



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

JANUARY
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, 33 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 as well as Service Portals, e-Services by Panchayati Raj Institutions, focus sector wise mandatory e-services, Advancements under Right to Service Commission, Best Practices in e-service delivery, while in

2025, the reports further expanded to include best practices from city and municipal portals and introduced the monthly presentation of group-wise results generated through the AAKLAN tool for assessing State/UT departmental portals, and their parameter-wise analysis.

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, Jan'26 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 31st January, 2026.

2. Key Highlights

Status of Implementation

- **24,563** e-services provided across States/UTs. Maximum e-services (**8,846**) pertain to 'Local Governance & Utility Services' sector
- A total of **473 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%**
- **13 States/UTs** viz. Andhra Pradesh, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Rajasthan, Tamil Nadu, Uttar Pradesh and Uttarakhand 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: Central Government Departments/Ministries

- Comprehensive service delivery portals of Central Government Ministries/Departments, **Bhavishya** and **ICEGATE** have been highlighted as examples of best practices

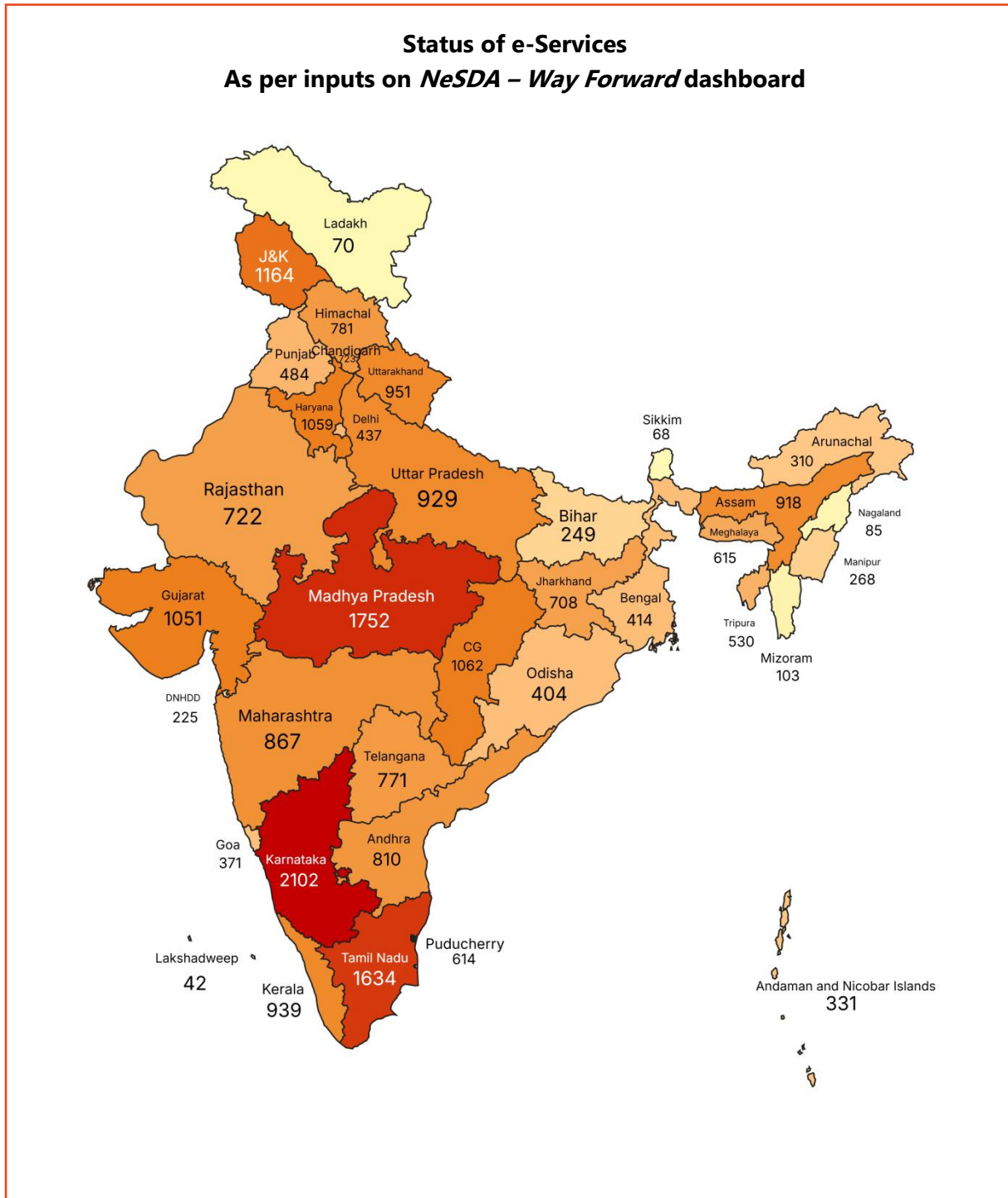
Best Practices: City Level e-Governance

- 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 **Vijayawada** and **Telangana**

AAKLAN: Benchmarking and Ranking Tool

- This edition presents the AAKLAN parameter-wise key insights on four assessment parameters of **State/UT Unified Portals**

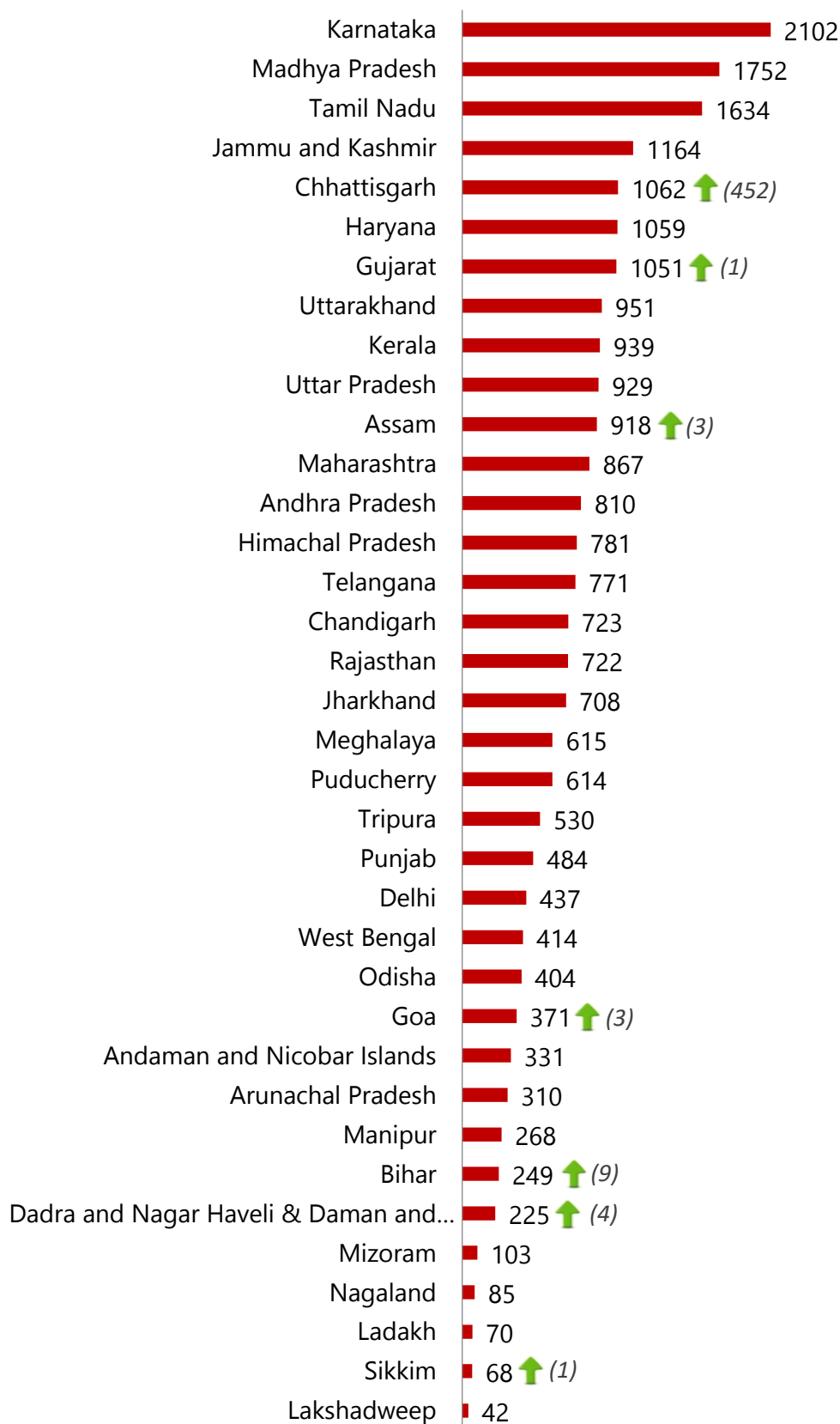
3. Review of Status of Implementation in States/UTs



