59	59	59	59
4	Maharashtra	55	56	56	59	59	59	59	59	59	59	59	59	59
5	Gujarat	56	56	56	59	59	59	59	59	59	59	59	59	59
6	Tamil Nadu	56	56	56	59	59	59	59	59	59	59	59	59	59
7	Uttar Pradesh	56	56	56	59	59	59	59	59	59	59	59	59	59
8	Andhra Pradesh	55	55	55	59	59	59	59	59	59	59	59	59	59
9	Himachal Pradesh	56	56	56	56	59	59	59	59	59	59	59	59	59
10	Rajasthan	56	56	56	57	57	59	59	59	59	59	59	59	59
11	Karnataka	56	56	56	56	56	59	59	59	59	59	59	59	59
12	Jharkhand	47	47	47	55	55	56	56	57	59	59	59	59	59
13	Haryana	51	53	53	54	54	56	59	59	59	59	59	59	59
14	Chhattisgarh	54	54	54	55	55	55	55	55	55	55	55	59	59
15	Jammu & Kashmir	54	54	54	58	58	58	58	58	58	58	58	58	58
16	West Bengal	52	52	54	57	57	57	57	57	57	57	57	57	57
17	Chandigarh	53	53	53	57	57	57	57	57	57	57	57	57	57
18	Meghalaya	43	43	43	42	42	49	49	57	57	57	57	57	57
19	Telangana	55	55	55	56	56	56	56	56	56	56	56	56	56
20	Punjab	56	56	56	55	55	55	55	55	55	55	55	55	55
21	Tripura	50	50	50	54	54	55	55	55	55	55	55	55	55
22	DNHDD	49	49	49	48	51	51	51	51	51	51	51	55	55
23	A&N Islands	47	49	49	50	53	53	53	53	53	53	53	53	53
24	Assam	48	48	48	51	51	50	50	50	50	50	50	53	53
25	Puducherry	48	49	49	52	52	52	52	52	52	52	52	52	52
26	Goa	40	40	40	48	48	48	48	48	48	48	48	51	51
27	Bihar	28	28	28	30	30	30	30	31	31	32	32	38	38
28	Delhi	36	36	36	35	35	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	25	25	28	28	28	28	28	28	28	28	28	28
31	Lakshadweep	23	23	23	27	27	27	27	27	27	27	27	27	27
32	Arunachal Pradesh	24	24	24	25	25	25	26	26	26	26	26	26	26
33	Sikkim	19	19	19	19	19	19	21	23	23	23	23	24	24
34	Manipur	15	15	15	17	17	17	17	17	17	17	17	17	17
35	Mizoram	17	17	17	16	16	16	16	16	16	16	16	16	16
36	Ladakh	7	7	7	9	9	9	9	9	9	9	9	9	9
TOTAL		1584	1590	1592	1618	1677	1693	1699	1711	1713	1714	1714	1735	1735

8.3. State/UT-wise Procurement Portal URLs Assessed under AAKLAN

S. No.	State / UT	Online Bidder Enrolment Service URL
1	Kerala	https://etenders.kerala.gov.in
2	Madhya Pradesh	https://mptenders.gov.in
3	Arunachal Pradesh	https://arunachaltenders.gov.in
4	Assam	https://assamtenders.gov.in
5	Chandigarh	https://etenders.chd.nic.in
6	Dadra & Nagar Haveli and Daman & Diu	https://ddtenders.gov.in
7	Delhi (NCT)	https://govtprocurement.delhi.gov.in
8	Chhattisgarh	https://eproc.cgstate.gov.in
9	Karnataka	https://eproc.karnataka.gov.in
10	Goa	https://eprocure.goa.gov.in
11	Haryana	https://etenders.hry.nic.in
12	Himachal Pradesh	https://hptenders.gov.in
13	Jharkhand	https://jharkhandtenders.gov.in
14	Jammu & Kashmir	https://jktenders.gov.in
15	Ladakh	https://tenders.ladakh.gov.in
16	Maharashtra	https://mahatenders.gov.in
17	Meghalaya	https://meghalayatenders.gov.in
18	Nagaland	https://nagalandtenders.gov.in
19	Puducherry	https://pudutenders.gov.in
20	Punjab	https://eproc.punjab.gov.in
21	Sikkim	https://sikkimtender.gov.in
22	Tamil Nadu	https://tntenders.gov.in
23	Tripura	https://tripuratenders.gov.in
24	Uttarakhand	https://uktenders.gov.in
25	Uttar Pradesh	https://etender.up.nic.in
26	West Bengal	https://wbtenders.gov.in

For any suggestions, kindly contact the undersigned:

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