सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

NeSDA Way Forward

Monthly Report for State/UTs

NeSDA WAY FORWARD

March 2025

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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. DARPG intends to conduct the NeSDA study biennially.

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery across States/UTs. DARPG monitors the progress made in e-service delivery and in the integrated service delivery portals 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, 23 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

In 2023, besides the regular monitoring across all sectors, the monthly reports released between the months of May and November, featured deep analysis of e-services in each of the seven-focus sectors, viz Tourism (May), Environment (June), Education (July), Labour & Employment (August), Finance (September), Social Welfare including Agriculture, Health & Home Security (October) and Local Governance & Utility Services (November).

In 2024, alongside reporting the progress in overall delivery of e-services, the monthly editions featured sections on e-service delivery in the northeastern 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 etc.

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 56 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 the citizens as per their entitlement, based on their socio-economic status

C. Strengthening of Unified Service Delivery Portals

- Strengthening of unified Service delivery portal especially in North Eastern States
- Integration with other government platforms like *Service Plus, MyScheme, Umang,* etc.

D. Identification of bottlenecks and dissemination of best practices

- Recognize the existing gaps and improve scores in NeSDA assessment parameters
- Learn from best practices to leverage emerging technologies

The NeSDA Way Forward Monthly Report for States/UTs, March 2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 31st March, 2025.

2. Key Highlights

Status of Implementation

- **20,315** e-services are provided across States/UTs. **Karnataka** provides maximum e-services (2089). Maximum e-services (**6,808**) lie in the sector – Local Governance & Utility Services
- **1,590** out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation over **78%**
- **Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand, Kerala, Gujarat**, **Karnataka** and **Maharashtra** have achieved **100%** saturation of 56 mandatory e-services

Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Single Unified Service Delivery Portal i.e., **Seva Sindhu (2089), e-UNNAT (1164), e-Sevanam (938), Sewa Setu (733)** and **Odisha One (404),** respectively

Enhancing e-Service Delivery with Right to Service Model

- This edition highlights how the Right to Public Services (RTPS) Act, implemented in Assam in 2012 ensures timely service delivery and its impact on Online Service Delivery in Assam ***(New: RTPS Act 2012, Assam)***

Best Practices: Central Government Departments/Ministries

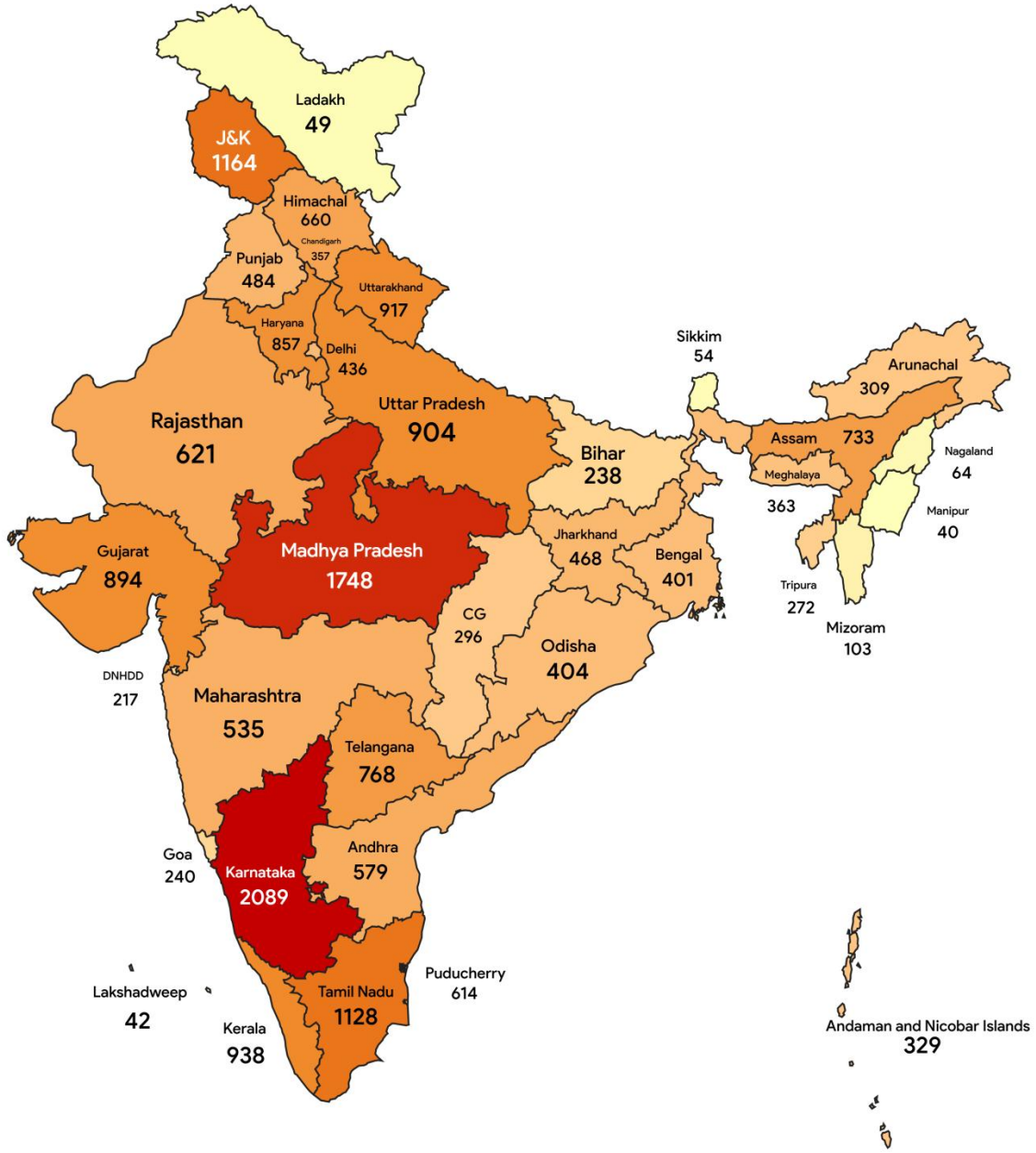
- Comprehensive Service Delivery Portals associated with the Central Government Ministries/Departments have been highlighted to showcase some of the best practices

AAKLAN: Benchmarking and Ranking Tool

- The report highlights AAKLAN, an advanced benchmarking and ranking tool designed to assess government websites on various key parameters ***(New)***