Total e-Services
24,563

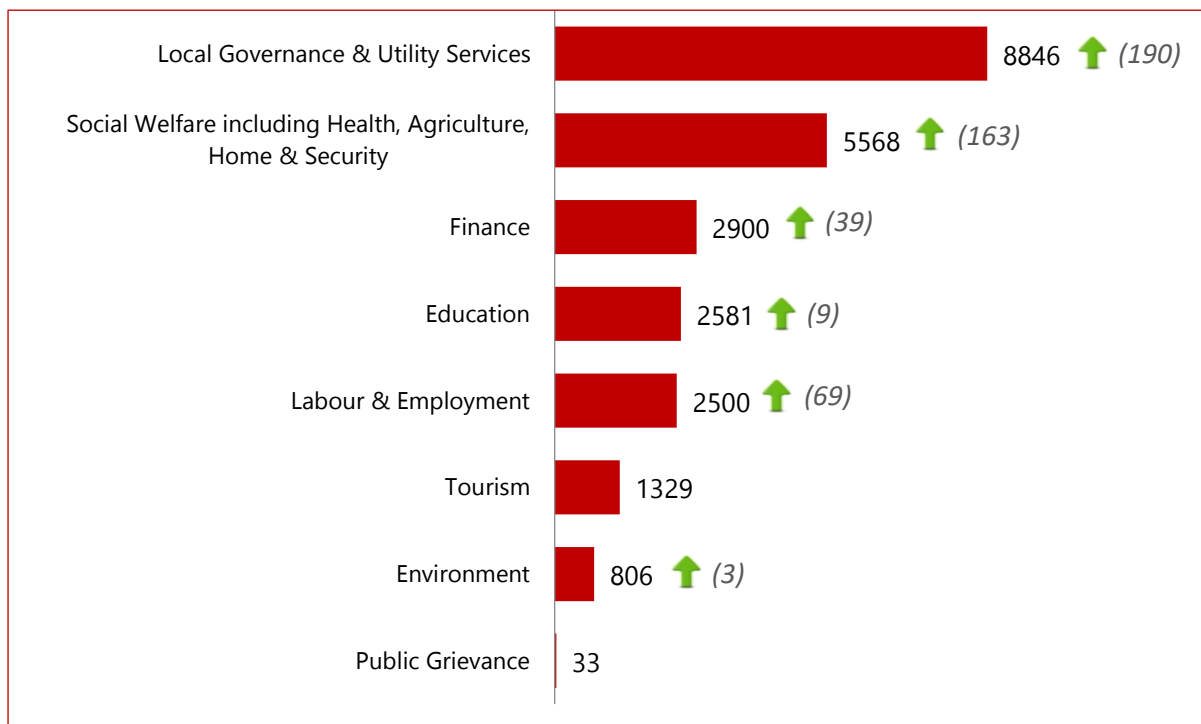
Note: The aforementioned figures are uploaded by States/UTs as of 31/01/2026.

