



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

MARCH
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, 35 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 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, Mar'26 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 30th March, 2026.

2. Key Highlights

Status of Implementation

- **25,209** e-services provided across States/UTs. Maximum e-services (**9,093**) pertain to 'Local Governance & Utility Services' sector
- A total of **47 e-Services added** since last report, by States/UTs across the country
- **1,742** 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: Central Government Ministries/ Departments

- Official websites of Central Government Ministries, Ministry of Agriculture and Farmers Welfare and Ministry of Home Affairs, have been highlighted as best practices

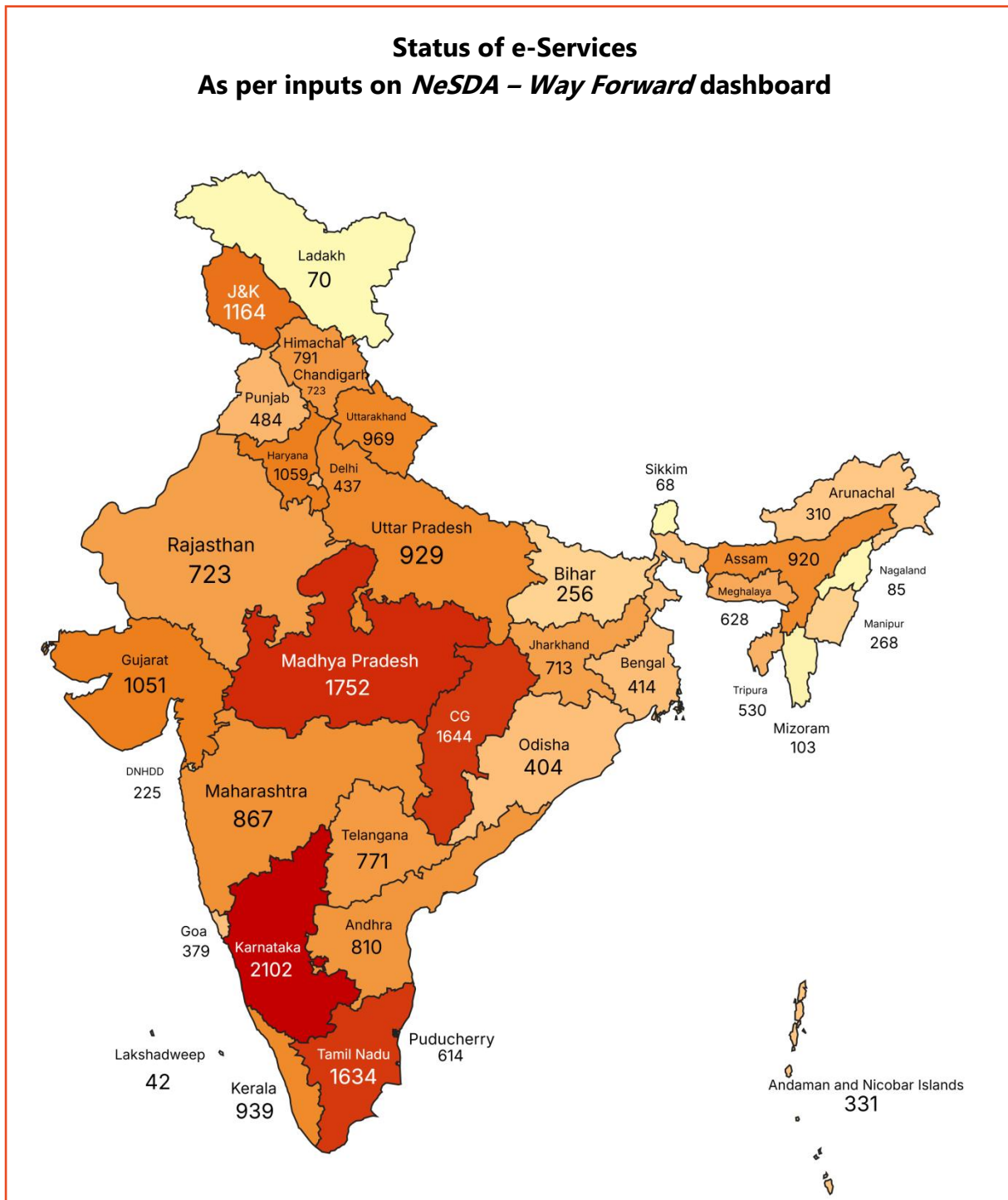
Best Practices: City Level e-Governance

- 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 **Bhubaneswar** and **Chandigarh**

AAKLAN: Benchmarking and Ranking Tool

- This edition presents the AAKLAN's consolidated findings and analytical insights drawn from all assessment reports conducted to date.

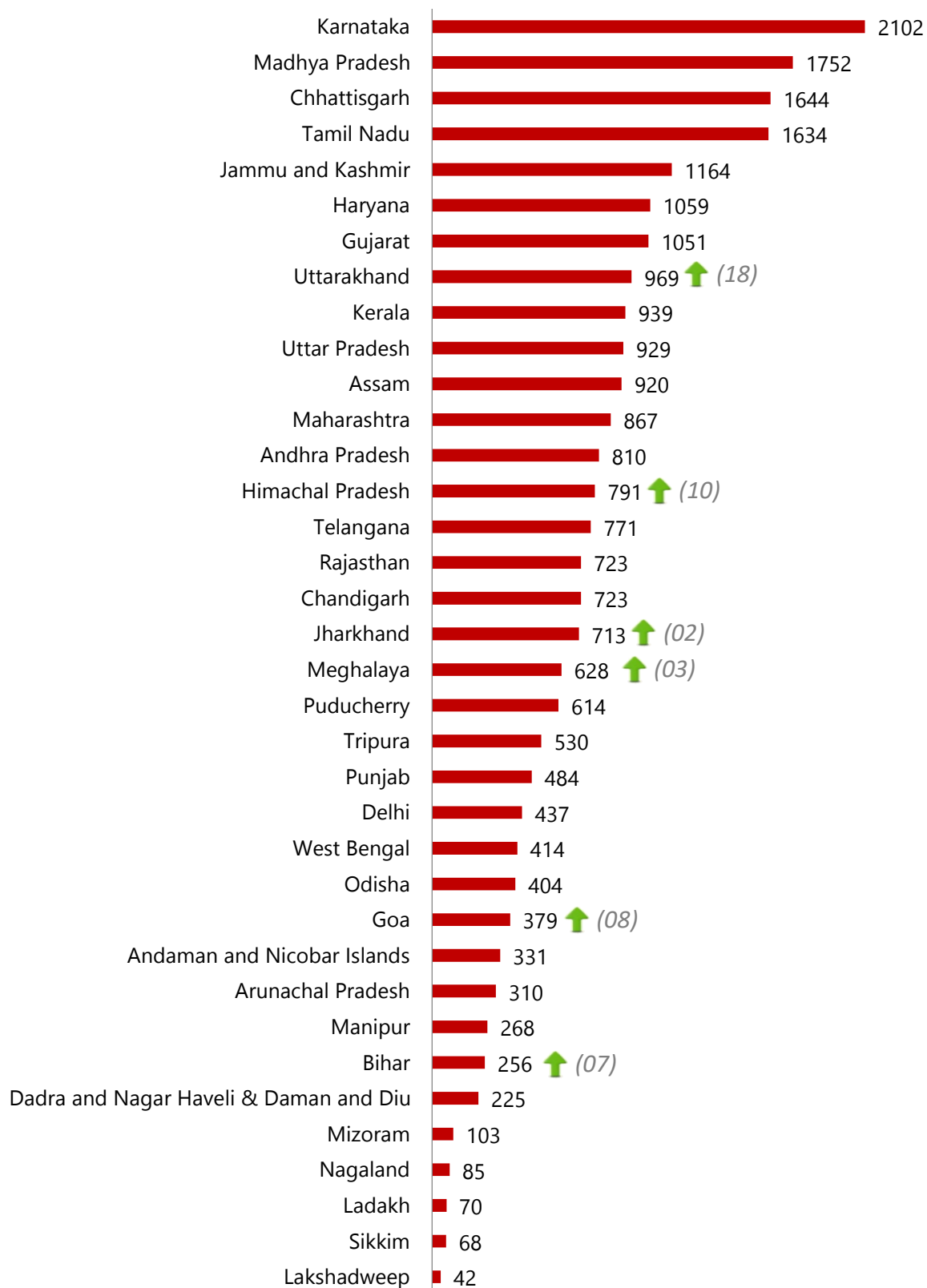
3. Review of Status of Implementation in States/UTs