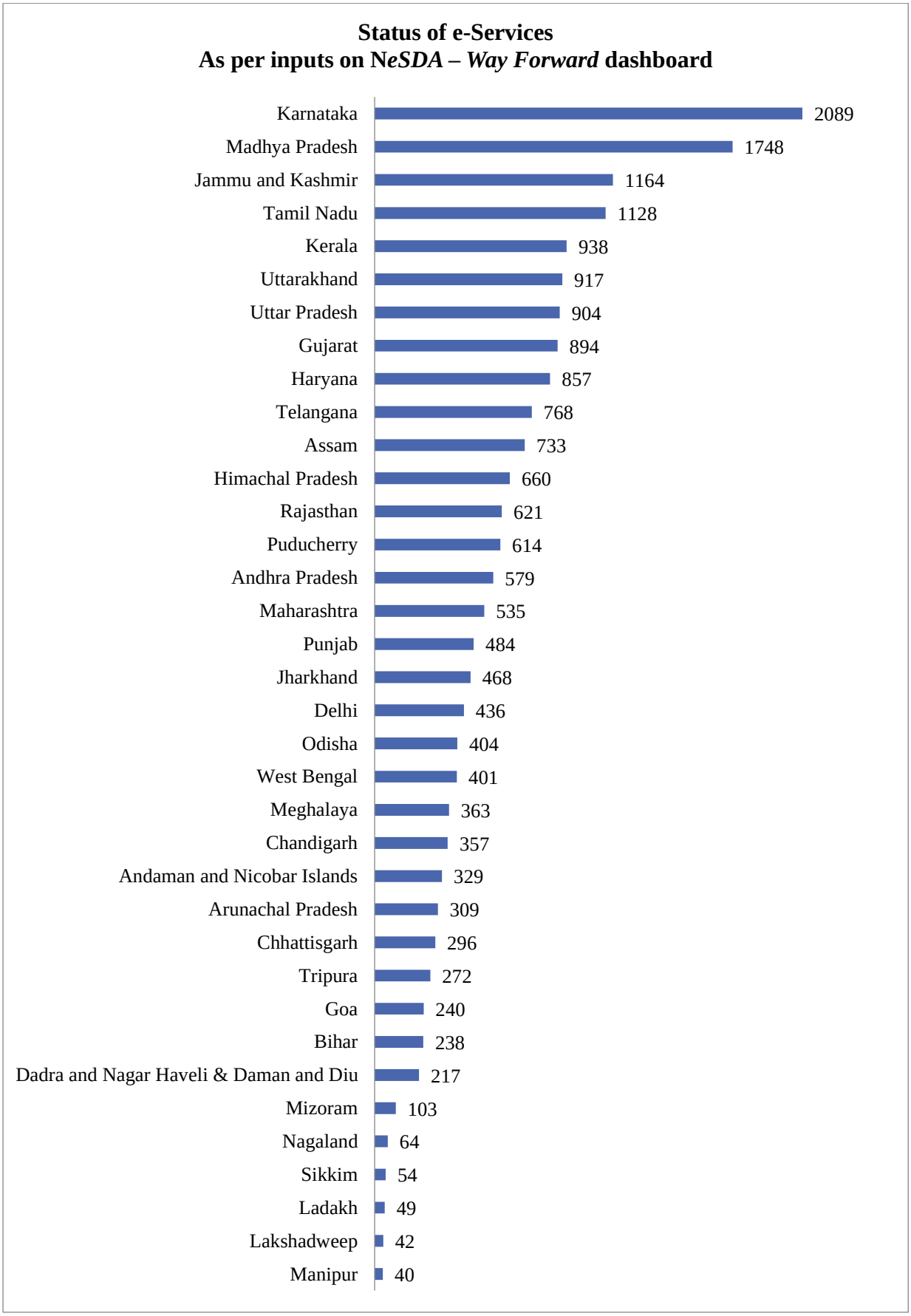
3. Review of Status of Implementation in States/UTs

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



Total e-Services
20,315

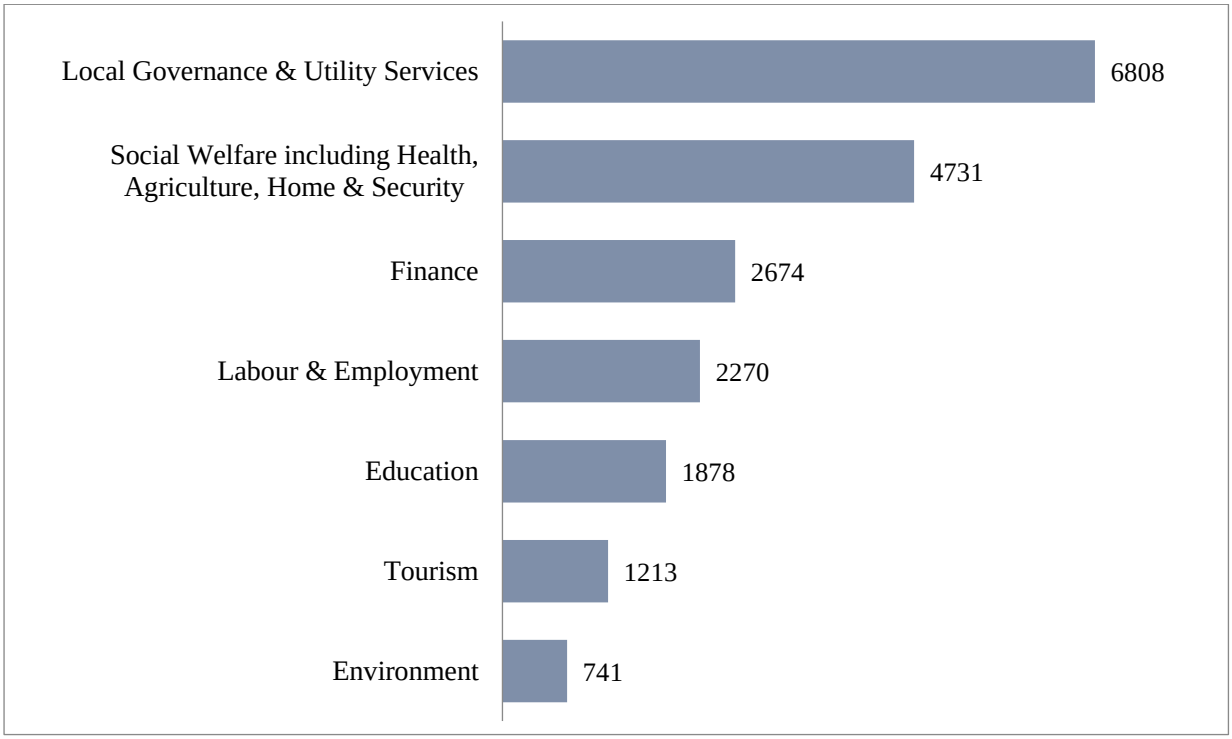
Note: The aforementioned figures are uploaded by States/UTs as of 31/03/2025.



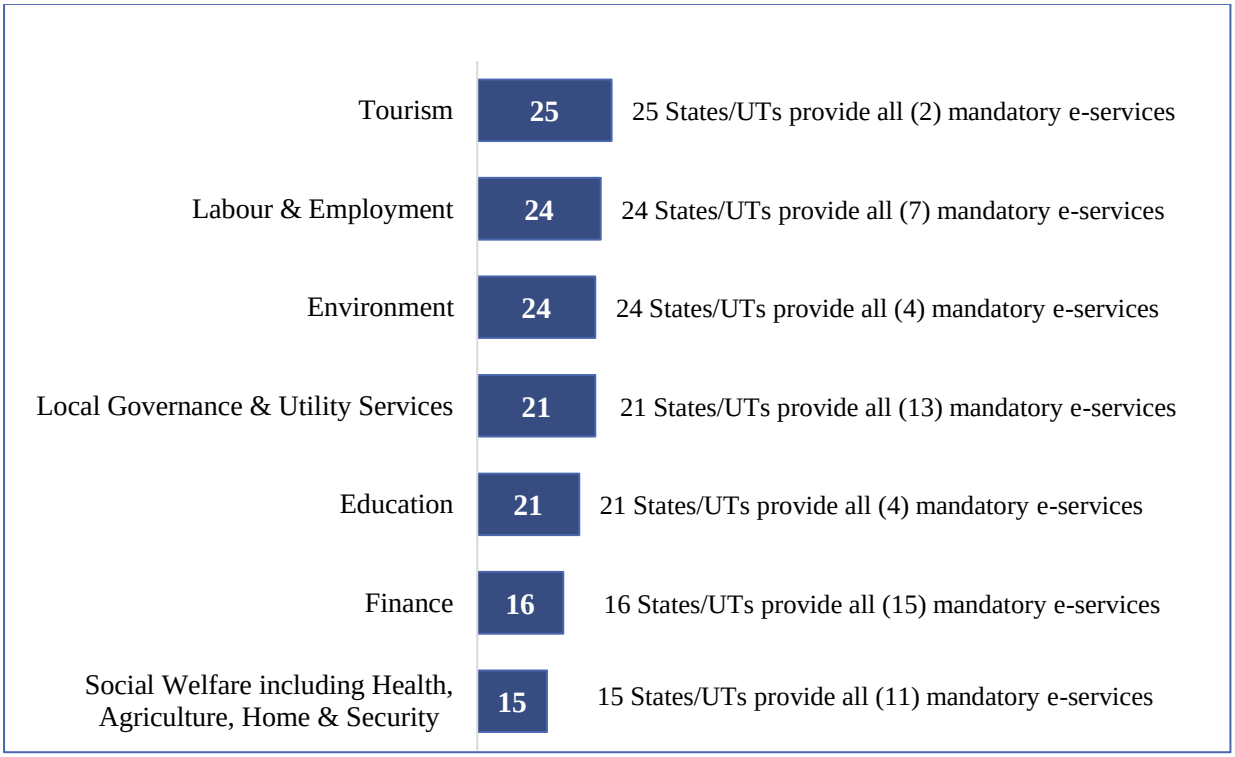
Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1.**

Note: The aforementioned figures are uploaded by States/UTs as of 31/03/2025.