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

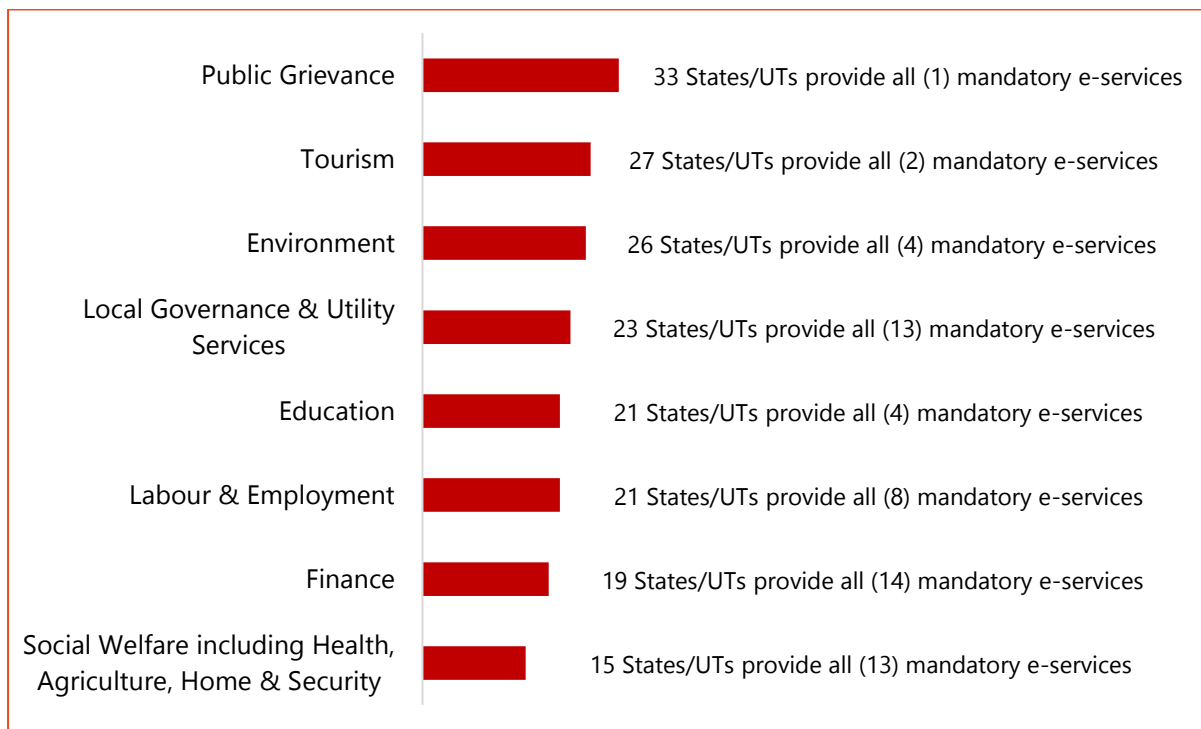


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

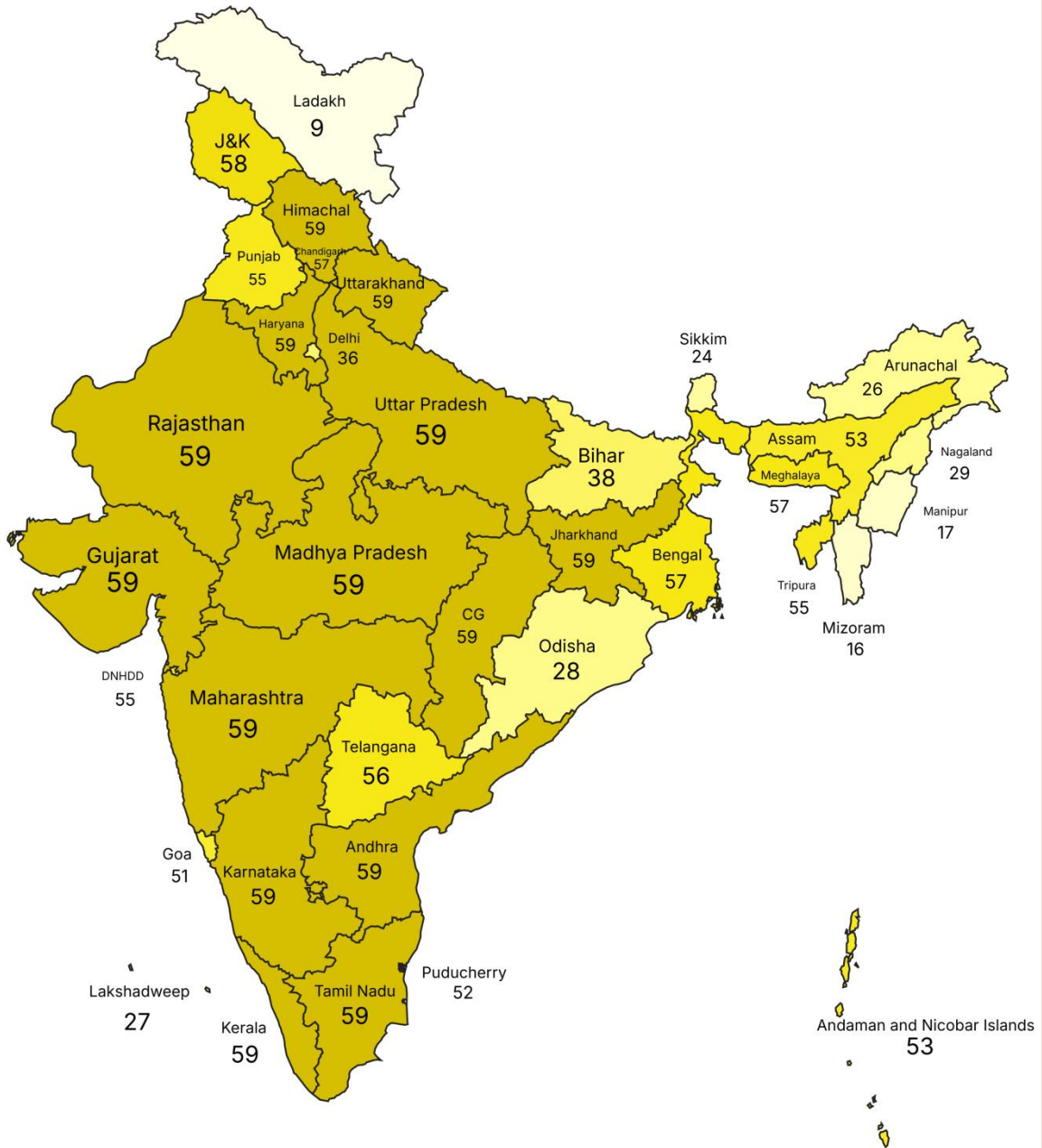


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 31/01/2026.

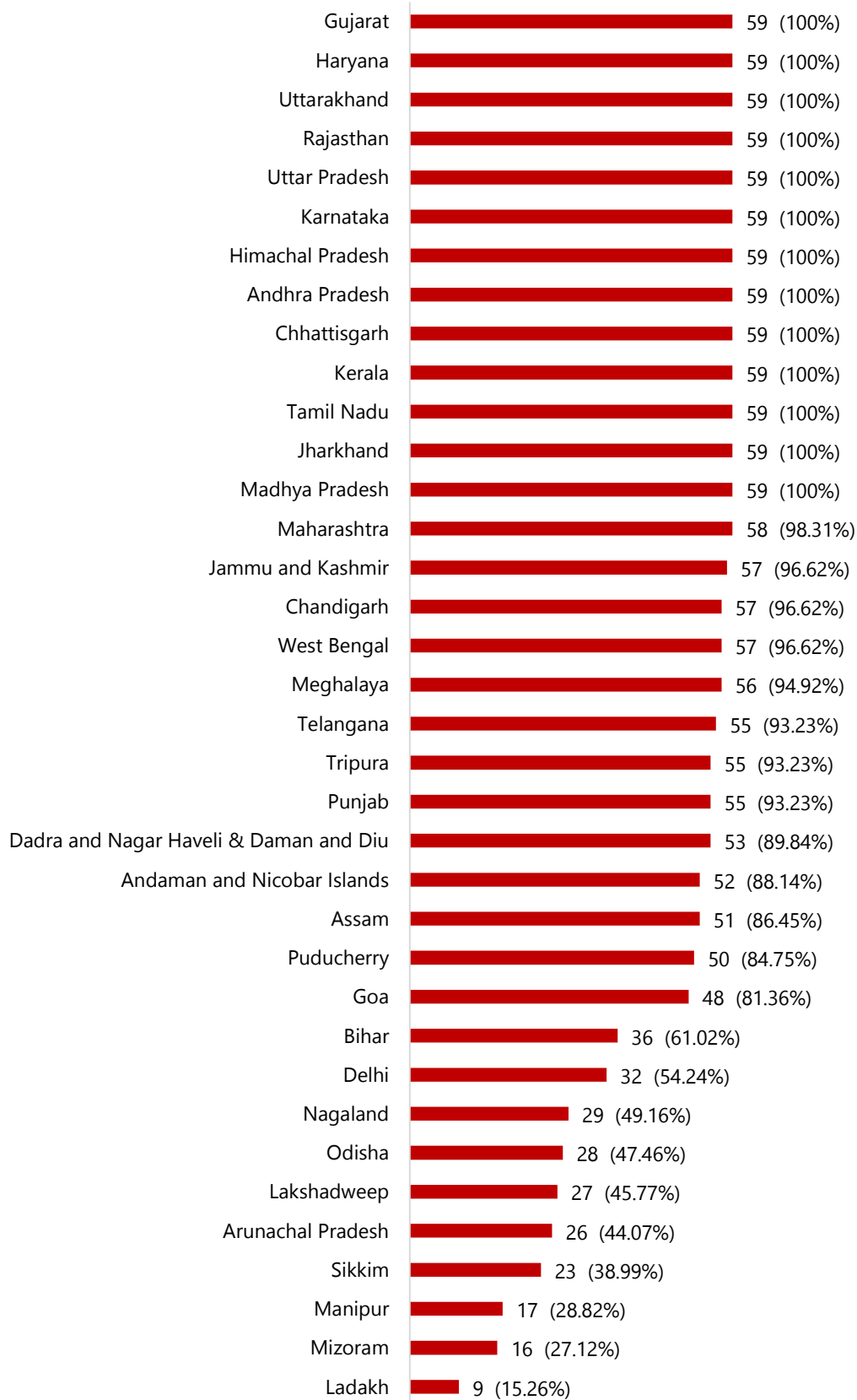
**Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard**



**Mandatory e-Services
1,735**

Note: The aforementioned figures are uploaded by States/UTs as of 31/01/2026.

