



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

SEPTEMBER 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 conducts the NeSDA study biennially.

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, 29 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 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, while in 2025 the reports expanded to include best practices from city and municipality portals and


introduced the monthly presentation of group-wise results from the AAKLAN tool assessment of State/UT portals as a key initiative.


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, Sep'2025 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 30th September, 2025.

2. Key Highlights

Benchmarking and Advancement of Service Delivery

- This special edition chapter highlights key insights shared during the **National Conference on e-Governance (NCeG) 2025, Visakhapatnam** in the plenary session on *“Benchmarking and Advancement of Service Delivery”*

Status of Implementation

- **23,612** e-services provided across States/UTs. **Karnataka** provides maximum e-services (2,092). Maximum e-services (**8,270**) pertain to ‘Local Governance & Utility Services’ sector
- A total of **210 e-Services added** since last report, by States/UTs across the country
- **1,711** of 2124 mandatory e-services (59*36 States/UTs) available, making saturation **>80%**
- Maharashtra, Tamil Nadu, Andhra Pradesh, Karnataka, Gujarat, Kerala, Haryana, Himachal Pradesh, Uttar Pradesh, Rajasthan, Uttarakhand and Madhya Pradesh achieved **100% saturation** of 59 mandatory e-services while 20 States/UTs achieved **>90% saturation**

Unified Service Delivery Portal

- **Karnataka, Jammu & Kashmir, Uttarakhand, Kerala, Assam** and **Odisha** provide **100%** of their services through their identified Unified Service Delivery Portal i.e., **Seva Sindhu (2092), e-UNNAT (1164), Apuni Sarkar (951), e-Sevanam (939), Sewa Setu (814)** and **Odisha One (404)**, respectively.

Best Practice: Central Government Departments/Ministries

- Comprehensive service delivery portals of Central Government Ministries/Departments, the **PMFBY Portal** and **PARIVESH Portal** have been highlighted as examples of best practices

Best Practices: State Level e-Governance

- This chapter highlights best practices from State Department Portals of Government of Rajasthan and Jharkhand

AAKLAN: Benchmarking and Ranking Tool

- This edition presents assessments conducted using the AAKLAN tool for State portals

3. Benchmarking and Advancement of Service Delivery

DARPG organized the 28th National Conference on e-Governance (NCeG) 2025 at Visakhapatnam on 22nd–23rd September 2025. As India progresses towards the vision of *Viksit Bharat @2047*, the Conference emphasized the role of benchmarking and continuous advancement in ensuring accountable, efficient, and citizen-centric governance.

This month's NeSDA Way Forward Report features a special chapter presenting key insights from the plenary session titled '*Benchmarking & Advancement of Service Delivery*', which brought together experts to discuss frameworks, technological enablers, and best practices that strengthen India's e-service delivery ecosystem.

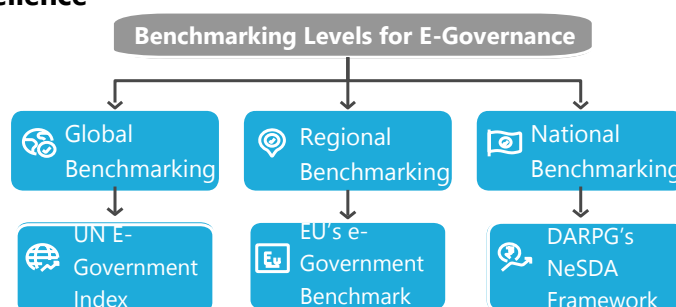
Framework for Legal Grievance Redressal

Bihar's implementation of the Right to Public Grievance Redressal Act demonstrates how legal frameworks can strengthen service delivery accountability. The model ensures time-bound resolution within 60 days through independent Public Grievance Redressal Officers (PGROs) empowered with quasi-judicial authority. Key features include:



Benchmarking as a Driver of Service Excellence

This model demonstrates how legal enablement and digital systems can institutionalize citizen trust and transparency in governance, serving as a template for other States/UTs.