Total e-Services
25,209

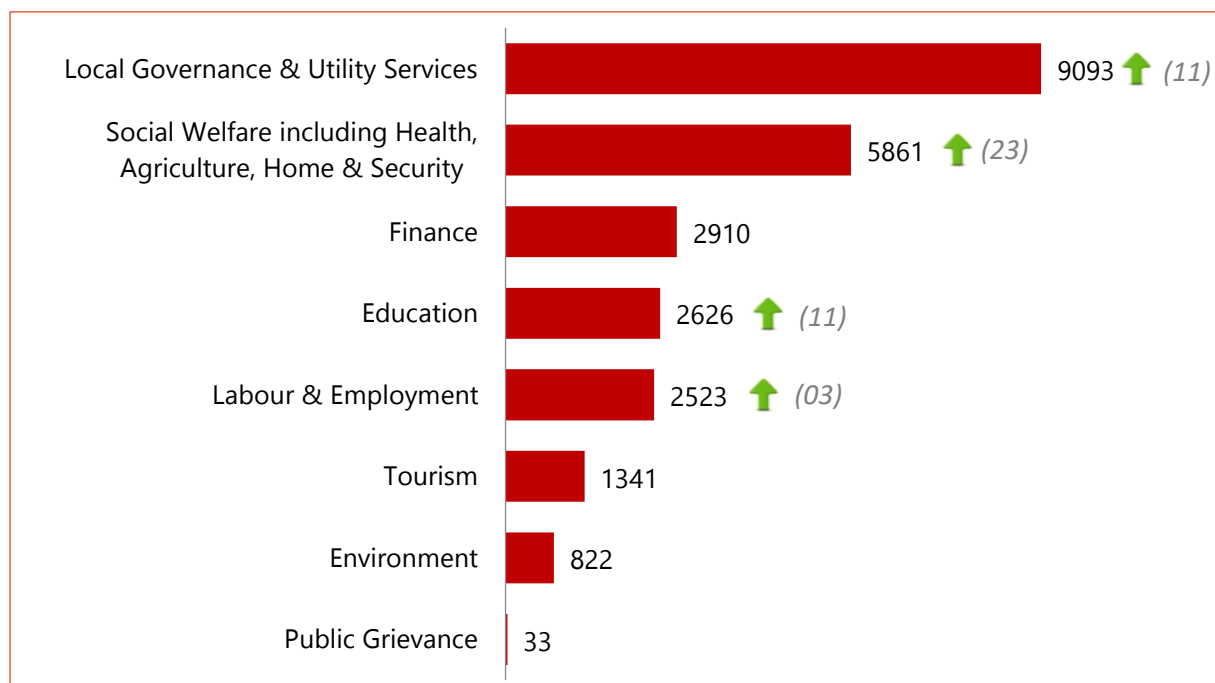
Note: The aforementioned figures are uploaded by States/UTs as of 30/03/2026.