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

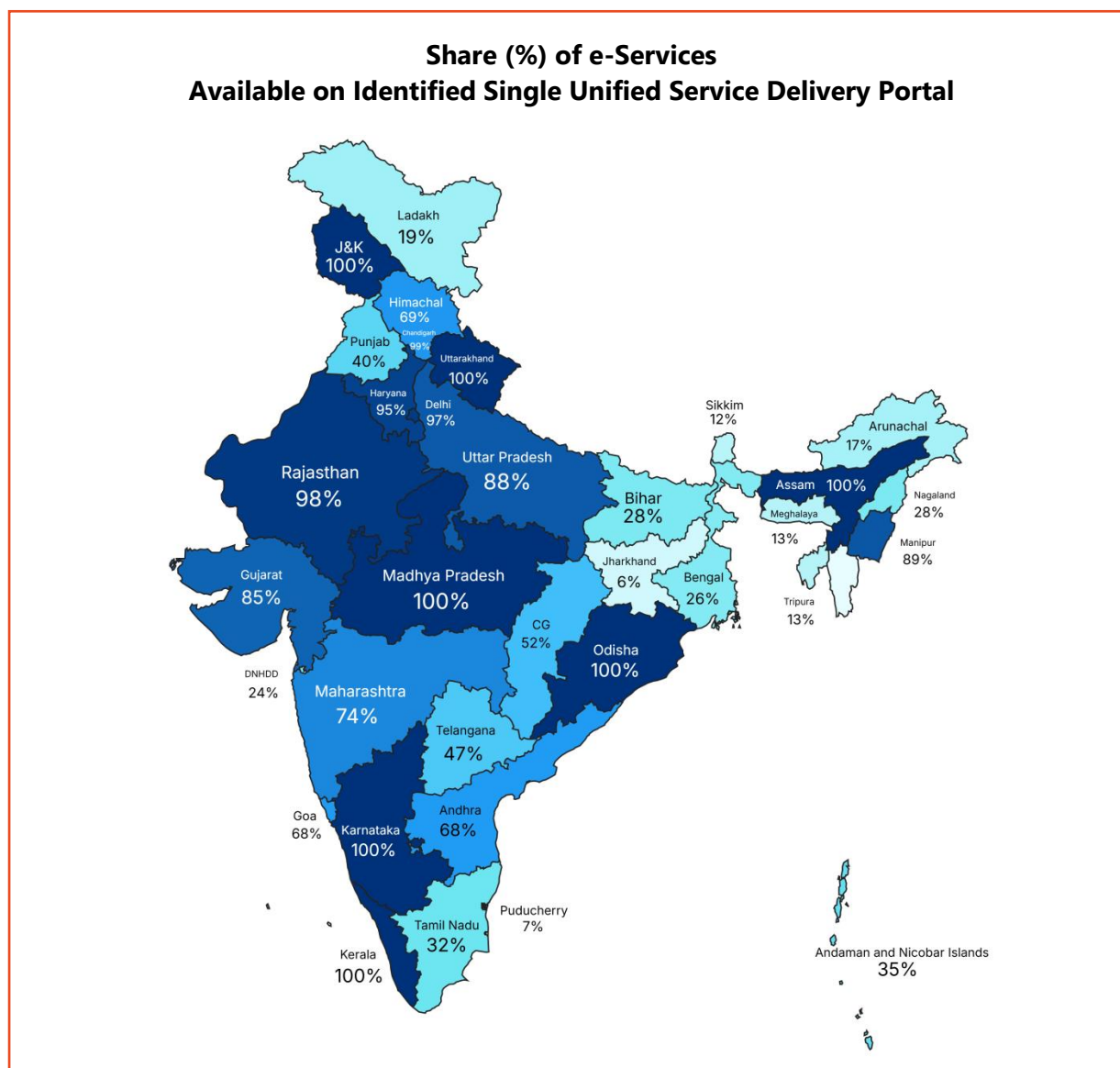


Monthly progress of mandatory e-services across States/UTs is given in **Annexure 8.2**

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. These centralised platforms integrate services from multiple departments, providing citizens with a single, user-friendly interface to access information, submit applications and avail services. Features like digital authentication, single sign-on and online payments further streamline the process, reducing the need for physical visits or navigating multiple websites.

7 States/UTs have achieved 100% integration through their unified service delivery portals. Additionally, 4 more States/UTs have crossed the 90% mark, reflecting strong adoption of the unified service delivery model. However, nearly half of the States/UTs remain below the 50% mark, indicating scope for further enhancement in unified service delivery.



#	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	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	13% (81)
	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	98% (709)
	Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
	Chhattisgarh	e-District	edistrict.cgstate.gov.in	52% (261)
	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)

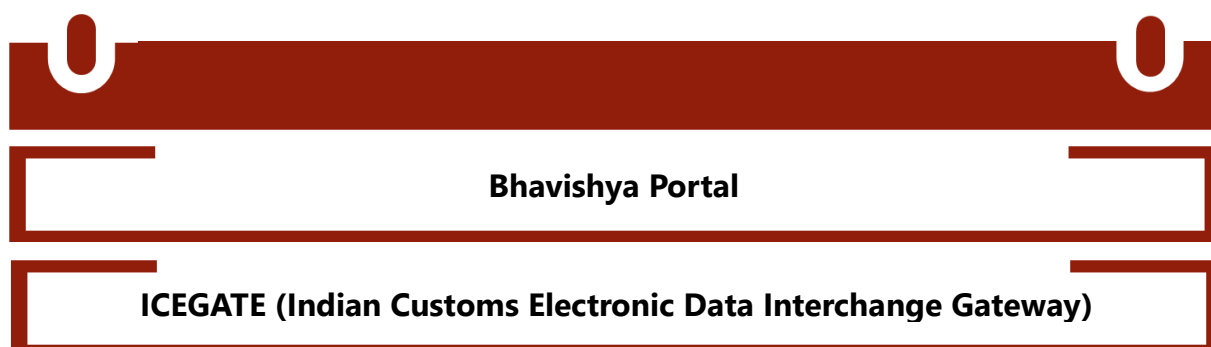
Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 31/01/2026. Lakshadweep and Mizoram do not have a single unified services portal.

5. Best Practices – Central Government Ministries/Departments

In the evolving landscape of public service delivery, digital platforms have played a transformative role in enhancing efficiency, transparency, and accessibility. This chapter of the NeSDA Way Forward report focuses on service delivery portals of the Central government and platforms that provide unified access to services across multiple states and departments. It highlights selected Central Government service delivery portals and digital initiatives that were part of the NeSDA study and have demonstrated promising practices in enhancing accessibility, interoperability, and service excellence. Through these insights, NeSDA Way Forward continues its mission of promoting scalable and impactful e-Governance solutions that enhance the citizen experience.

Service delivery portals of the Central Government serve as a cornerstone of digital governance, enabling seamless service delivery by integrating diverse government functions under a single platform. These portals leverage technology and innovation to simplify administrative processes, enhance citizen engagement, and ensure timely delivery of public services on a national scale.