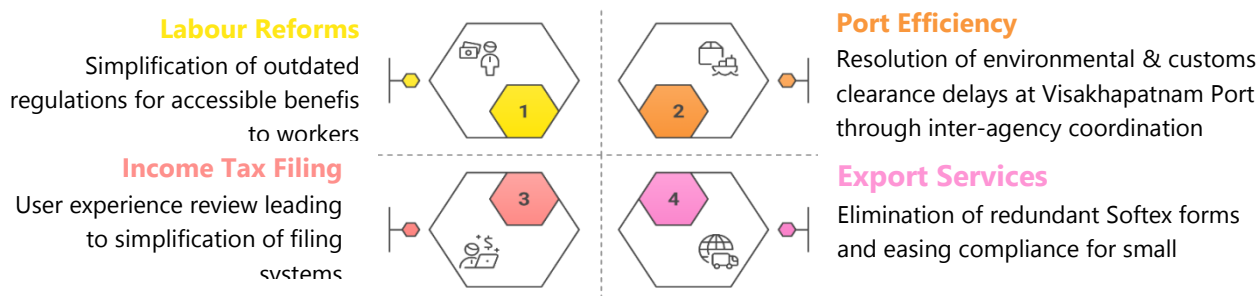
Aadhaar is recognised as a key enabler of seamless governance, with the suggestion to adopt single-login systems using Aadhaar/ OTP-based authentication for all citizen-facing interfaces.



These interventions have collectively bridged India's digital divide and positioned the country among global leaders in e-Governance maturity, reinforcing the importance of continuous benchmarking and innovation-driven reforms.

Benchmarking through Systemic Reform and Digital Frameworks

Using case studies from multiple sectors, the session demonstrated how benchmarking outcomes can directly inform policy simplification and process re-engineering:



Core Benchmarking Parameters

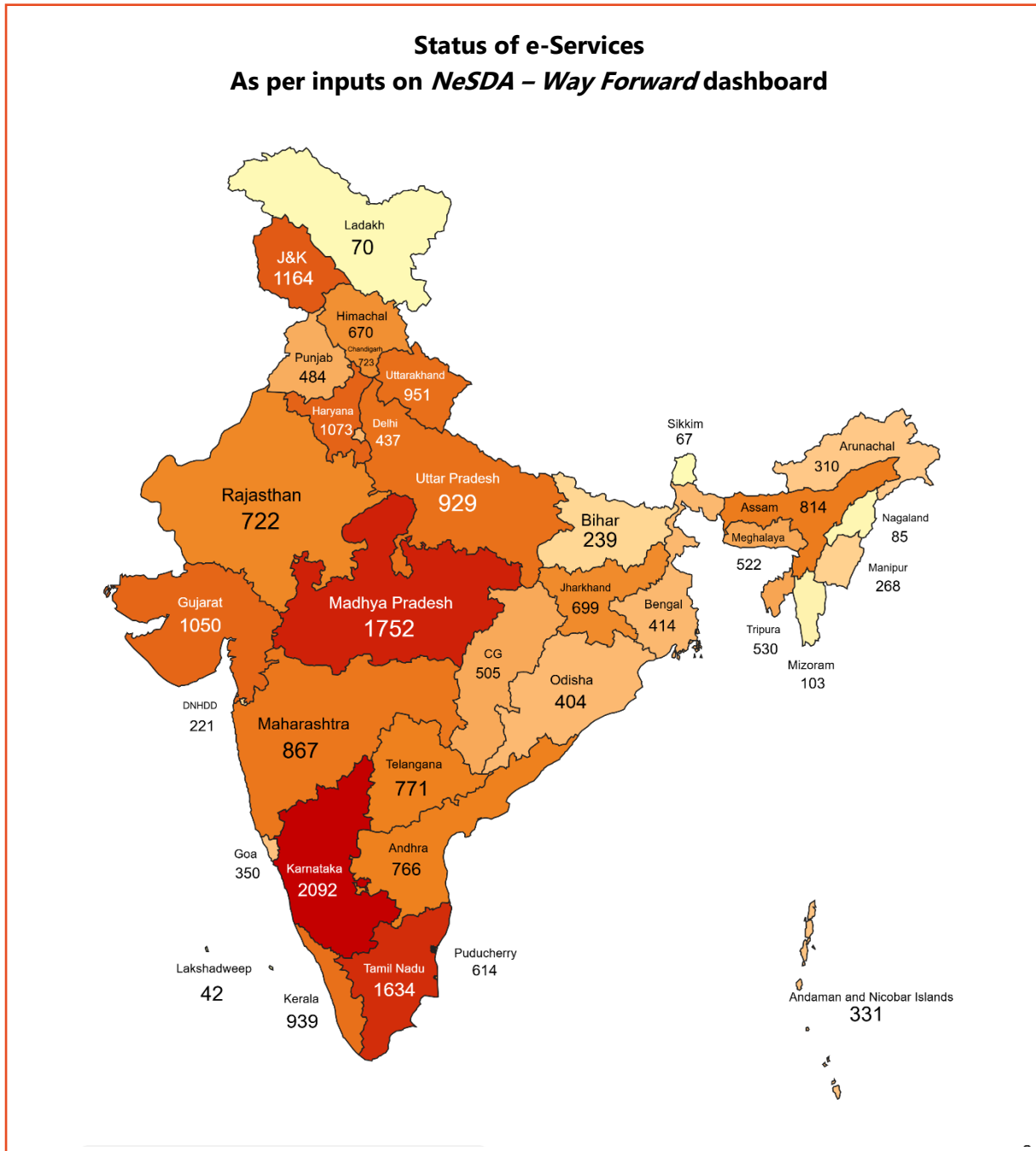
- Accessibility** Availability across different user groups
- User Experience** User interface & user experience design quality
- Adoption Rates** Adoption rates & sustained usage patterns
- Ease of Use** Ease of use and navigation efficiency
- Security** Information security & privacy protection
- Data-Driven** Data-driven decision making capabilities
- Cost Efficiency** Cost efficiency in service delivery
- Scalability** System scalability without performance degradation
- Interoperability** Interoperability and integration capabilities