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

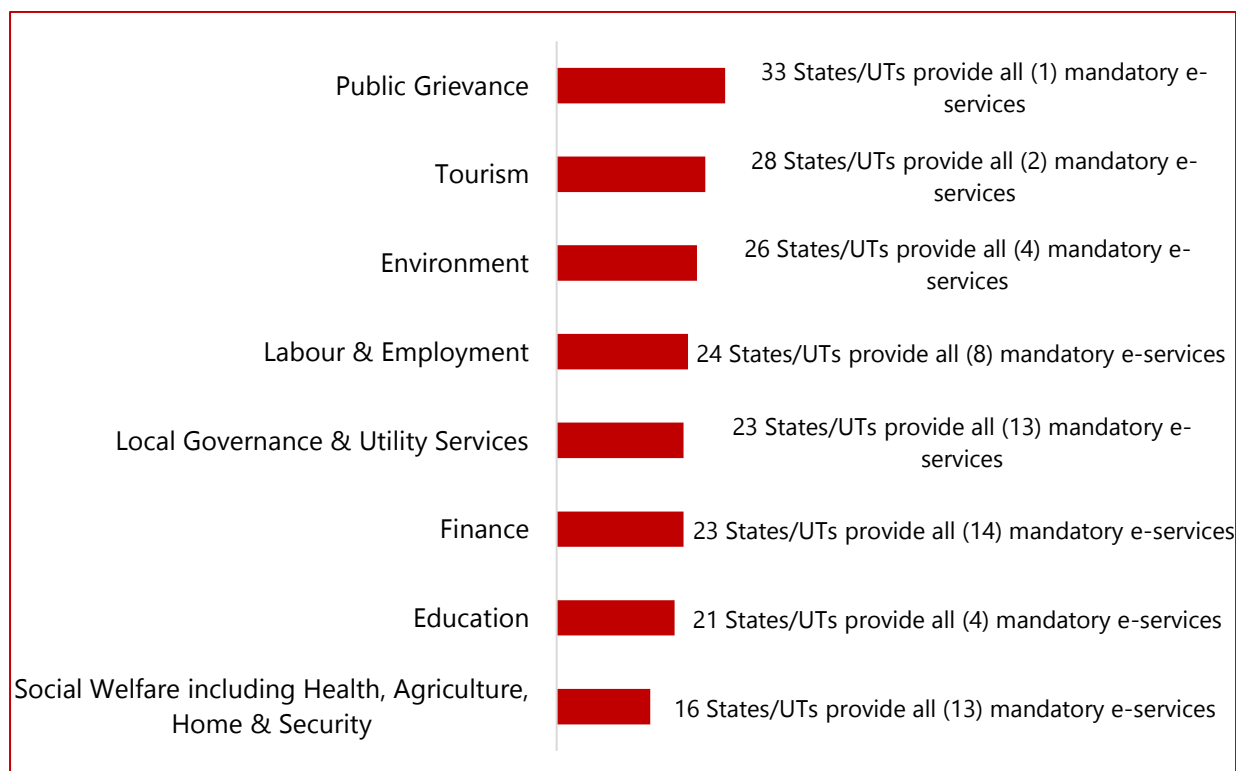


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

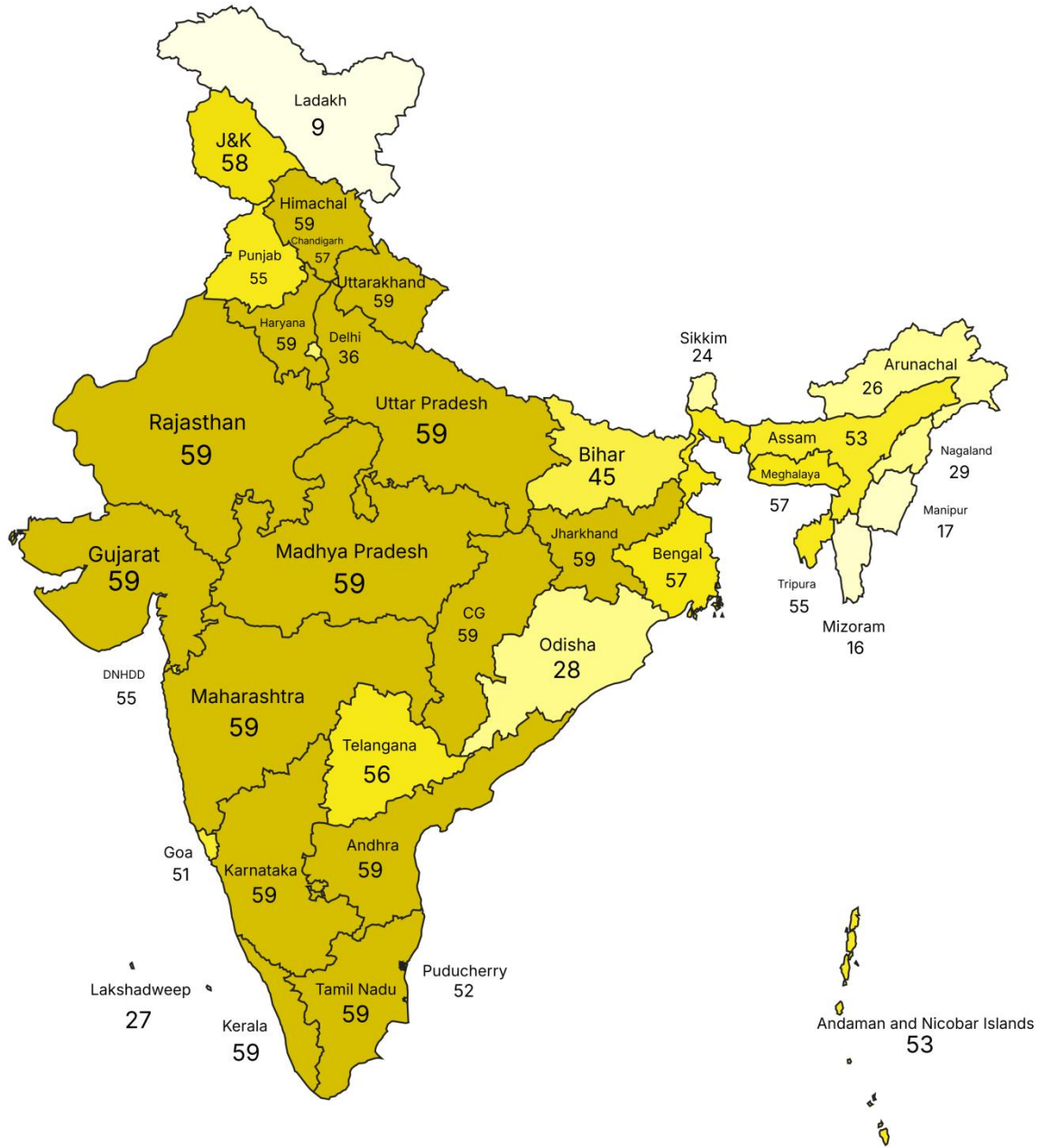


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 30/03/2026.

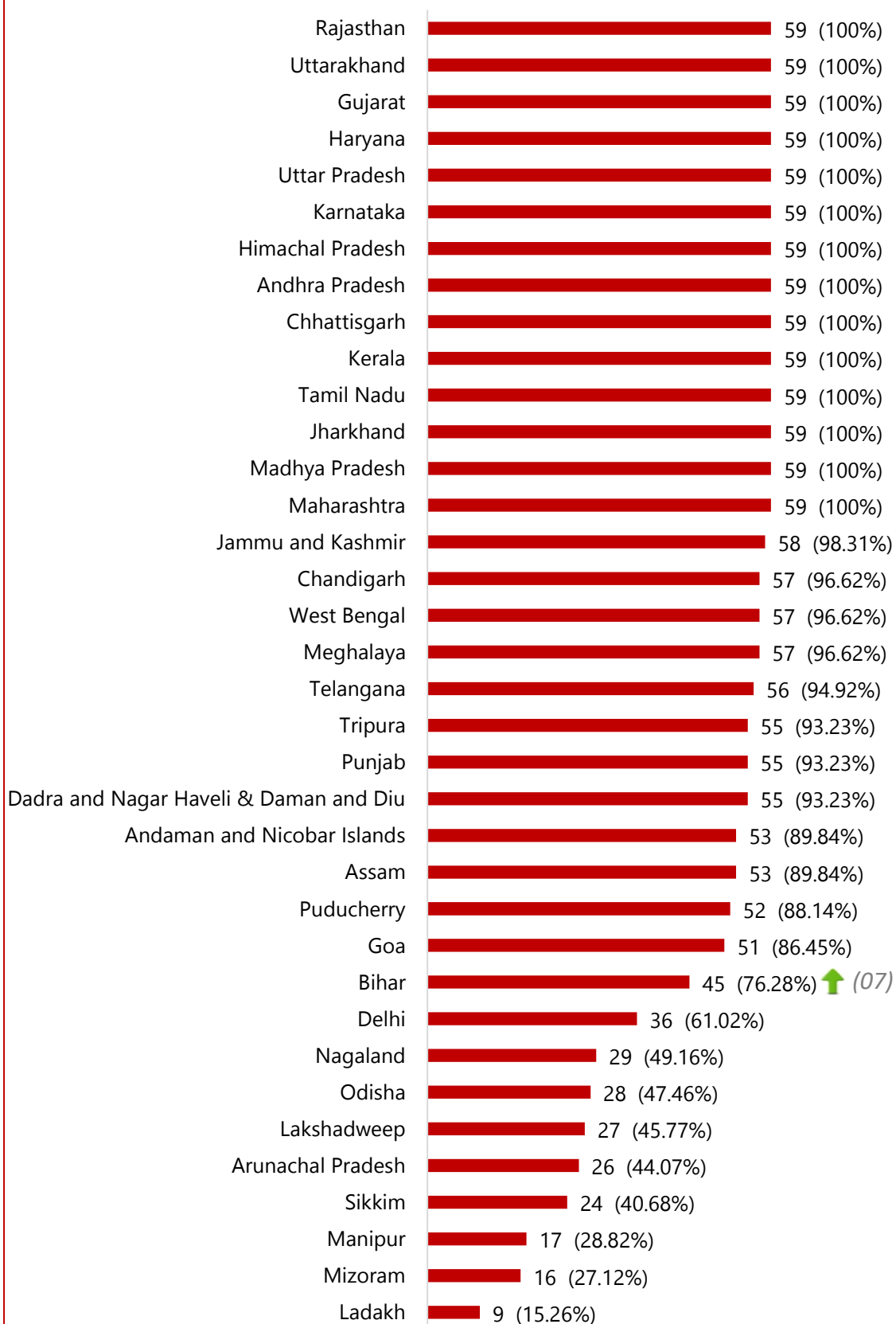
**Status of 59 Mandatory e-Services
As per inputs on NeSDA – Way Forward dashboard**