By examining their features and functionalities, this section aims to showcase how central portals are setting benchmarks in accountable, efficient, and citizen-centric governance. The service delivery portals of the Central Government and digital initiatives featured in this section include:



Bhavishya is a centralized online system that digitizes pension sanctioning, document generation, and payment tracking for Central Government pensioners.

ICEGATE is a centralized digital gateway of Indian Customs that supports paperless customs clearance, duty payments, and real-time tracking for cross-border trade.

5.1. Bhavishya

<https://bhavishya.nic.in/>

The Bhavishya Portal is an official online platform of the Department of Pensions and Pensioners' Welfare, Government of India, for processing and tracking pensions. It is meant for Central Government employees who are retiring and for pensioners. The portal replaces paperwork with a fully digital process for pension approval and payments. It helps retirees track their pension status easily and ensures timely pension release. All stages of pension processing can be viewed online, bringing clarity and transparency.

Key Services

- **Online Pension Application:** Retiring employees can fill a single, simplified online form for all pension-related benefits.
- **Electronic Signing:** Pension forms can be signed online using Aadhaar-based OTP, removing the need for physical signatures.
- **Pension Payment Orders:** Pensioners can download their digital Pension Payment Order directly from the portal.
- **Family Pension Support:** Facility to process provisional family pension cases when required.
- **Monthly Pension Details:** Pensioners can view and download monthly pension payment slips.

Key Services

- **Income Tax Documents:** Digital access to Form 16 for filing income tax returns.
- **Health Benefits Access:** Apply for and download CGHS cards through portal.
- **Secure Document Storage:** Pension documents are automatically stored in DigiLocker for safe access.
- **Benefit Calculation Details:** Pensioners can view how their retirement benefits have been calculated.
- **Digital Life Certificate (DLC):** Pensioners can submit their Life Certificate online through the portal to ensure uninterrupted pension disbursement without physical visits.




Portal Features

- Tracking:** Users can track pension process from application to payment stage.
- **Alerts:** Automatic SMS/email alerts inform users about progress & approvals.
- **Single Platform:** Connects retirees, government offices, and pension authorities on one system.
- **Mobile-Friendly Design:** Works smoothly on mobile phones and tablets.
- **UMANG Integration:** Accessible through the UMANG mobile application under Pensioners' Portal services for convenient tracking and service access.
- **Early Processing:** Employees approaching retirement are identified in advance to start pension processing early.
- **Accessibility:** Screen reader support and accessibility features for ease of use.
- **Clear Status Visibility:** Users can see exactly where their pension file is pending.

Platform Highlights and Usage Statistics

- **99 Ministries/Departments** of the Government of India onboarded on BHAVISHYA.
- **1040 Government offices** onboarded on the portal for pension processing.
- **3,10,839 Pension Payment Orders (PPOs)** issued.

5.2. ICEGATE (Indian Customs Electronic Data Interchange Gateway)



Indian Customs National Trade Portal 2.0 | 3 February 2026 | 3:01 PM | Help | 24x7 Helpdesk-1800-3010-1000 | हिन्दी

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ICEGATE is the official online portal of Indian Customs under the Central Board of Indirect Taxes and Customs (CBIC). It acts as a single digital gateway for importers, exporters, customs brokers, shipping lines, and other trade participants. The portal enables online filing, payment, and tracking of customs-related documents. It replaces manual paperwork with a fully electronic system for faster clearance of goods. ICEGATE supports end-to-end digital processing for both imports and exports across India.

Key Services

- **Import Declarations:** Online filing of Bills of Entry for clearing imported goods.
- **Export Declarations:** Digital submission of Shipping Bills for exporting goods.
- **Manifest Filing:** Online filing of Import and Export General Manifests by carriers and agents.
- **Web-Based Forms:** Easy-to-use online forms for filing customs documents without specialized software.
- **Online Duty Payment:** Secure electronic payment of customs duties and related charges.
- **Refund Services:** End-to-end online processing and tracking of IGST refunds for exporters.

Key Services

- **Bonds & Guarantees:** Digital management of customs bonds and bank guarantees.
- **Licence Verification:** Online verification of export–import licences and incentive schemes.
- **IEC & GST Integration:** Services for linking and verifying Importer Exporter Code (IEC) and GSTIN.
- **Duty Calculator:** Online tool to estimate applicable customs duties.
- **Paperless Processing:** Upload and storage of supporting documents through e-Sanchit.
- **IPR Registration:** Online registration and verification of Intellectual Property Rights with Customs.



Portal Features

- **24/7 Chatbot Support:** AI-powered chatbot for instant help with customs procedures and portal usage.
- **Real-Time Tracking:** Tracking status of filed documents, payments, and shipments online.
- **User-Friendly Dashboards:** Role-based dashboards for importers, exporters, customs brokers.
- **Secure Login:** Two-factor authentication using OTP for added account security.
- **Alerts:** Regular updates on policy changes, system upgrades, and customs advisories.
- **Grievance Management:** Online ticket system to raise and track complaints or issues.
- **Continuous Availability:** Portal and support services are available round the clock.
- **Feedback Facility:** Dedicated section for users to submit feedback, queries, or complaints.

Platform Highlights and Usage Statistics

- Widely used by the trading community with **over 4 lakh registered users**
- **3,81,112 trade-related documents** filed electronically through the platform
- Handled **23,681 user grievances**, highlighting its active grievance redressal

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.

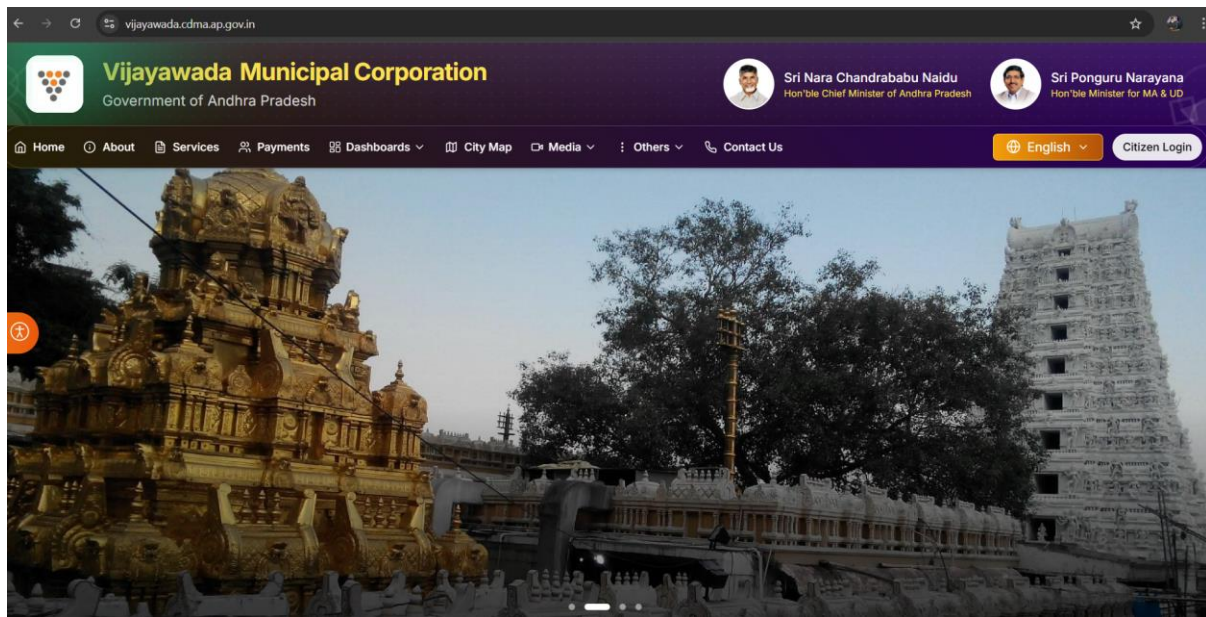
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored 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
Vijayawada <i>(Andhra Pradesh)</i>	Vijayawada Municipal Corporation
Telangana <i>(Wide Coverage of cities)</i>	e-Municipal Telangana (CDMA) Portal