The central message emphasized “User-Centric Regulation”, that laws and processes should be designed from citizen’s perspective, not the administrators. The session also covered the Guidelines for Indian Government Websites and Applications (GIGW) 3.0 and the Digital Brand Identity Manual, which together define standards for design, accessibility, security, and localization across all digital government properties. Core Recommendations included Regional language Accessibility (Multilingual Interface), Mobile First Governance (Mandatory responsiveness for mobile-based access), simplified user interface and secure platforms.

The presentation introduced AAKLAAN, an automated benchmarking tool incorporated under NeSDA Way Forward, which assesses e-services across 9 parameters, enabling States/UTs to self-evaluate and enhance service delivery systems.

Through these initiatives DARPG continues to institutionalize evidence-based frameworks that guide states in achieving service excellence, transparency, and citizen satisfaction, core principles steering India’s march towards *Viksit Bharat @2047*.

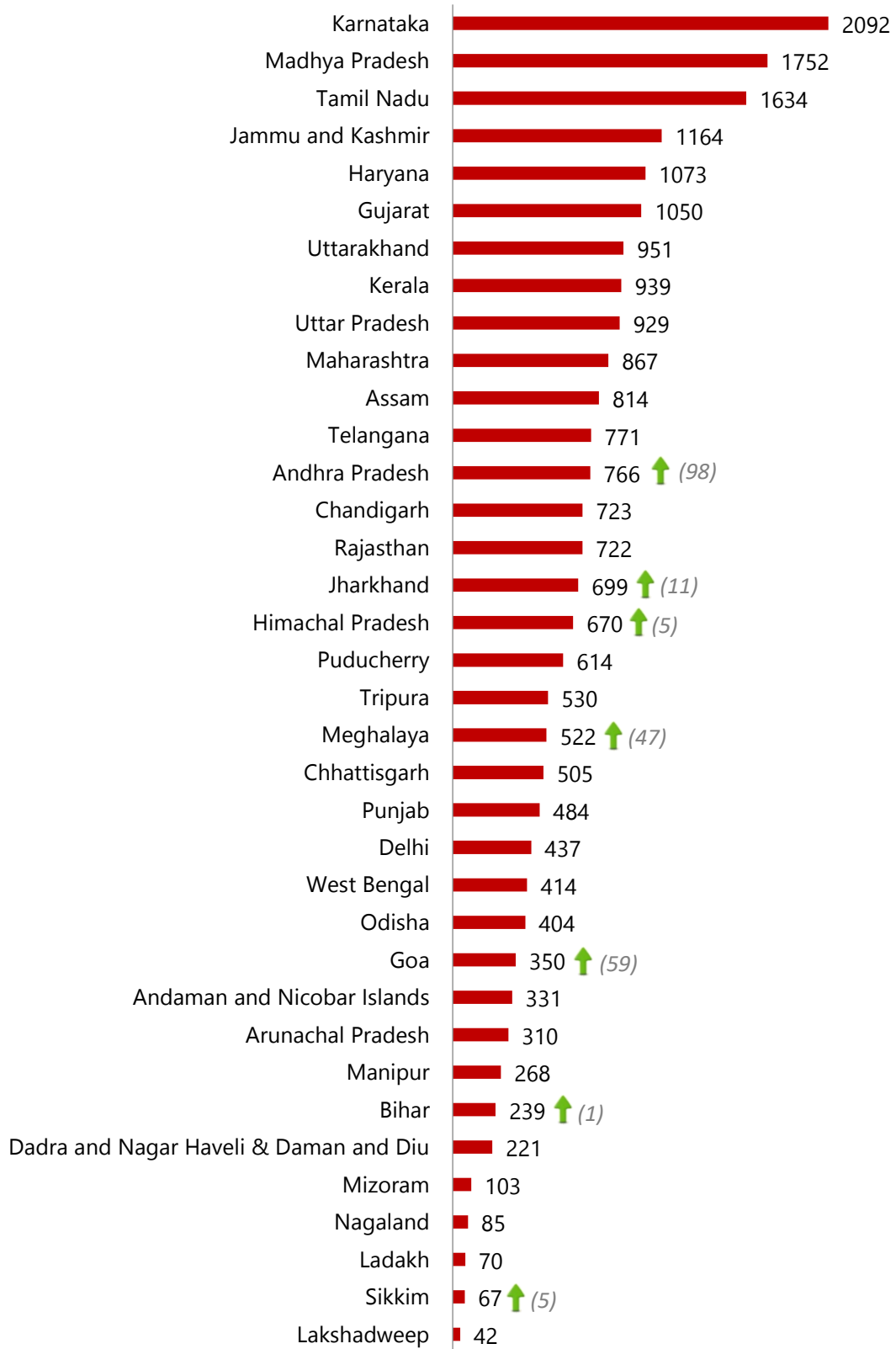
4. Review of Status of Implementation in States/UTs