**Mandatory e-Services
1,742**

Note: The aforementioned figures are uploaded by States/UTs as of 30/03/2026.

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

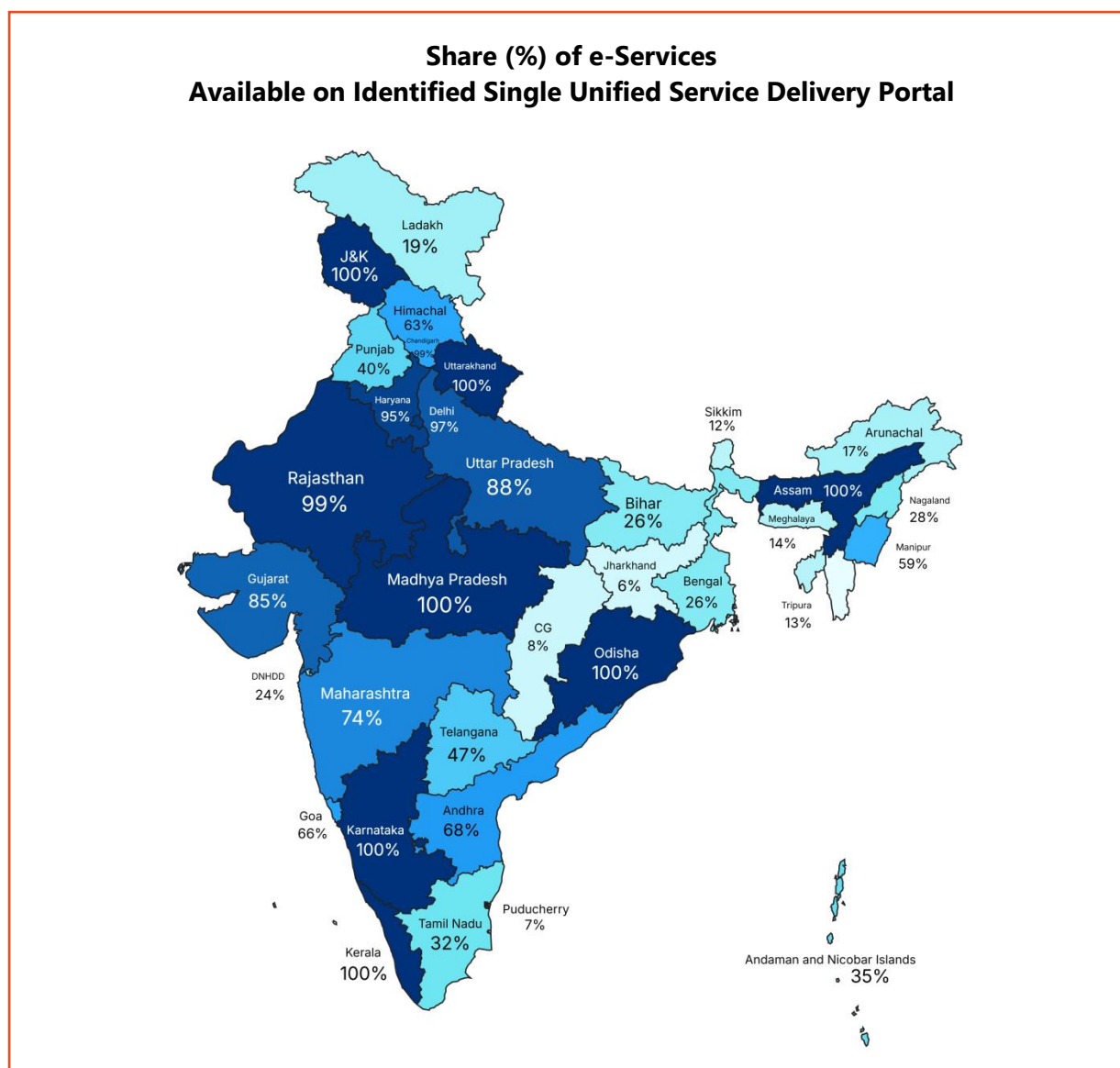


Monthly progress of mandatory e-services across States/UTs is given in **Annexure 8.2**

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. The onboarding of services on unified portals by States/UTs continues to progress, further efforts in this direction will help enhance 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	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 30/03/2026. 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.