6.1. Vijayawada Municipal Corporation



<https://vijayawada.cdma.ap.gov.in/>

The Vijayawada Municipal Corporation Portal is a comprehensive digital governance platform designed to streamline municipal service delivery for residents of Vijayawada city. The portal acts as a single-window interface for accessing civic services related to taxation, licensing, utility connections, certifications, and grievance redressal. By enabling end-to-end digital workflows, the portal enhances transparency, reduces physical visits to municipal offices, and improves service efficiency.

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

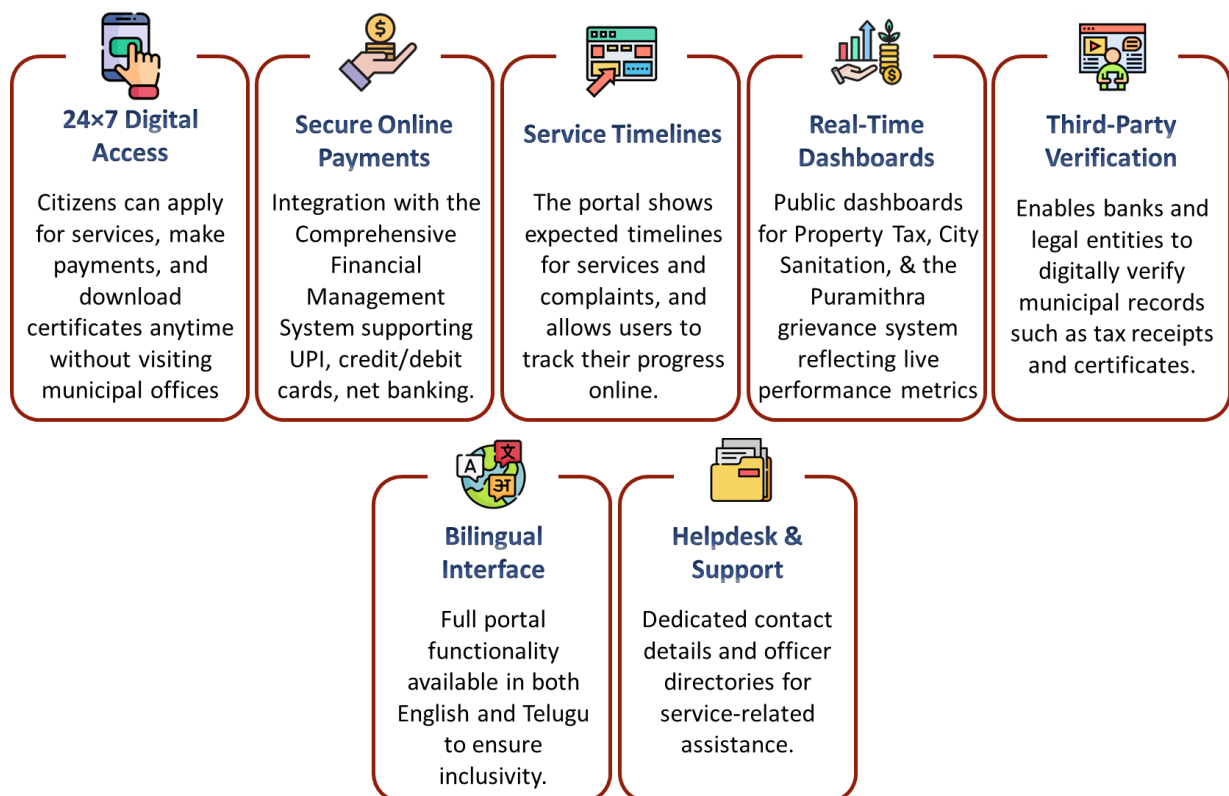
Key Services Offered

- **Property & Land Tax Services:** Online self-assessment, payment of property tax and vacant land tax (VLT), revision petitions, exemptions, vacancy remissions, and downloading of tax receipts and proceedings.
- **Property Ownership Services:** Digital application and fee payment for mutation (transfer of ownership).
- **Utility Services:** e-Applications for new water, sewerage connections, alteration or closure of existing connections, billing details, and payment of utility dues.
- **Civil Registration Services:** Registration and digitally signed certificates for birth, death, and marriage under the municipal act.

Key Services Offered

- **Trade & Commercial Services:** Registration, renewal, closure of trade licenses, instant download of provisional, renewal, and final trade certificates, and payment of advertisement tax for hoardings and shop signage.
- **Civic Grievance Services:** Online complaint filing and real-time tracking for issues related to streetlights, sanitation, drainage, and public health.
- **Permissions & Regulatory Services:** Online applications for Right of Way (RoW) permissions for road cutting and infrastructure works.
- **Citizen Information Services:** Access to Citizen Charter, tax calculators, municipal Government Orders, circulars, and council resolutions.

Portal Features



Portal Features

- **Administrative Reach:** The municipal service network operates through **286 Sachivalayams**.
- **Household Coverage:** The portal serves approximately **3,01,981 households** in Vijayawada city.

6.2. e-Municipal Telangana



<https://emunicipal.telangana.gov.in/>

The e-Municipal Telangana portal is the official online platform of the Telangana Government for municipal services. It allows citizens to access key city services from home instead of visiting municipal offices. The portal brings together services of urban local bodies across Telangana on a single website. It aims to make municipal work easier, faster, and more transparent for residents.