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

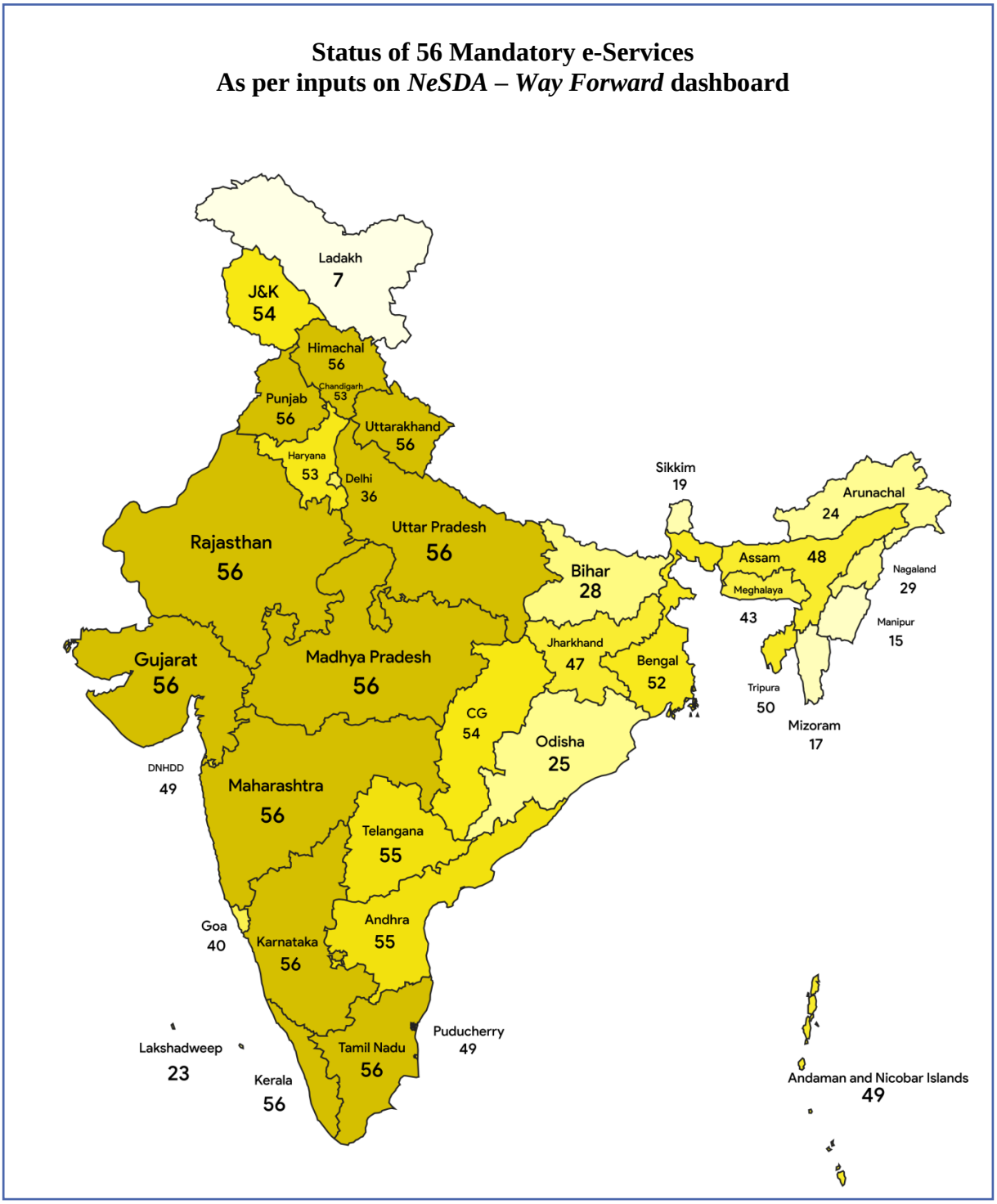


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 31/03/2025.

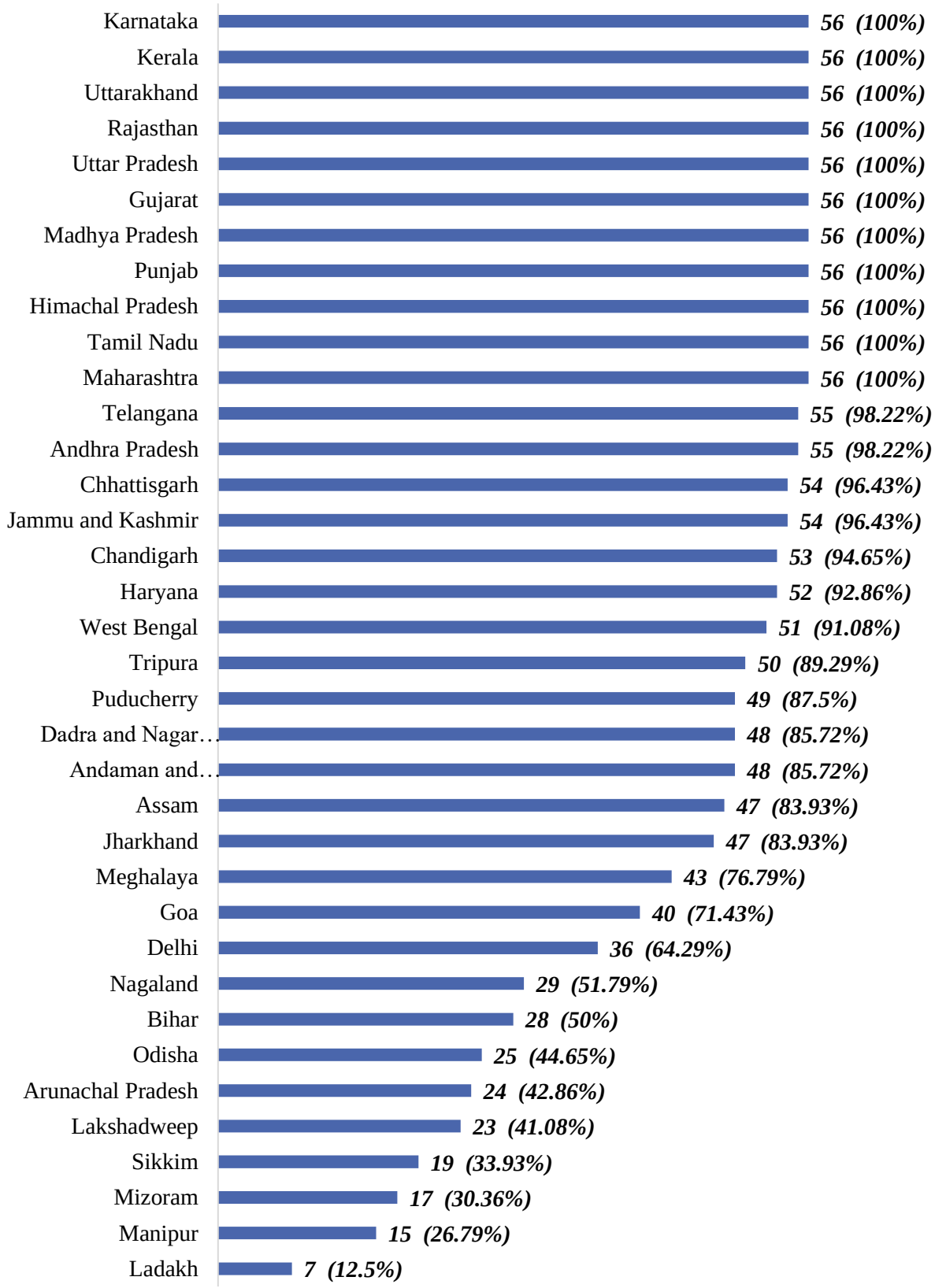
Status of 56 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard



Mandatory e-Services
1,590

Note: The aforementioned figures are uploaded by States/UTs as of 31/03/2025.