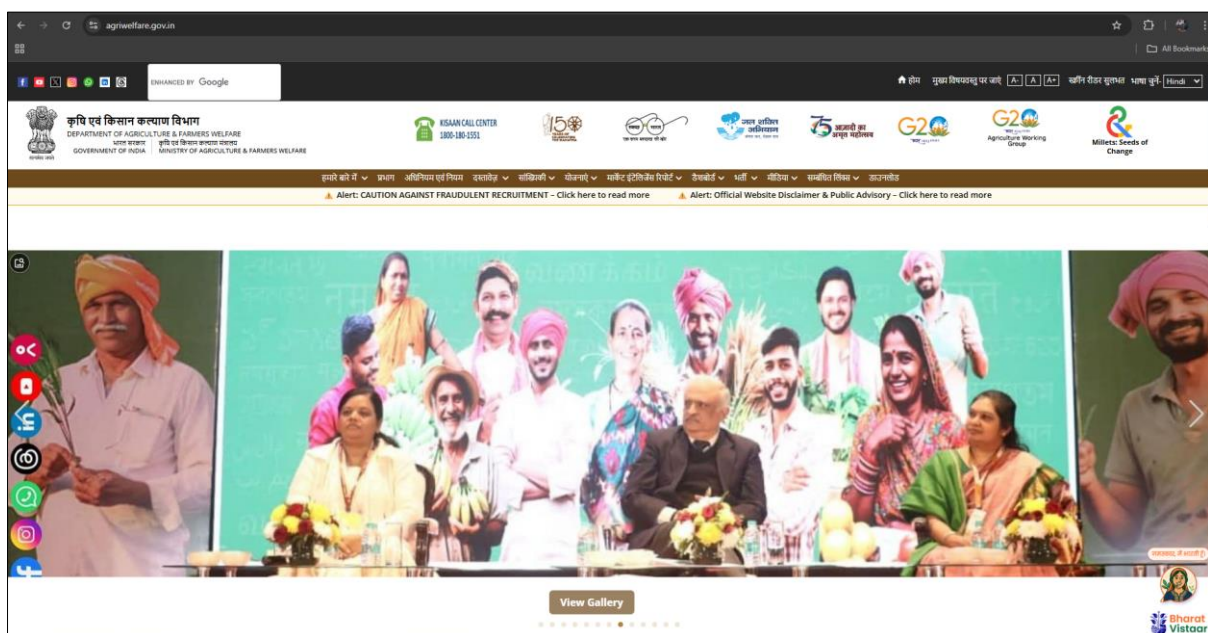
This chapter focuses on official websites of Central Government Ministries and Departments that demonstrate effective practices in information dissemination, public communication, and digital governance. These platforms enable citizens, researchers, and stakeholders to access authentic and up-to-date 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 Agriculture and Farmers Welfare



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

The Agriwelfare portal is the official website of the Ministry of Agriculture and Farmers Welfare, Government of India. It serves as a centralized digital platform providing information on agricultural schemes, policies, and services for farmers, researchers, and other stakeholders. The portal facilitates access to government initiatives, data, and advisory resources, thereby supporting informed decision-making and promoting transparency in the agriculture sector.

Key Services

- **Government Schemes Information:** Provides details on schemes such as PM-KISAN, crop insurance, and irrigation programmes, including eligibility, benefits, and application processes.
- **Farmer Advisory Services:** Offers guidance on modern agricultural practices, including soil health, fertilizers, and pest management.
- **Agricultural Data & Reports:** Access to agricultural statistics, production data, and reports for research and policy analysis.
- **Policies & Programmes:** Information on government policies and initiatives in the agriculture sector.
- **Public Grievance System:** Facility to lodge complaints and track their status for improved accountability.

Key Services

- **News & Updates:** Regular updates on agricultural developments, announcements, and government decisions.
- **Integration with Other Portals:** Linkages with platforms such as PM-KISAN and other agriculture-related services.
- **Knowledge Resources:** Access to best practices, innovations, and emerging agricultural technologies.
- **Organizational Details:** Details on ministry structure & departmental functioning.
- **Recruitment Information:** Updates on job opportunities and related notifications in the agriculture sector.
- **Internship Opportunities:** Information on internships, including eligibility and application procedures.
- **Bharat Vistaar Chatbot:** AI-enabled virtual assistant providing real-time responses to user queries on schemes, services, and portal navigation.

Key Portal Features



User-Friendly Interface

Simple design enabling easy navigation for users, including those with basic literacy



Centralized Information

Consolidates agriculture-related schemes, services, & data in one place



Transparency & Accountability

Information on schemes & integrated grievance system for accountability



Farmer-Centric Design

Focused on improving farmer awareness, productivity, and income



Digital Governance Enablement

Promotes paperless access to information and services



Data-Driven Ecosystem

Availability of reports and datasets to support planning and research



Accessibility & Reach

Accessible nationwide, connecting rural users to digital resources



Regular Content Updation

Ensures availability of latest schemes, policies, and news



Bilingual Interface

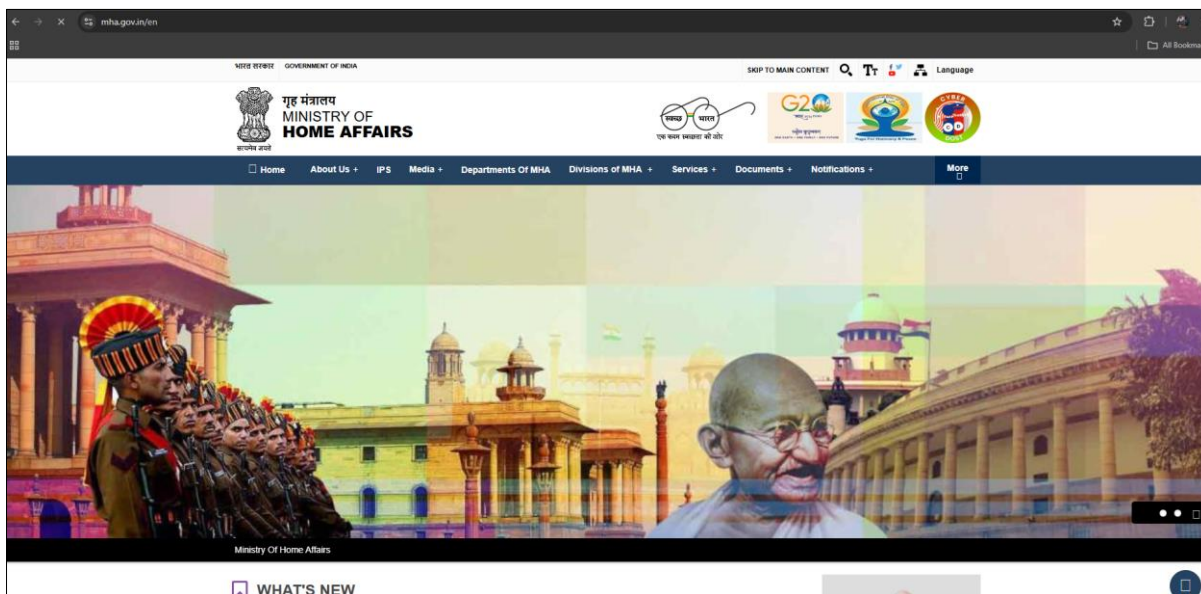
Available in Hindi and English for wider usability



Accessibility Features

Includes screen reader support & font size adjustments for inclusive access

5.2. Ministry of Home Affairs



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

The Ministry of Home Affairs Official Portal is the official website of the Ministry of Home Affairs, Government of India. It serves as a centralised digital platform providing information related to internal security, law and order, and governance. The portal enables access to policies, reports, notifications, and services, thereby promoting transparency, improving administrative efficiency, and strengthening communication between the government and citizens.

Key Services

- **Parliament Questions & Answers:** Provides access to official responses and discussions from Parliament sessions, enhancing transparency.
- **Arms Licence Services:** Online application and management of arms licenses for citizens.
- **Citizenship Services:** Digital applications for Indian citizenship and Overseas Citizen of India (OCI) status.
- **Visa Services:** Online visa application and tracking through India Visa services.
- **FCRA Services:** Management and monitoring of foreign contributions for organizations.
- **Cyber Security Services:** Platforms such as CyMAC and the National Cyber Crime Reporting Portal for reporting and managing cyber threats.