Total e-Services
23,612

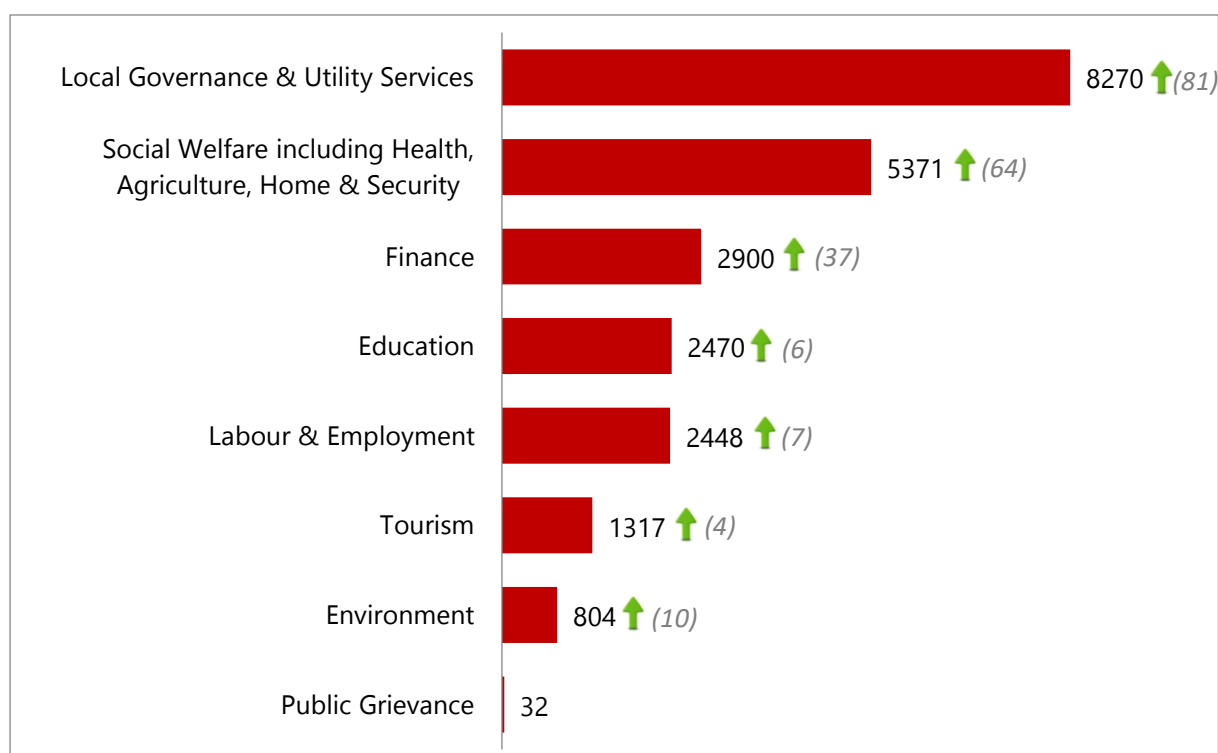
Note: The aforementioned figures are uploaded by States/UTs as of 30/09/2025.

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

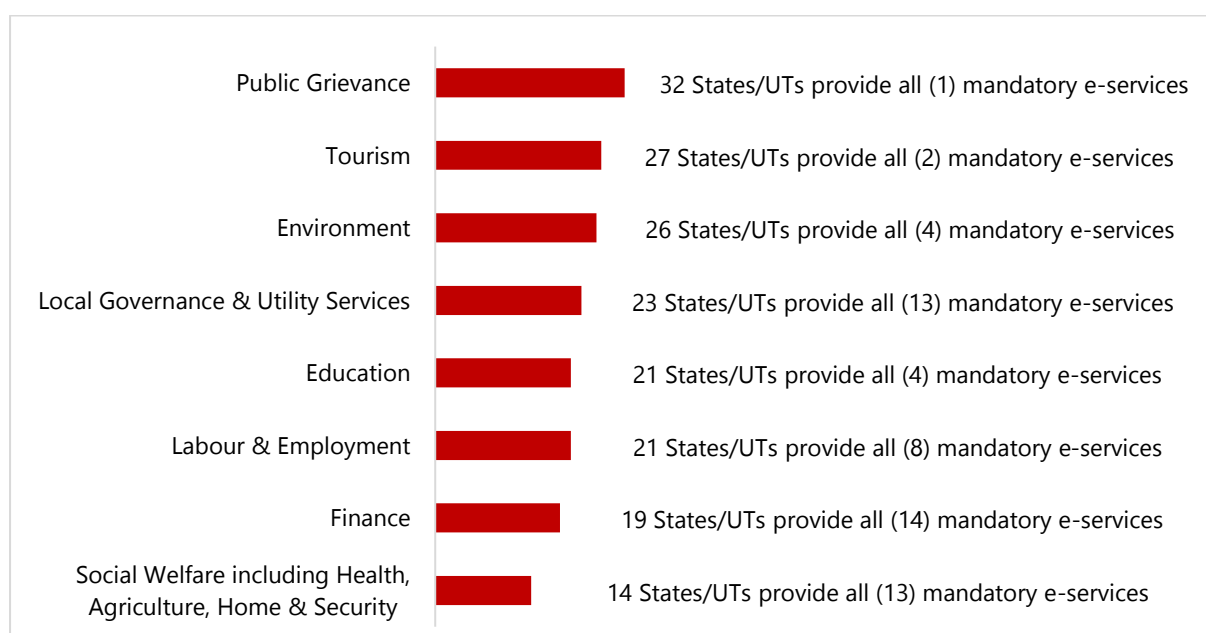


Monthly progress of status of e-services across States/UTs is attached in **Annexure 9.1**