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

Key Services Offered

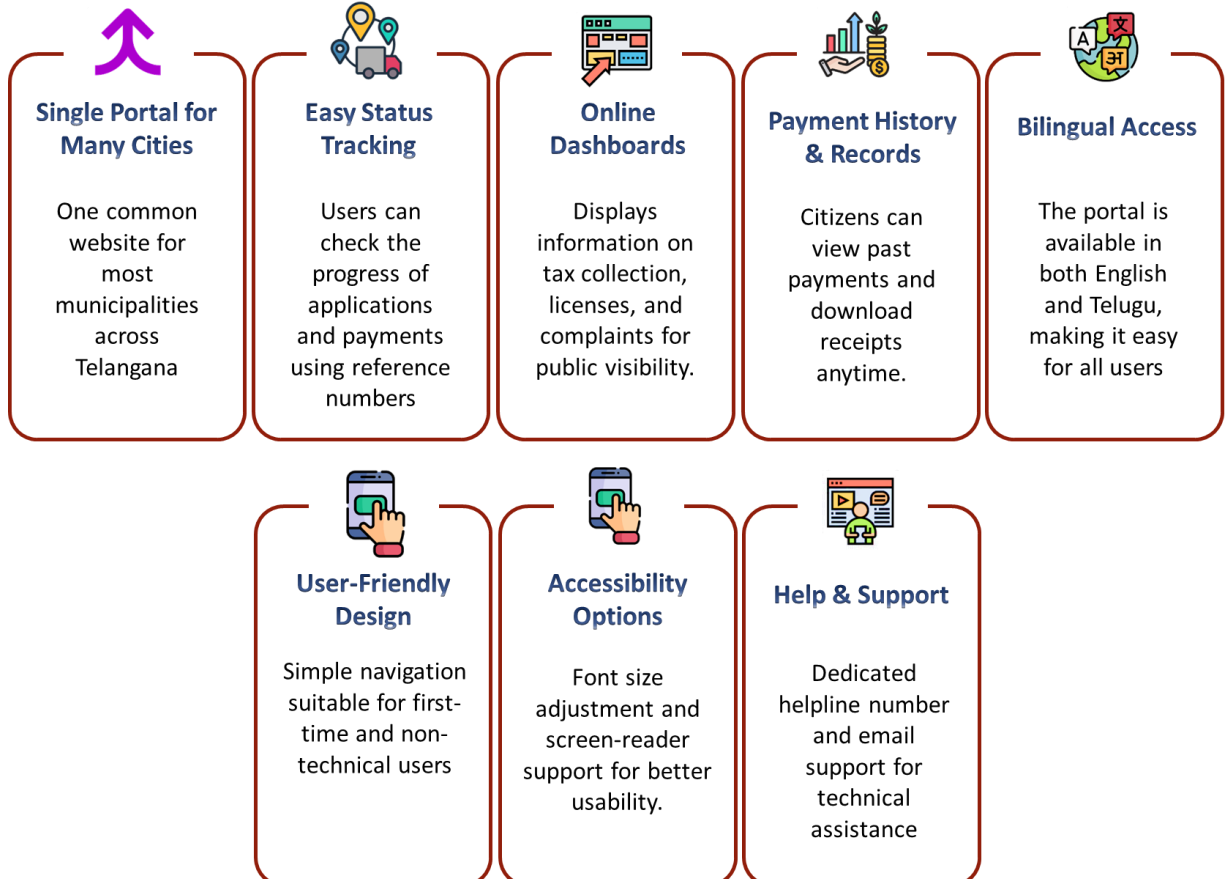
- **Property Tax Services:** Citizens can calculate, pay house tax online, and download tax receipts.
- **Vacant Land Tax:** Online payment and assessment for open plots of land.
- **Property Mutation:** Apply online to transfer property ownership after sale or inheritance.
- **Water Services:** Apply for new water connections, additional taps, disconnections, and pay water bills.
- **Drainage Services:** Apply for underground drainage connections and pay related charges.
- **Trade Licenses:** Register new shops or businesses, renew licenses, or close existing ones online.



Key Services Offered

- **Advertisement & Mobile Tower Charges:** Pay fees for hoardings, signboards, and mobile towers.
- **Birth & Death Certificates:** Register events online and download verified certificates.
- **Marriage Registration:** Apply online for marriage certificates.
- **Public Complaints:** Report issues like garbage collection, streetlight problems, drainage leaks, or road damage.
- **Building Permissions:** Apply for building approvals through the linked TS-bPASS system.
- **Road Cutting Permissions:** Seek permission and pay charges for digging roads for cables or pipelines.
- **WhatsApp Services:** Use WhatsApp chatbot to access basic services and file complaints easily.

Portal Features



7. AAKLAN: Benchmarking and Ranking Tool

As alignment with the Government of India's ongoing efforts to enhance digital service delivery and promote harmonization across government digital platforms, the Department of Administrative Reforms and Public Grievances (DARPG), through the NeSDA and NeSDA Way Forward initiatives, continues to strengthen the quality, accessibility, and citizen-centric design of government websites and online services. The AAKLAN (Automated Assessment of Government Websites) tool remains a key component of this strategy, enabling automated, objective, and scalable evaluation of government digital platforms across key usability, accessibility, technical, and security parameters.

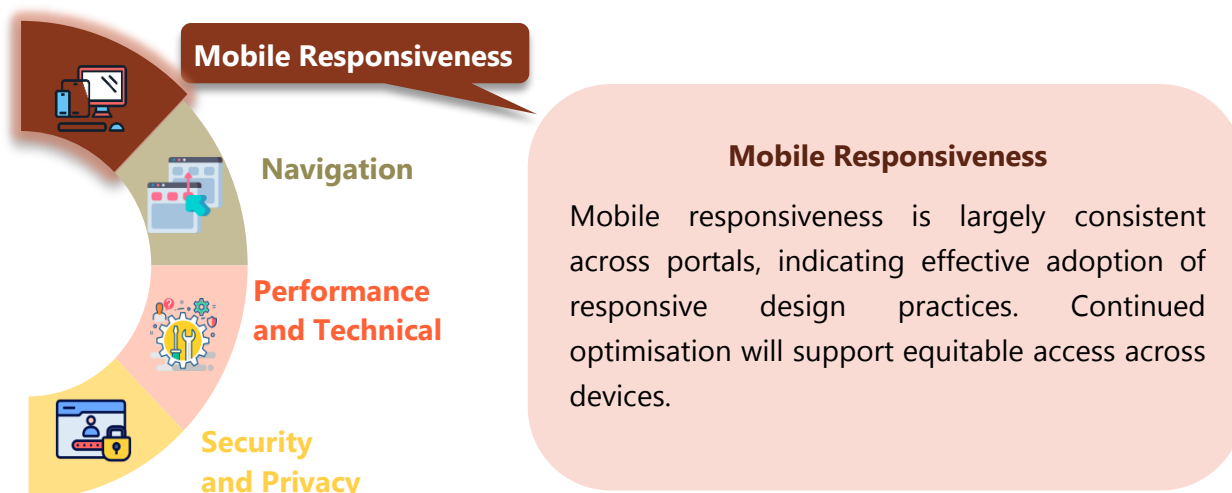
Following the multi-phase assessment of State and Union Territory departmental portals conducted between June and September 2025, the consolidation of findings presented in the October and November 2025 editions of the NeSDA Way Forward Report, the December 2025 and January 2026 editions have marked a significant expansion in scope. With the completion of departmental portal assessments, the AAKLAN evaluation has been extended and covering the **Unified Service Delivery Portals** of States and Union Territories. Unified Service Delivery Portals function as the primary single-window interfaces through which citizens access a wide range of services, including certificates, registrations, licenses, payments, and welfare benefits. Given their central role in citizen–government interaction under the Digital India ecosystem, these platforms are critical enablers of inclusive, reliable, and citizen-centric digital service delivery.

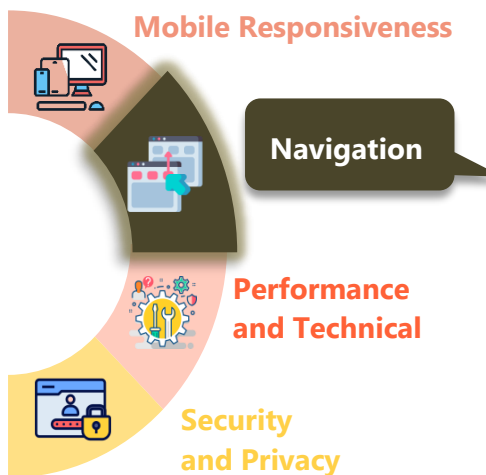
A total of 34 Unified Service Delivery Portals across States and Union Territories have been identified for assessment. These portals vary considerably in terms of scale, hosting environments, and levels of service integration maturity. Of these, 13 portals hosted on NICNET servers were evaluated using the automated AAKLAN tool as part of the December assessment exercise. The portals assessed include Saral Haryana (Haryana), Goa Online (Goa), e-Sevai (Tamil Nadu), Manipur Unified Service Portal (Manipur), Arunachal e-Service (Arunachal Pradesh), e-District Tripura (Tripura), Sikkim SSO (Sikkim), e-District Chandigarh (Chandigarh), e-District Delhi (NCT of Delhi), e-District Puducherry (Puducherry), Nivesh Mitra and e-District Uttar Pradesh (Uttar Pradesh), and RTPS Bihar (Bihar).