Key Services

- **e-Prisons:** Digital management of prison data and inmate records.
- **Women Safety (SHe-Box):** Platform for lodging workplace harassment complaints.
- **Grievance Redressal:** Online submission and tracking of public grievances.
- **Verification & Validation Services:** Digital tools for application validation, ID issuance, and verification processes.
- **Security & Licensing Services:** Licensing for private security agencies (PSARA) and related regulatory services.
- **Awards & Nominations:** Online nomination platform for Padma Awards and Police Service Medals.
- **Regional & Administrative Services:** Platforms such as LANIDS for region-specific governance services.

Key Portal Features



Information Repository

Access to Acts, rules, reports, policies, and notifications in one place



Integrated Services

Links to multiple government platforms for seamless access to related services



Search Function

Helps users quickly find documents, services, or updates



Citizen Interaction

Enables grievances, complaints, and service applications



Real-Time Updates

"What's New" section provided for latest announcements and circulars



Structured Content

Information is organized into clearly defined sections for easy navigation



Contact Directory

Access to contact details of departments and officials, facilitating



Bilingual Access

Supports both Hindi & English, making it accessible to a wider audience



Accessibility Features

Features like text resizing and device compatibility ensure ease of use



Secure and Authentic Platform

Ensures verified details with strong backend security & regular updates

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.

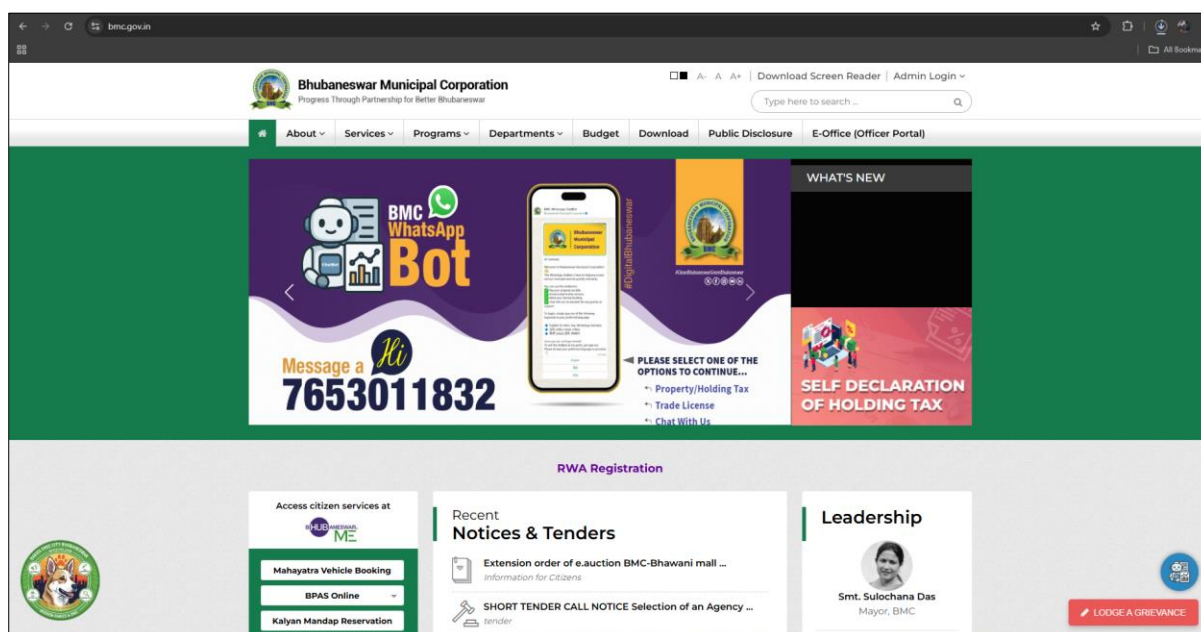
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored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

6.1. Bhubaneswar Municipal Corporation



<https://www.bmc.gov.in/>

The Bhubaneswar Municipal Corporation (BMC) Portal serves as the official digital interface for delivering municipal services in Bhubaneswar. It enables citizens to access services such as certificates, tax payments, and grievance redressal online, improving transparency and ease of access. The portal integrates multiple departments and acts as a gateway to the city's unified citizen services platform.

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

Key Services Offered

- **Birth & Death Certificates:** Online application and download of certificates for legal identity and official records.
- **Marriage Registration:** Digital application and issuance of marriage certificates.
- **Property Tax Services:** Online payment of property tax with instant receipt generation.
- **Trade License Services:** Application and issuance of licenses for businesses to operate legally.
- **Building Plan Approval (BPAS):** Online submission and approval of building plans.



Key Services Offered

- **Grievance Redressal:** Registration and real-time tracking of civic complaints (garbage, roads, water, etc.).
- **Water Supply Services:** Online complaint management for water-related issues.
- **Sanitation Services:** Support for waste management cleanliness-related services.
- **Street Lighting:** Reporting and resolution of streetlight issues.
- **Cesspool Cleaning and Water Tanker Booking:** Online booking of cesspool cleaning and water tankers.
- **Kalyan Mandap:** Online booking of community halls and public facilities.
- **Parking Services:** Digital management of parking facilities within the city.
- **Parks & Plantation:** Services related to maintenance of parks and green spaces.
- **Tender Services:** Access to government tenders and procurement opportunities
- **Integrated Service Platform (bhubaneswar.me):** Core municipal services such as property tax, trade licenses, building approvals, and certificates are delivered through a unified citizen services platform, while the main portal acts as an entry point for access and navigation.

Portal Features



WhatsApp Chatbot

Enables citizens to register complaints, track status, & access services via WhatsApp