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



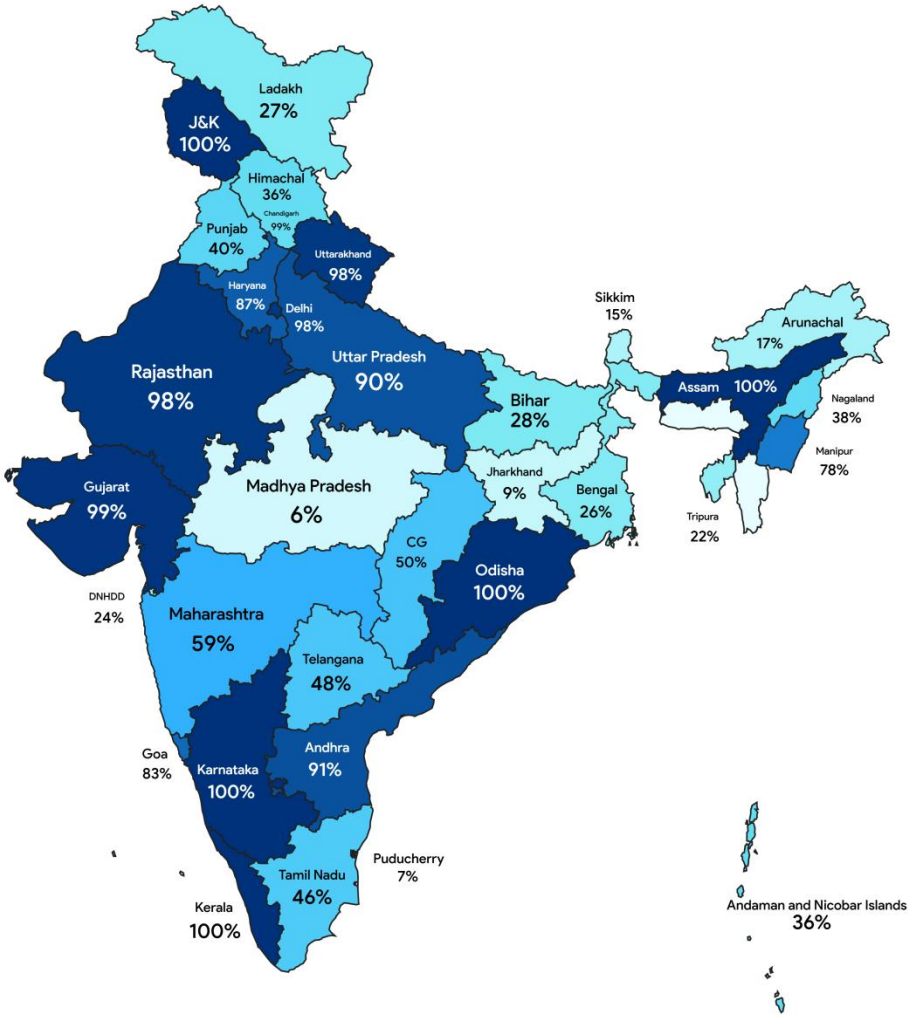
Note: The aforementioned figures are uploaded by States/UTs as of 31/03/2025.

4. Unified Service Delivery Portal – Saturation Status

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

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

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



State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	**100% (2089)**
Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	**100% (1164)**
Kerala	e-Sevanam	services.kerala.gov.in	**100% (938)**
Assam	Sewa Setu	sewasetu.assam.gov.in	**100% (733)**
Odisha	Odisha One	odishaone.gov.in	**100% (404)**
Gujarat	Digital Gujarat	digitalgujarat.gov.in	**99% (887)**
Chandigarh	e-District	eservices.chd.gov.in	**99% (354)**
Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	**99% (898)**
Rajasthan	e-Mitra	emitra.rajasthan.gov.in	**98% (608)**
Delhi	e-District	edistrict.delhi.gov.in	**98% (426)**
Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	**91% (524)**
Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	**90% (811)**
Haryana	Saral Haryana	saralharyana.gov.in	**87% (749)**
Goa	Goa Online	goaonline.gov.in	**83% (199)**
Manipur	e-District	eservicesmanipur.gov.in	**78% (31)**
Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	**59% (315)**
Chhattisgarh	e-District	edistrict.cgstate.gov.in	**50% (149)**
Telangana	MeeSeva	ts.meeseva.telangana.gov.in	**48% (365)**
Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	**46% (524)**
Punjab	Connect Punjab	connect.punjab.gov.in	**40% (196)**
Nagaland	e-District	edistrict.nagaland.gov.in	**38% (24)**
Himachal Pradesh	e-District	edistrict.hp.gov.in	**36% (239)**
A&N Islands	e-Seva	anieseva.andaman.gov.in	**36% (117)**
Bihar	RTPS Bihar	serviceonline.bihar.gov.in	**28% (66)**
Ladakh	e-Seva	eseva.ladakh.gov.in	**27% (13)**
West Bengal	e-District	edistrict.wb.gov.in	**26% (105)**
DNHDD	Single Window Portal	swp.dddgov.in	**24% (53)**
Tripura	e-District	edistrict.tripura.gov.in	**22% (61)**
Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	**17% (53)**
Sikkim	Sikkim SSO	sso.sikkim.gov.in	**15% (8)**
Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	**9% (43)**
Puducherry	e-District	edistrict.py.gov.in	**7% (44)**
Madhya Pradesh	MP Online	mponline.gov.in	**6% (112)**
Meghalaya	Meghalaya Online	meghalayaonline.gov.in	**-**

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 31/03/2025. Lakshadweep and Mizoram do not have a single unified services portal. States that have not uploaded their services' URL through their single unified service portal on NeSDA – Way Forward dashboard are marked (-)

5. Enhancing e-Service Delivery through RTS Commissions

DARPG embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various states to leverage the RTS framework and enhance e-service delivery nationwide, in line with the NeSDA Way Forward objectives.

The Right to Service (RTS) framework of States and Right to Service Commissions, have pivotal roles in strengthening citizen service delivery in respective states. In recent editions of the NeSDA Way Forward Monthly Report, the commendable efforts of the RTS mechanisms in Haryana, Bihar, and Meghalaya have been highlighted. Among these, the RTS Commission in Assam stands out as very promising.

Impact of Right to Public Services on Online Service Delivery in Assam

In Assam, the RTS initiative has enhanced service delivery, making it more transparent and accountable. With digitisation of services, citizens can now apply for services online and receive acknowledgment receipts with specified due dates for service delivery. The Right to Public Services (RTPS) Act, implemented in Assam in 2012, has been a significant step toward ensuring timely and efficient delivery of public services to citizens.