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

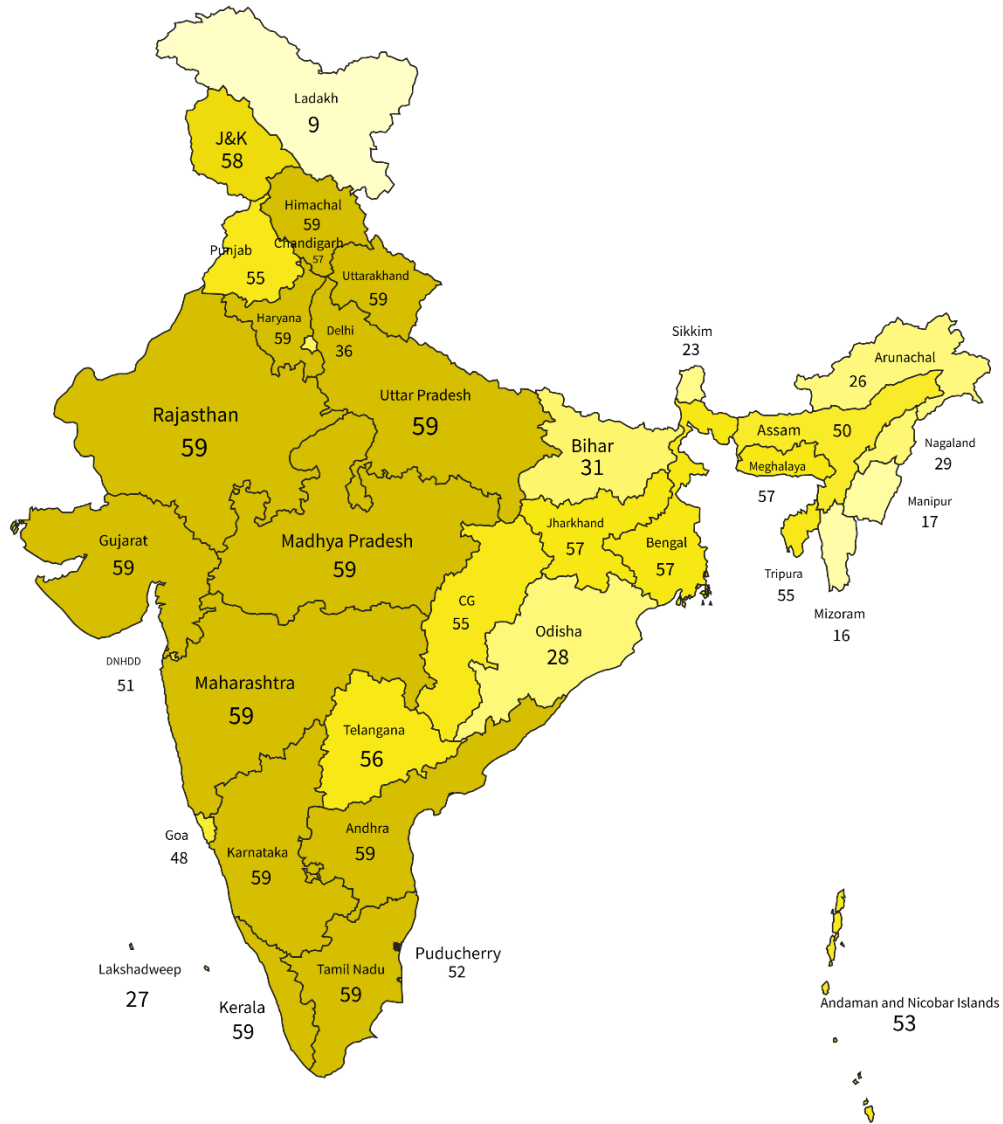


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 30/09/2025.