Centralized Service Platform

Provides a single access point for multiple municipal



e-Services System

Dedicated digital interface for applications, bookings, and service



24x7 Accessibility

Services are available round the clock for user convenience



Grievance Tracking System

Allows users to monitor complaint status in real time



Multi-Department Integration

Links municipal departments for seamless service delivery



Transparency & Public Information

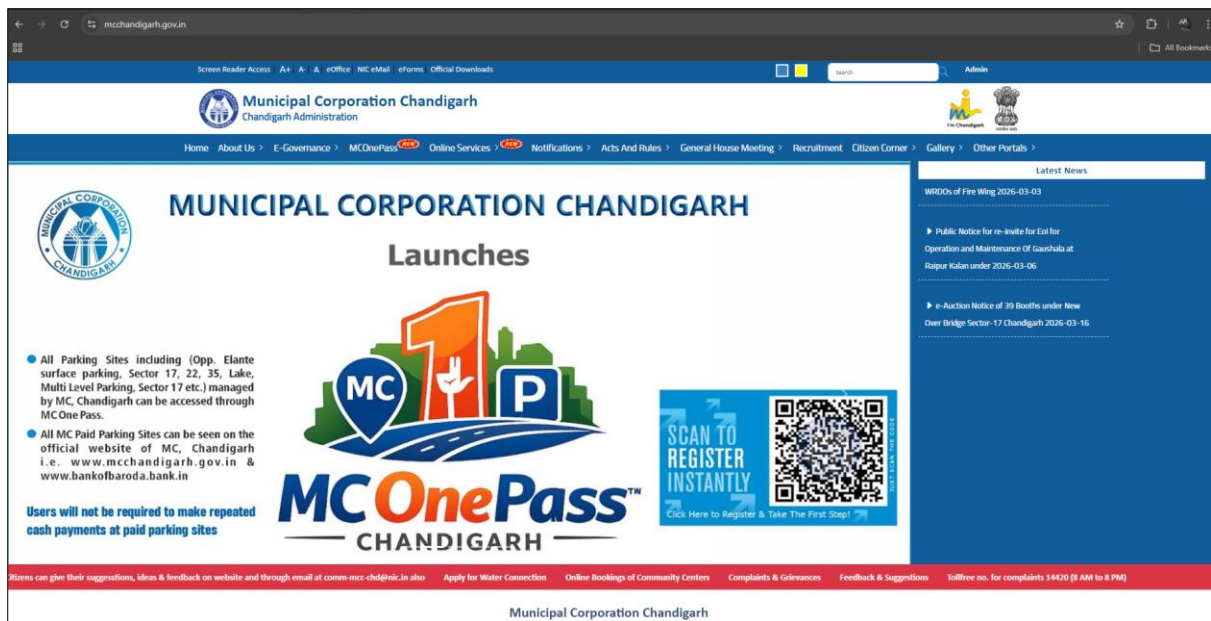
Platform provides access to tenders, notices, and updates



Helpline Integration

Provides support through integrated helpline services

6.2. Municipal Corporation of Chandigarh



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

The Municipal Corporation Chandigarh (MCC) Portal is the official digital platform providing online access to key municipal services. It enables citizens to apply, pay, and track services digitally, improving transparency, efficiency, and ease of governance. The portal also serves as a central information hub for notices, bylaws, tenders, and citizen engagement. It functions as a one-stop solution for delivering citizen-centric services and supporting smart urban governance in Chandigarh.

Key Services Offered

- **New Water Connection:** Online application and tracking for new water supply connections.
- **Temporary Water Connection:** Provision for short-term water connections for construction or temporary needs.
- **Water Meter Connection:** Application for installation of water meters for usage monitoring and billing.
- **Property Tax (Residential & Commercial):** Online payment of property taxes with digital records.
- **Building Plan Approval:** Online submission and approval of building plans.
- **Fire Safety Certificate (Fire NOC):** Application for fire safety clearance with defined procedures and fee details.

Key Services Offered

- **Trade Licenses (Rickshaw/Rehri):** Issuance and renewal of licenses for street vendors and rickshaw operators.
- **Birth & Death Registration:** Digital registration and issuance of certificates for legal documentation.
- **Community Centre Booking:** Online booking of municipal halls and public spaces.
- **e-Challan System:** Digital system for issuing and paying penalties and violations.
- **Housing Services (E-AWAS):** Online housing-related services and allotment management.
- **Grievance Redressal:** Online complaint registration with tracking and resolution mechanisms.

Portal Features



Citizen and Employee Login

Secure login system for accessing personalized services and records.



End-to-End e-Governance

Fully digital platform for applications, payments, and service tracking



Notifications & Circulars

Updates on tenders, notices, and official announcements



Acts, Rules & Byelaws

Online access to municipal laws and regulatory frameworks



Citizen Corner & Feedback

Citizen charter, RTS services, and feedback/complaint submission in one place



GIS Maps & Data Access

Geographic mapping tools for planning and transparency



Water Quality & Governance Records

Access to water quality reports and municipal meeting records



Mobile App Integration

'I am Chandigarh' app for accessing services and lodging complaints on the go



Recruitment, Tenders & Downloads

Access to job opportunities, procurement notices, and downloadable forms



Portal Integrations & Accessibility

Linkages to Smart City & other platforms, along with screen reader & font adjustment

7. AAKLAN: Benchmarking and Ranking Tool

The AAKLAN tool has been integrated into the NeSDA Way Forward monthly reporting cycle since June 2025 as an automated, objective, and scalable mechanism for evaluating government digital platforms. Operationalised by the Department of Administrative Reforms and Public Grievances (DARPG) in alignment with the NeSDA framework, AAKLAN benchmarks government portals 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.

Over the nine-month period from June 2025 to February 2026, AAKLAN assessments have progressively expanded in scope across three distinct portal categories. The present chapter consolidates findings and analytical insights drawn from all assessment conducted to date.

Common Strengths, Recurring Gaps, and Priority Actions

Common Strengths	
Security and Privacy	Universal compliance with secure protocols and consistently high scores across all portal types. All assessed portals demonstrate strong adherence to baseline security and privacy requirements..
Brand Compliance	Broad adoption of government branding norms, gov.in domains, and consistent visual identity elements — particularly strong in Unified Service and procurement portals.
Navigation Structure	Most portals meet structural navigation requirements; logical menus and clear page titles are largely present.
Accessibility Baseline	Alt-text, ARIA roles, and keyboard navigation are widely implemented; Accessibility scores are consistently in the moderate-to-strong range.

Recurring Gaps	
Interactivity Deficit	The most persistent gap across all portal types and cycles. Interactive features such as chatbots, live help, feedback forms, and citizen engagement widgets are largely absent.
Performance	A high-weight parameter (19.2) where most portals score in the 3.0–3.02 range, limited by slow load times, absence of CDN, and unoptimized assets.
Content Governance Gaps	Inconsistent content update cycles, metadata quality, and multilingual coverage are recurring findings across all portal categories.

Mobile Optimisation	Foundational mobile readiness exists, but advanced mobile performance metrics (Core Web Vitals) remain weak; mobile-first design as per GIGW 3.0 is not yet widely implemented.
Integration Maturity	Wide variance in service integration depth; several portals lack end-to-end workflows, unified dashboards, and grievance tracking with defined timelines.

Priority Actions for States and UTs		
#	Parameter	Recommended Action
1	Interactivity & Engagement	Integrate AI-based chatbots and virtual assistants; embed structured feedback and 'You Said – We Did' response mechanisms; enable multilingual content switching.
2	Performance & Technical	Implement NIC CDN services; minify scripts and enable lazy loading; adopt Lighthouse and GTMetrix audits; target greater than 99% uptime and sub-3-second page load times.
3	Mobile Responsiveness	Adopt GIGW 3.0 and WCAG 2.1 mobile-first design principles; ensure 44x44 CSS pixel touch targets; optimise Core Web Vitals; use web-optimised image formats.
4	Integration & Services	Enable end-to-end apply-track-deliver service lifecycle; implement unified citizen login and service dashboards; publish grievance resolution timelines and escalation workflows.
5	Content & Information	Establish content governance cycles under GIGW 3.0; define content ownership; expand regional language coverage; publish KPIs and programme outcomes.
6	Accessibility	Conduct audits using AAKLAN; ensure screen reader compatibility across service pages; standardise alt-text and ARIA labelling during content updates.