With the advent of digital transformation, the integration of online service delivery platforms under the RTPS framework has further enhanced governance and citizen satisfaction in Assam.

Faceless service delivery is a key component of digital governance, minimizing the need for physical interaction between citizens and government officials.

In Assam, a total of 1,72,97,857 online applications were received out of which 88% applications have been disposed of (data as per Sewa Setu Dashboard and only restricted to Services available on Sewa Setu Portal).

Sewa Setu Portal has been identified as the Unified Service Delivery Portal of Assam. The Right to Service Commission of the state also acts through Sewa Setu. A total of 807 e-Services offered by over 50 departments are provided through the portal out of which 474 e-

Services have been notified. Besides provision of these services, the portal facilitates with auto-escalation of the applications for non-delivery of the notified services within the stipulated timeline. The portal also provides the citizens with a toll free helpline number that works every day from 8 AM to 8 PM, for assistance regarding service related matters.

Impact of RTPS on Online Service Delivery in Assam

- RTPS enables citizens, especially in rural areas, to access essential services like caste and income certificates online, reducing the need for physical visits.
- Real-time tracking of applications ensures transparency, while officials are held accountable for delays in service delivery.
- Digitization minimizes human intervention, preventing bribery and ensuring services are delivered based on merit.
- Strict timelines under RTPS ensure faster processing, with key services now delivered within **7 to 15 days** instead of months.

6. Best Practices - Service Delivery Platforms of 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. Until now, the NeSDA Way Forward report has primarily highlighted best practices from State service delivery portals. This chapter shifts focus to service delivery portals of the Central government and platforms that provide unified access to services across multiple states and departments.

This chapter highlights select service delivery portals of the central government and digital initiatives that exemplify best practices in fostering 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.

Some of the service delivery portals of the central government and digital initiatives featured in this section include:

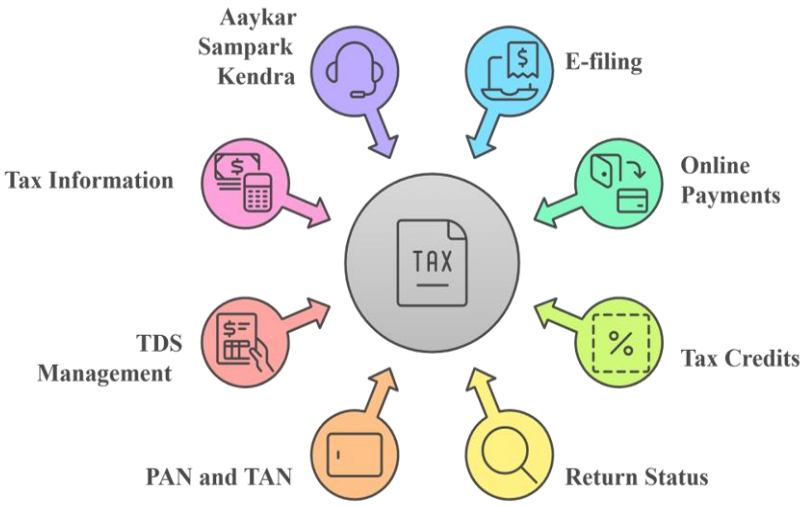
S. No.	Central Initiatives
1	Central Board of Direct Taxes (CBDT)
2	Passport Seva
3	Kaushal Panjee

Each website plays a critical role in e-governance, with CBDT and Passport Seva offering direct transactional services. Kaushal Panjee acts as a tool for skilling rural youth, offering a centralized, accessible, and inclusive platform. Their technical features and benefits enhance citizen engagement, with significant reach evidenced by user statistics wherever available.

6.1. Central Board of Direct Taxes (CBDT)

https://incometaxindia.gov.in/Pages/default.aspx

The Central Board of Direct Taxes (CBDT) Website, Income Tax Department, is pivotal for tax administration in India. It offers a range of services including e-filing of income tax returns, online tax payments, viewing tax credits via Form 26AS, checking return status, applying for Permanent Account Number (PAN) and Tax Deduction and Collection Account Number (TAN), managing Tax Deducted at Source (TDS), accessing tax information, and assistance through Aaykar Sampark Kendra (ASK). Additional services include e-verification of returns and rectification/refund processes, ensuring a comprehensive tax management system.



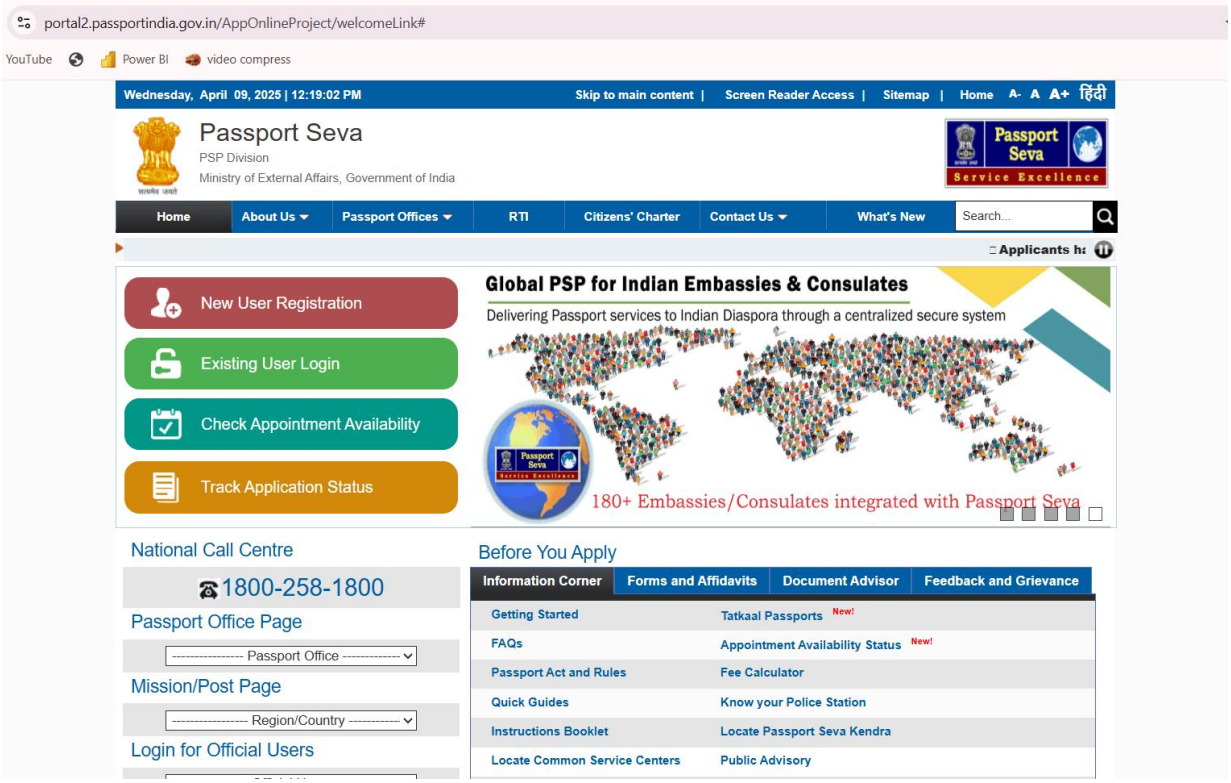
Technically, the website features integrated processing for faster refunds, a user-friendly interface, a mobile app for taxpayers, free Income Tax Return (ITR) preparation software, and interactive tools for better user experience. It stands out due to its direct integration with the Centralized Processing Center ensuring quick refund issuance.

This integration and accessibility likely enhance compliance, with over 8.18 crore returns filed for the assessment year 2023-2024, this is 9% more than the total ITRs filed for A.Y. 2022-23, as per Press Information Bureau, indicating significant citizen engagement.