The AAKLAN-based assessment of Unified Service Delivery Portals reveals several strong performers in digital governance, demonstrating robust capabilities across parameters such as accessibility, brand and visual identity, content organisation, service integration, user interactivity, mobile responsiveness, navigation, technical performance, and security & privacy.

In the current edition of the NeSDA Way Forward report, based on the AAKLAN Assessment for the aforementioned Unified Service Portals, parameter-wise key findings are presented for the parameters - Mobile Responsiveness, Navigation, Performance and Technical, and Security & Privacy to guide States and UTs in prioritising improvement actions. Highlights pertaining to the other 5 parameters were detailed in the NeSDA Way Forward, December 2025 edition.

Across the assessed Unified Service Portals for the specified 4 parameters, mobile responsiveness reflects a broadly consistent level of implementation across States and UTs, indicating steady adoption of mobile-friendly design practices with scope for further optimisation. In terms of navigation, Sikkim SSO and the e-District portal of Uttar Pradesh emerge as strong performers, demonstrating intuitive information architecture and ease of movement across services. Under performance and technical parameters, variations are observed across portals, with Goa Online, Saral Haryana, and the e-District portal of Puducherry performing relatively better among the assessed platforms, while still indicating scope for further enhancement. Notably, all assessed States and UTs demonstrate strong compliance with security and privacy standards, underscoring a uniform commitment to safeguarding user data and ensuring secure digital service delivery.



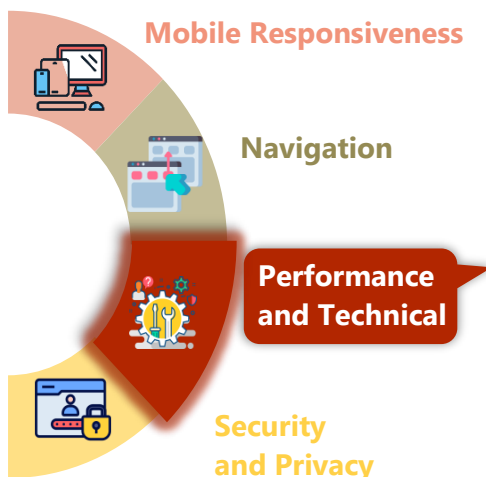


Navigation

Primary navigation structures are generally intuitive; however, deeper navigation layers can be rationalised to reduce user effort and improve task completion.

Suggested Best Practices:

- Limit navigation depth and reduce redundant menu layers
- Use clear, user-centric labels for services and categories

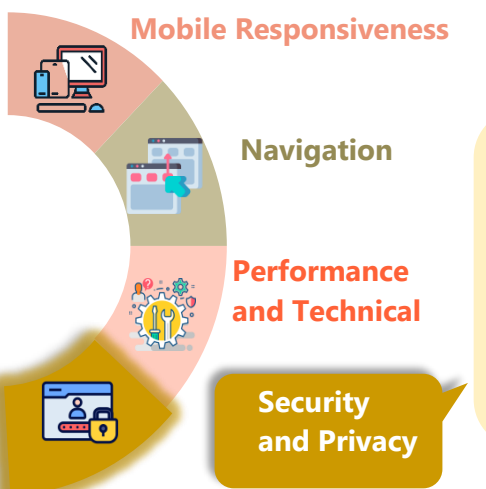


Performance and Technical

Performance scores suggest acceptable baseline performance, though variations indicate scope for optimisation, particularly in resource-heavy sections.

Suggested Best Practices:

- Optimize media assets and scripts to reduce load times
- Conduct periodic performance testing under low-bandwidth conditions



Security and Privacy

All assessed portals demonstrate strong compliance with baseline security and privacy requirements. Sustaining this level through periodic reviews and proactive monitoring remains essential.

8. Appendix

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

#	State/UT	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25	Dec' 25	Jan' 26
1	Karnataka	2025	2089	2089	2089	2089	2089	2092	2092	2092	2092	2102	2102	2102
2	Madhya Pradesh	1498	1718	1748	1748	1752	1752	1752	1752	1752	1752	1752	1752	1752
3	Tamil Nadu	1128	1128	1128	1132	1153	1599	1621	1634	1634	1634	1634	1634	1634
4	Jammu & Kashmir	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
5	Chhattisgarh	296	296	296	296	296	296	505	505	505	505	505	610	1062
6	Haryana	855	855	857	857	857	996	1091	1089	1073	1059	1059	1059	1059
7	Gujarat	894	894	894	894	904	973	1050	1050	1050	1050	1050	1050	1051
8	Uttarakhand	900	900	917	923	935	936	951	951	951	951	951	951	951
9	Kerala	938	938	938	938	938	939	939	939	939	939	939	939	939
10	Uttar Pradesh	904	904	904	924	924	929	929	929	929	929	929	929	929
11	Assam	725	731	733	733	733	815	814	814	814	915	915	915	918
12	Maharashtra	534	534	535	583	584	794	867	867	867	867	867	867	867
13	Andhra Pradesh	579	579	579	579	579	606	630	668	766	810	810	810	810
14	Himachal Pradesh	659	660	660	661	661	664	664	665	670	731	731	781	781
15	Telangana	768	768	768	768	768	771	771	771	771	771	771	771	771
16	Chandigarh	357	357	357	357	357	723	723	723	723	723	723	723	723
17	Rajasthan	621	621	621	621	621	622	722	722	722	722	722	722	722
18	Jharkhand	411	461	468	479	557	572	630	688	699	703	707	708	708
19	Meghalaya	363	363	363	363	363	363	422	475	522	615	615	615	615
20	Puducherry	610	610	614	614	614	614	614	614	614	614	614	614	614
21	Tripura	272	272	272	272	529	529	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	436	437	437	437	437	437	437	437
24	West Bengal	401	401	401	406	406	408	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	240	279	289	291	350	368	368	368	371
27	A&N Islands	327	327	329	329	329	331	331	331	331	331	331	331	331
28	Arunachal Pradesh	309	309	309	309	309	309	309	310	310	310	310	310	310
29	Manipur	40	40	40	268	268	268	268	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	238	238	238	239	239	240	240	249
31	DNHDD	142	217	217	217	217	221	221	221	221	221	221	221	225
32	Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
33	Nagaland	64	64	64	64	85	85	85	85	85	85	85	85	85
34	Ladakh	49	49	49	49	69	70	70	70	70	70	70	70	70
35	Sikkim	54	54	54	54	54	54	54	62	67	67	67	67	68
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total		19,834	20,250	20,315	20,638	21,062	22,478	23,230	23,402	23,612	23,919	23,934	24,090	24,563

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

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

For any suggestions, kindly contact the undersigned:

Director,

Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhawan, New Delhi

Email ID: am145.ifs@nic.in



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग
Department of Administrative Reforms & Public Grievances