The AAKLAN initiative has established a systematic, evidence-based benchmarking framework for Indian government digital platforms, generating actionable insights across multiple rounds of assessment. As the assessment scope expands to cover mandatory e-services across additional sectors beyond Finance, including Social Welfare, Local Governance, Environment, Labour and employment, tourism, and Education, AAKLAN is positioned to serve as a comprehensive national digital governance maturity tracker.

Sustained collaboration between DARPG, NIC, and State and UT IT Departments — combined with regular review of AAKLAN findings through the NeSDA Way Forward reporting cycle — will ensure that government digital platforms progressively evolve into secure, inclusive, high-performing, and citizen-centric systems, in full alignment with the vision of Viksit Bharat 2047.

8. Appendix

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

#	State/UT	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25	Dec' 25	Jan' 26	Feb' 26	Mar' 26
1	Karnataka	2089	2089	2089	2089	2092	2092	2092	2092	2102	2102	2102	2102	2102
2	Madhya Pradesh	1748	1748	1752	1752	1752	1752	1752	1752	1752	1752	1752	1752	1752
3	Tamil Nadu	1128	1132	1153	1599	1621	1634	1634	1634	1634	1634	1634	1645	1644
4	Jammu & Kashmir	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1634	1634
5	Chhattisgarh	296	296	296	296	505	505	505	505	505	610	1062	1164	1164
6	Haryana	857	857	857	996	1091	1089	1073	1059	1059	1059	1059	1059	1059
7	Gujarat	894	894	904	973	1050	1050	1050	1050	1050	1050	1051	1051	1051
8	Uttarakhand	917	923	935	936	951	951	951	951	951	951	951	951	969
9	Kerala	938	938	938	939	939	939	939	939	939	939	939	939	939
10	Uttar Pradesh	904	924	924	929	929	929	929	929	929	929	929	929	929
11	Assam	733	733	733	815	814	814	814	915	915	915	918	920	920
12	Maharashtra	535	583	584	794	867	867	867	867	867	867	867	867	867
13	Andhra Pradesh	579	579	579	606	630	668	766	810	810	810	810	810	810
14	Himachal Pradesh	660	661	661	664	664	665	670	731	731	781	781	781	791
15	Telangana	768	768	768	771	771	771	771	771	771	771	771	771	771
16	Chandigarh	357	357	357	723	723	723	723	723	723	723	723	723	723
17	Rajasthan	621	621	621	622	722	722	722	722	722	722	722	722	723
18	Jharkhand	468	479	557	572	630	688	699	703	707	708	708	711	713
19	Meghalaya	363	363	363	363	422	475	522	615	615	615	615	625	628
20	Puducherry	614	614	614	614	614	614	614	614	614	614	614	614	614
21	Tripura	272	272	529	529	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	436	437	437	437	437	437	437	437	437	437
24	West Bengal	401	406	406	408	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	240	279	289	291	350	368	368	368	371	371	379
27	A&N Islands	329	329	329	331	331	331	331	331	331	331	331	331	331
28	Arunachal Pradesh	309	309	309	309	309	310	310	310	310	310	310	310	310
29	Manipur	40	268	268	268	268	268	268	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	238	239	239	240	240	249	249	256
31	DNHDD	217	217	217	221	221	221	221	221	221	221	225	225	225
32	Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
33	Nagaland	64	64	85	85	85	85	85	85	85	85	85	85	85
34	Ladakh	49	49	69	70	70	70	70	70	70	70	70	70	70
35	Sikkim	54	54	54	54	54	62	67	67	67	67	68	68	68
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total		20,315	20,638	21,062	22,478	23,230	23,402	23,612	23,919	23,934	24,090	24,563	25,161	25,209

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

#	State/UT	Mar'	Apr'	May'	Jun'	Jul'	Aug'	Sep'	Oct'	Nov'	Dec'	Jan'	Feb'	Mar'
		25	25	25	25	25	25	25	25	25	25	26	26	26
		<i>56 Mandatory e-Services</i>		<i>Based on 59 Mandatory e-Services</i>										
1	Madhya Pradesh	56	56	59	59	59	59	59	59	59	59	59	59	59
2	Uttarakhand	56	56	59	59	59	59	59	59	59	59	59	59	59
3	Kerala	56	56	59	59	59	59	59	59	59	59	59	59	59
4	Maharashtra	56	56	59	59	59	59	59	59	59	59	59	59	59
5	Gujarat	56	56	59	59	59	59	59	59	59	59	59	59	59
6	Tamil Nadu	56	56	59	59	59	59	59	59	59	59	59	59	59
7	Uttar Pradesh	56	56	59	59	59	59	59	59	59	59	59	59	59
8	Andhra Pradesh	55	55	59	59	59	59	59	59	59	59	59	59	59
9	Himachal Pradesh	56	56	56	59	59	59	59	59	59	59	59	59	59
10	Rajasthan	56	56	57	57	59	59	59	59	59	59	59	59	59
11	Karnataka	56	56	56	56	59	59	59	59	59	59	59	59	59
12	Jharkhand	47	47	55	55	56	56	57	59	59	59	59	59	59
13	Haryana	53	53	54	54	56	59	59	59	59	59	59	59	59
14	Chhattisgarh	54	54	55	55	55	55	55	55	55	55	59	59	59
15	Jammu & Kashmir	54	54	58	58	58	58	58	58	58	58	58	58	58
16	West Bengal	52	54	57	57	57	57	57	57	57	57	57	57	57
17	Chandigarh	53	53	57	57	57	57	57	57	57	57	57	57	57
18	Meghalaya	43	43	42	42	49	49	57	57	57	57	57	57	57
19	Telangana	55	55	56	56	56	56	56	56	56	56	56	56	56
20	Punjab	56	56	55	55	55	55	55	55	55	55	55	55	55
21	Tripura	50	50	54	54	55	55	55	55	55	55	55	55	55
22	DNHDD	49	49	48	51	51	51	51	51	51	51	55	55	55
23	A&N Islands	49	49	50	53	53	53	53	53	53	53	53	53	53
24	Assam	48	48	51	51	50	50	50	50	50	50	53	53	53
25	Puducherry	49	49	52	52	52	52	52	52	52	52	52	52	52
26	Goa	40	40	48	48	48	48	48	48	48	48	51	51	51
27	Bihar	28	28	30	30	30	30	31	31	32	32	38	38	45
28	Delhi	36	36	35	35	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	25	28	28	28	28	28	28	28	28	28	28	28
31	Lakshadweep	23	23	27	27	27	27	27	27	27	27	27	27	27
32	Arunachal Pradesh	24	24	25	25	25	26	26	26	26	26	26	26	26
33	Sikkim	19	19	19	19	19	21	23	23	23	23	24	24	24
34	Manipur	15	15	17	17	17	17	17	17	17	17	17	17	17
35	Mizoram	17	17	16	16	16	16	16	16	16	16	16	16	16
36	Ladakh	7	7	9	9	9	9	9	9	9	9	9	9	9
TOTAL		1590	1592	1618	1677	1693	1699	1711	1713	1714	1714	1735	1735	1742

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