Key Features

- ✓ **Aadhaar Integration**: Allows linking of Aadhaar with PAN and verification of bank and demat account details to ensure secure transactions and refunds
- ✓ **Tax Calculators**: Provides online tools to compute income tax liability and TDS
- ✓ **Help & Support**: Offers FAQs, user manuals, videos, and contact details for user assistance
- ✓ **Secure Login**: Enables login via User ID and Password, with additional authentication through Net Banking, DSC, or OTP on Aadhaar-linked mobile numbers
- ✓ **Annual Information Statement (AIS)**: Displays a detailed summary of a taxpayer's financial transactions for improved compliance
- ✓ **Updates & Notifications**: Shares regular updates on tax laws, key government announcements, and deadlines
- ✓ **Guided Assistance**: Includes guided tours and help resources to support users in navigating the portal
- ✓ **Data Security**: Implements strong cyber security practices to protect user data
- ✓ **Device Accessibility**: Optimized for use across various devices for user convenience
- ✓ **User Feedback**: Provides a dedicated feature for users to submit feedback
- ✓ **Language Support**: Available in both English and Hindi
- ✓ **Portal Usage**: Total visitor count as of March 2025 was 157,085,908
- ✓ **Quick Links**: Prominently displayed shortcuts for frequently used services such as e-Verify Return, Link Aadhaar, e-Pay Tax, and ITR Status, enabling faster access and improved user efficiency
- ✓ **Efficiency**: Simplifies tax filing and payment processes, reducing time and effort for taxpayers
- ✓ **Transparency**: Offers clear guidelines and easy access to information, promoting awareness of taxpayer rights and responsibilities

6.2. Passport Seva, Ministry of External Affairs



https://portal2.passportindia.gov.in/AppOnlineProject/welcomeLink

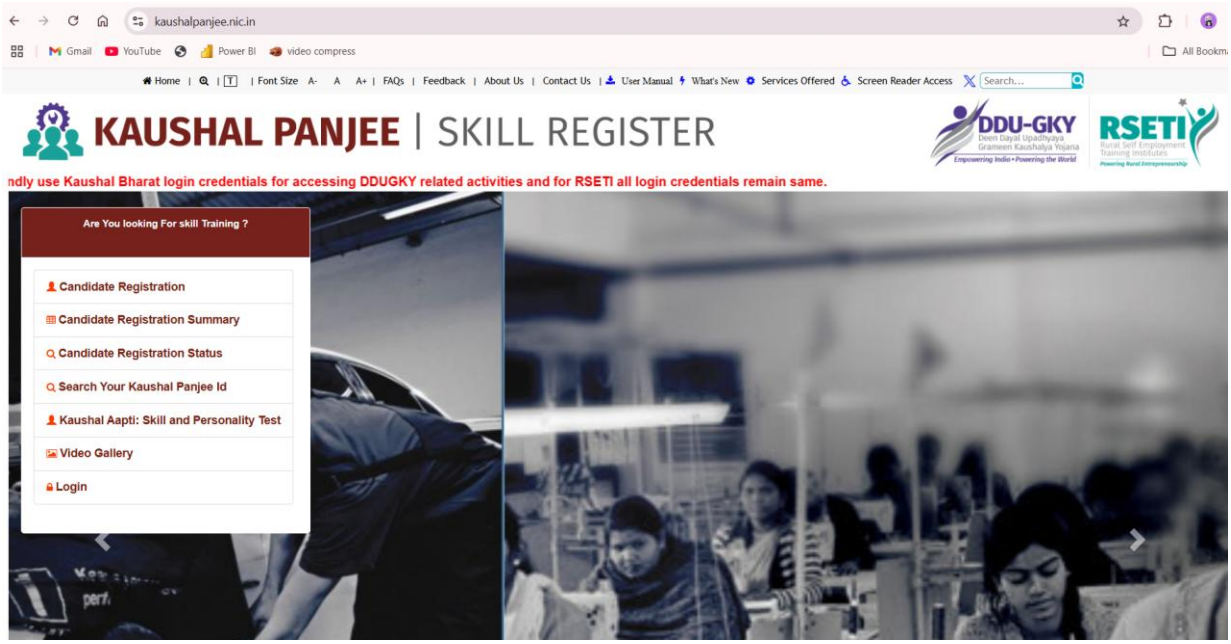
The official Passport Seva portal,is a digital infrastructure provided by the Ministry of External Affairs, Government of India. It serves as the primary online platform for Indian citizens to access a wide range of passport-related services, aiming to streamline the application process and enhance convenience. The portal was developed to streamline the passport application process, making it more efficient, accessible, and transparent for Indian citizens.

Key Features

- ✓ **New User Registration and Login:** Allows new applicants to register and existing users to log in securely to access personalized dashboards**.**
- ✓ **Online Application Forms:** Provides online forms for various passport services, including fresh passport, re-issue, and other miscellaneous services like Police Clearance Certificate (PCC) and Identity Certificate
- ✓ **Appointment Scheduling**: Users can book appointments at designated passport offices, reducing the waiting times
- ✓ **Payment Options:** Integrates e-payment gateways offering options like credit/debit cards and internet banking. Offline payment through SBI challan is also available in some cases

- ✓ **Tracking Application Status**: Users can track the status of their passport applications in real time
- ✓ **Documentation Guidelines**: Detailed instructions regarding the required documents for different types of passport applications are available, helping users prepare adequately
- ✓ **Assistance and Support**: A dedicated help section and helpline numbers are available to resolve user queries, with frequent updates to FAQs.
- ✓ **Grievance Redressal:** Offers users to register & track grievances related to passport services
- ✓ **mPassport Seva Mobile App:** While the main analysis focuses on the web portal, it's important to note the existence of a mobile app with similar functionalities, enhancing accessibility. The Android app on the Play Store has over 10 million plus downloads
- ✓ **Integration with Other Digital Identity Services:** Further integration with services like DigiLocker could potentially streamline document submission
- ✓ **User-Friendly Interface**: The design prioritizes easy navigation, allowing users to effortlessly find the required services and information related to passports
- ✓ **Search Functionality:** Usually includes a search bar to help users quickly find specific information
- ✓ **Multilingual Support:** The portal is primarily in English, some information and forms are available in Hindi as well
- ✓ A fee calculator for available services is provided for users.

6.3. Kaushal Panjee, Ministry of Rural Development



https://kaushalpanjee.nic.in/

Kaushal Panjee is a pivotal platform under the Ministry of Rural Development, Government of India. It serves as a mobilization tool or **Skill Register Portal** primarily for the Deen Dayal Upadhyaya Grameen Kaushal Yojana (DDU-GKY) and Rural Self-Employment Training Institutes (RSETI) programs. Kaushal Panjee is designed to facilitate the registration of job seekers and provide them with access to skill development programs and employment opportunities. It serves as a bridge between skill training and job placement. The platform offers a range of services designed to facilitate the skill development journey of rural youth.

What makes Kaushal Panjee unique is its focus on rural poor youth, using SECC data for targeting, and its integration of multiple stakeholders, candidates, employers, PIAs, trainers, State Rural Livelihood Missions (SRLM), and the Ministry of Rural Development (MoRD), in a single ecosystem. Unlike general job portals, it is specifically tailored for skill development under government schemes, with a strong emphasis on automation and data-driven decision-making. Over 200 employers have registered, posting more than 4000 jobs, directly linking trained youth to employment, which is a notable outcome for a government initiative. As of the latest available data from December 2023, over 33.85 lakh candidates have registered on the platform, with more than 6 lakhs joining DDU-GKY programs. This indicates a substantial reach, particularly in rural areas across 689 districts and over 7,425 blocks, impacting youth at

the Gram Panchayat level. The integration with SECC data ensures that benefits reach the intended beneficiaries, aligning with the government's goal of inclusive growth.

Key Features

- ✓ **User Registration**: Individuals can create profiles and register as job seekers. This allows them to access personalized services and updates related to their skills and job opportunities.
- ✓ **Skill Development Programs**: The portal lists various government-sponsored skill training programs, enabling users to choose appropriate courses based on their interests and career goals.
- ✓ **Job Opportunities**: The platform provides a database of job openings from various sectors, allowing users to search and apply for jobs that match their skill sets.
- ✓ **Real-Time Updates**: Notifications and alerts are provided regarding new training programs, job openings, and upcoming events or workshops.
- ✓ **Resource Center**: Access to learning materials, workshops, and webinars that can help individuals upgrade their skills or learn new ones.
- ✓ **User-Friendly Interface**: The portal has a straightforward design that simplifies navigation and helps users easily access different sections of the site.
- ✓ **Security Measures**: The platform ensures the protection of user data through secure log-in mechanisms and data encryption.
- ✓ **Accessibility Features**: Includes options for font size adjustment and screen reader access, indicating an effort towards inclusivity.
- ✓ **Guided Processes**: The candidate registration process is structured with multiple steps to guide users.
- ✓ **Information Resources**: Provides FAQs, user manuals, and contact details for support.

7. AAKLAN: Benchmarking and Ranking Tool

As part of the ongoing NeSDA Way Forward initiative, the Department of Administrative Reforms and Public Grievances (DARPG) has been consistently working towards enhancing e-Governance and digital service delivery across States and Union Territories. To further strengthen this objective, a new segment on AAKLAN (Automated Assessment of Government Websites), will be introduced in the NeSDA Way Forward monthly reports, in upcoming months.

In order to strengthen overall e-Service delivery landscape, DARPG's initiative - NeSDA (National e-Governance Service Delivery Assessment), aims to assess depth and effectiveness of e-governance service delivery across States/UTs and select Central Ministries, biennially. Its assessment framework constitutes the parameters - Accessibility, Content Availability, Ease of use, Information Security & Privacy, End Service Delivery, Integrated Service Delivery and Status & Request tracking.

On the other hand, AAKLAN - developed by National Informatics Centre (NIC), is an advanced benchmarking and ranking tool that scrutinizes and evaluates websites on a range of parameters, offering valuable insights to enhance performance, accessibility, and user experience. It is designed to assess government websites on various parameters, including Security & Privacy, Performance & Technical, Accessibility, Branding & Visual Identity, Integration & Services, Mobile Responsiveness, Content & Information, Interactivity & Engagement and Navigation.. This tool provides an automated and objective evaluation framework, ensuring that government websites adhere to global best practices and deliver a seamless, citizen-centric digital experience. This also aligns with the idea of evolving digital landscapes and citizen expectations.

With the increasing reliance on digital platforms for public service delivery, it is crucial for government websites to be efficient, secure, and user-friendly. Many government portals currently face challenges related to out dated interface, slow performance, accessibility barriers, and compliance gaps. AAKLAN will provide actionable insights by identifying areas of improvement, thereby facilitating the enhancement of government digital platforms. Through this assessment, States/UTs and Central Ministries/Departments will gain data-driven recommendations to enhance their portals, ensuring compliance with usability, security, and performance standards.

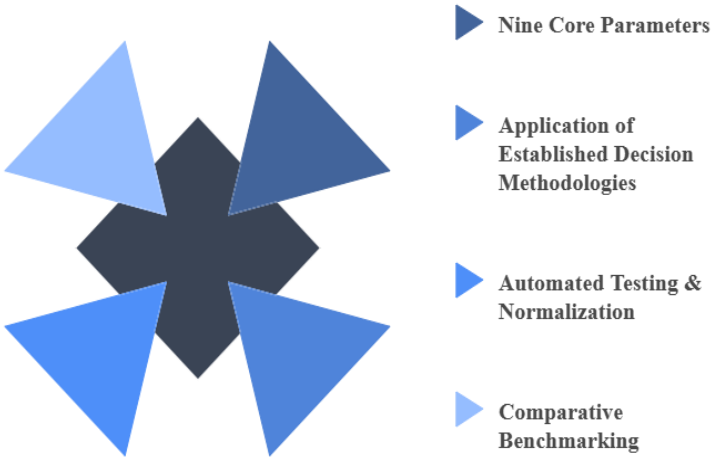
The development of AAKLAN involved rigorous study of global best practices and well-established research methodologies, including literature reviews, data collection, analysis and validations to gather insights on various test cases. A well-structured questionnaire, based on attributes, facilitated a comprehensive evaluation process and framework development, supported by a scoring mechanism for assessments.

The integration of AAKLAN into the NeSDA framework will mark a significant step towards achieving a more accessible, efficient, and citizen-friendly digital ecosystem across the country.

AAKLAN is developed through a methodological structured research-driven through insights from global best practices, stakeholder consultations and data-driven analysis to identify key evaluation parameters for ranking of Government websites.

Key aspects of the AAKLAN Framework

- **Nine Core Parameters:** Security & Privacy, Performance & Technical, Integration & Services, Mobile Responsiveness, Content & Information, Interactivity & Engagement, Branding & Visual Identity, Navigation and Accessibility



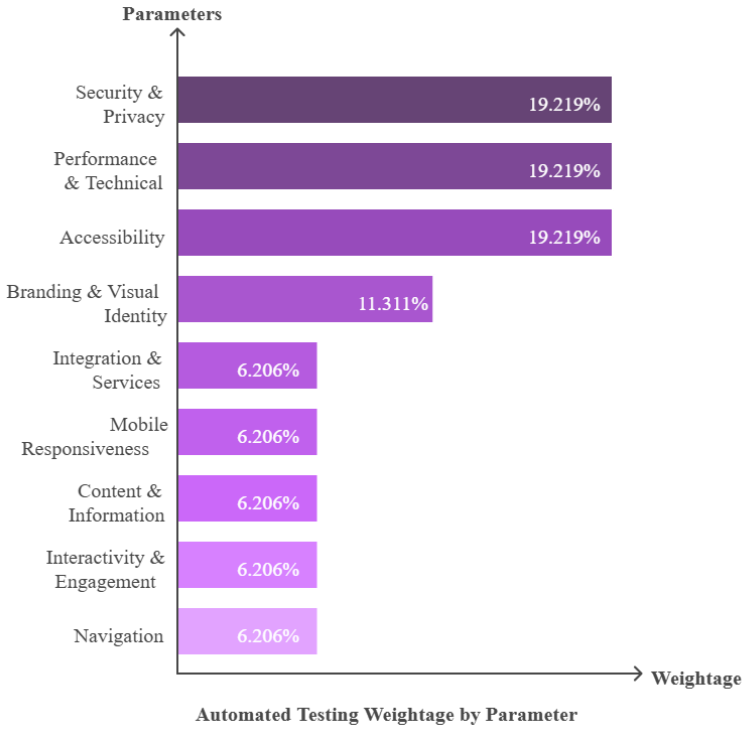
- **Application of Established Decision Methodologies:** Robust ranking system of government websites is developed using multi-choice decision method, resulting a weightage dist ribution over finalized parameter
- **Automated Testing & Normalization:** The conceptualized ranking method is developed into tool to conduct automated assessments of websites and enable for comparability among other websites along with suggestion for further enhancement of score
- **Comparative Benchmarking:** Evaluates government websites in context of both domestic and international best practices

Scoring Framework

AAKLAN assigns scores to websites based on predefined assessment criteria, ensuring an objective and transparent evaluation process. The weightage of each parameter is derived using AHP scoring and the final score is normalized to a scale of 100 for automated tests. This enables a fair comparison of actionable insights for improvement. An indicative score is provided for websites based on their adherence to key criteria, helping stakeholders prioritize enhancements.

AAKLAN represents a significant advancement in the evaluation and enhancement of government websites, ensuring to meet high standards of usability, accessibility, security and performance.

For reference, below is the weightage of automated testing scores out of 100 under each category.



Automated Testing Weightage by Parameter

By providing an objective, automated and standardized assessment framework, the tool enables government agencies to identify strengths and areas for improvement. Through AAKLAN, government websites can align with citizen expectations, enhance digital service delivery and strengthen India's position in e-Governance, which ultimately will be helpful in harmonization of government digital footprints of India and better services to the citizen.

8. Appendix

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

State/UT	Apr' 23	May' 23	Jun' 23	Jul' 23	Aug' 23	Sep' 23	Oct' 23	Nov' 23	Dec' 23	Jan-Feb24	Mar' 24	Apr-May24	Jun' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25
Karnataka	779	747	752	752	752	752	752	755	755	755	755	755	755	755	755	755	755	1414	2025	2025	2089	2089
MP	637	731	948	1000	1010	1010	1010	1010	1010	1010	1010	1010	1010	1016	1016	1016	1016	1016	1016	1498	1718	1748
J&K	474	469	469	470	1028	1034	1075	1097	1117	1119	1119	1140	1140	1164	1164	1164	1164	1164	1164	1164	1164	1164
Tamil Nadu	446	445	445	445	446	446	446	1078	1101	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128	1128
Kerala	885	886	911	911	911	911	911	911	911	911	911	911	911	916	916	916	916	938	938	938	938	938
Uttarakhand	596	595	595	725	782	826	831	865	865	865	865	887	889	889	889	889	889	889	900	900	900	917
Uttar Pradesh	709	706	713	714	714	714	798	798	798	798	798	798	800	800	800	800	800	822	904	904	904	904
Gujarat	191	228	444	443	443	443	443	443	443	443	443	443	618	654	654	682	643	894	894	894	894	894
Haryana	762	757	757	757	757	755	757	757	757	757	757	757	757	757	757	855	855	855	855	855	855	857
Telangana	493	491	582	757	768	768	768	768	768	768	768	768	768	768	768	768	768	768	768	768	768	768
Assam	263	259	259	259	259	452	469	469	469	469	469	469	469	472	628	628	628	725	725	725	731	733
HP	500	494	500	500	500	500	500	500	500	501	502	503	503	504	504	504	504	504	504	659	660	660
Rajasthan	248	248	248	525	536	547	549	549	549	549	566	566	566	588	588	606	606	606	621	621	621	621
Puducherry	239	239	239	239	246	247	247	325	605	605	605	605	605	609	609	609	609	610	610	610	610	614
AP	606	574	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579	579
Maharashtra	150	148	337	441	521	533	533	533	533	533	534	534	534	534	534	534	534	534	534	534	534	535
Punjab	486	483	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484	484
Jharkhand	316	294	310	311	333	333	333	333	333	333	333	333	333	377	395	396	401	404	406	411	461	468
Delhi	412	416	416	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436	436
Odisha	211	373	383	383	404	404	404	404	404	404	404	404	404	404	404	404	404	404	404	404	404	404
West Bengal	290	323	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401	401
Meghalaya	252	217	223	223	249	306	340	363	363	363	363	363	363	363	363	363	363	363	363	363	363	363
Chandigarh	231	221	221	224	224	224	224	224	224	224	224	224	224	232	233	236	236	236	357	357	357	357
A&N Islands	164	171	171	199	200	206	239	239	321	321	321	321	321	323	323	323	323	323	323	327	327	329
AR	34	101	298	298	309	309	309	309	309	309	309	309	309	309	309	309	309	309	309	309	309	309
Chhattisgarh	272	270	284	284	284	284	287	287	287	287	287	287	288	296	296	296	296	296	296	296	296	296
Tripura	233	230	251	262	267	270	269	269	263	263	263	264	264	264	264	264	264	272	272	272	272	272
Goa	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240	240
Bihar	222	234	238	238	237	237	237	238	238	238	238	238	238	238	238	238	238	238	238	238	238	238
DNHDD	39	78	78	78	78	78	78	78	78	78	78	78	78	117	117	131	131	131	131	142	217	217
Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103	103
Nagaland	34	34	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64	64
Sikkim	25	25	36	36	43	51	51	51	51	51	51	51	51	51	51	54	54	54	54	54	54	54
Ladakh	32	32	32	46	46	46	46	46	46	46	46	46	46	46	46	46	46	49	49	49	49	49
Lakshadweep	-	-	-	-	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42	42
Manipur	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40
Total	**11,614**	**11,902**	**13,051**	**13,867**	**14,736**	**15,075**	**15,295**	**16,088**	**16,487**	**16,517**	**16,536**	**16,581**	**16,761**	**16,963**	**17,138**	**17,303**	**17,269**	**18,335**	**19,177**	**19,834**	**20,250**	**20,315**

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

State/UT	Mar' 24	Apr & May'24	June' 24	July' 24	Aug' 24	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25
Karnataka	55	55	55	55	55	55	55	56	56	56	56	56
Madhya Pradesh	56	56	56	56	56	56	56	56	56	56	56	56
Tamil Nadu	56	56	56	56	56	56	56	56	56	56	56	56
Kerala	54	54	54	56	56	56	56	56	56	56	56	56
Uttarakhand	56	56	56	56	56	56	56	56	56	56	56	56
Uttar Pradesh	54	54	56	56	56	56	56	56	56	56	56	56
Gujarat	51	51	51	51	51	55	56	56	56	56	56	56
HP	56	56	56	56	56	56	56	56	56	56	56	56
Rajasthan	56	56	56	56	56	56	56	56	56	56	56	56
Maharashtra	55	55	55	55	55	55	55	55	55	55	55	56
Punjab	56	56	56	56	56	56	56	56	56	56	56	56
Telangana	55	55	55	55	55	55	55	55	55	55	55	55
Andhra Pradesh	55	55	55	55	55	55	55	55	55	55	55	55
Chhattisgarh	51	51	51	54	54	54	54	54	54	54	54	54
J&K	54	54	54	54	54	54	54	54	54	54	54	54
Chandigarh	41	41	41	47	48	51	51	51	53	53	53	53
Haryana	51	51	51	51	51	52	51	51	51	51	51	53
West Bengal	52	52	52	52	52	52	52	52	52	52	52	52
Tripura	49	50	50	50	50	50	50	50	50	50	50	50
A&N Islands	41	41	41	44	44	44	44	44	44	47	47	49
DNHDD	39	39	39	44	44	49	49	49	49	49	49	49
Puducherry	48	48	48	48	47	47	47	48	48	48	48	49
Assam	42	42	42	44	44	44	44	48	48	48	48	48
Jharkhand	46	46	46	46	46	46	47	47	47	47	47	47
Meghalaya	43	43	43	43	43	43	43	43	43	43	43	43
Goa	40	40	40	40	40	40	40	40	40	40	40	40
Delhi	36	36	36	36	36	36	36	36	36	36	36	36
Nagaland	29	29	29	29	29	29	29	29	29	29	29	29
Bihar	28	28	28	28	28	28	28	28	28	28	28	28
Odisha	25	25	25	25	25	25	25	25	25	25	25	25
AR	24	24	24	24	24	24	24	24	24	24	24	24
Lakshadweep	23	23	23	23	23	23	23	23	23	23	23	23
Sikkim	13	13	13	13	13	19	19	19	19	19	19	19
Mizoram	17	17	17	17	17	17	17	17	17	17	17	17
Manipur	15	15	15	15	15	15	15	15	15	15	15	15
Ladakh	7	7	7	7	7	7	7	7	7	7	7	7
TOTAL	**1529**	**1530**	**1532**	**1553**	**1553**	**1572**	**1573**	**1579**	**1581**	**1584**	**1584**	**1590**

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