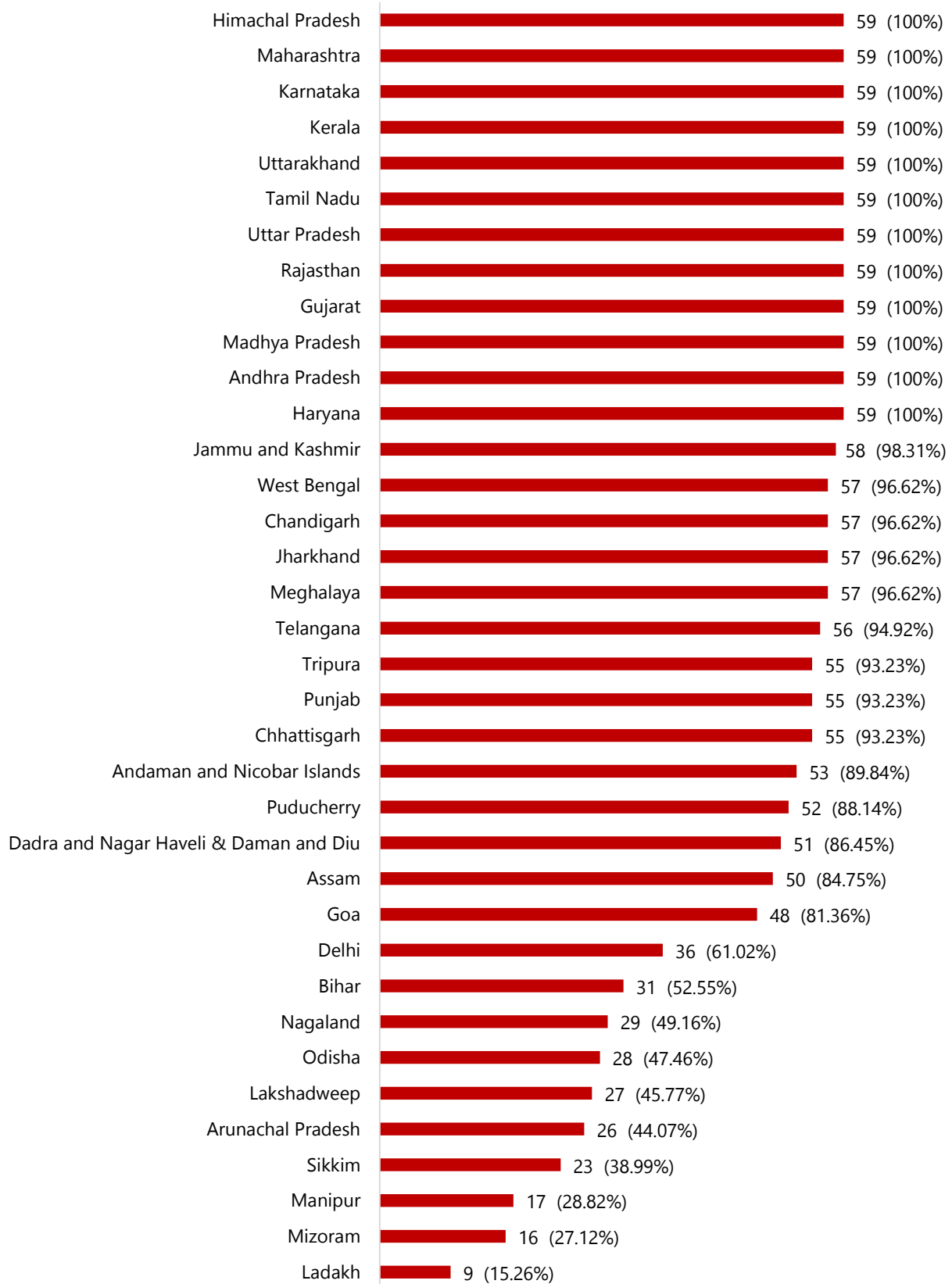
**Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard**



**Mandatory e-Services
1,711**

Note: The aforementioned figures are uploaded by States/UTs as of 30/09/2025.

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

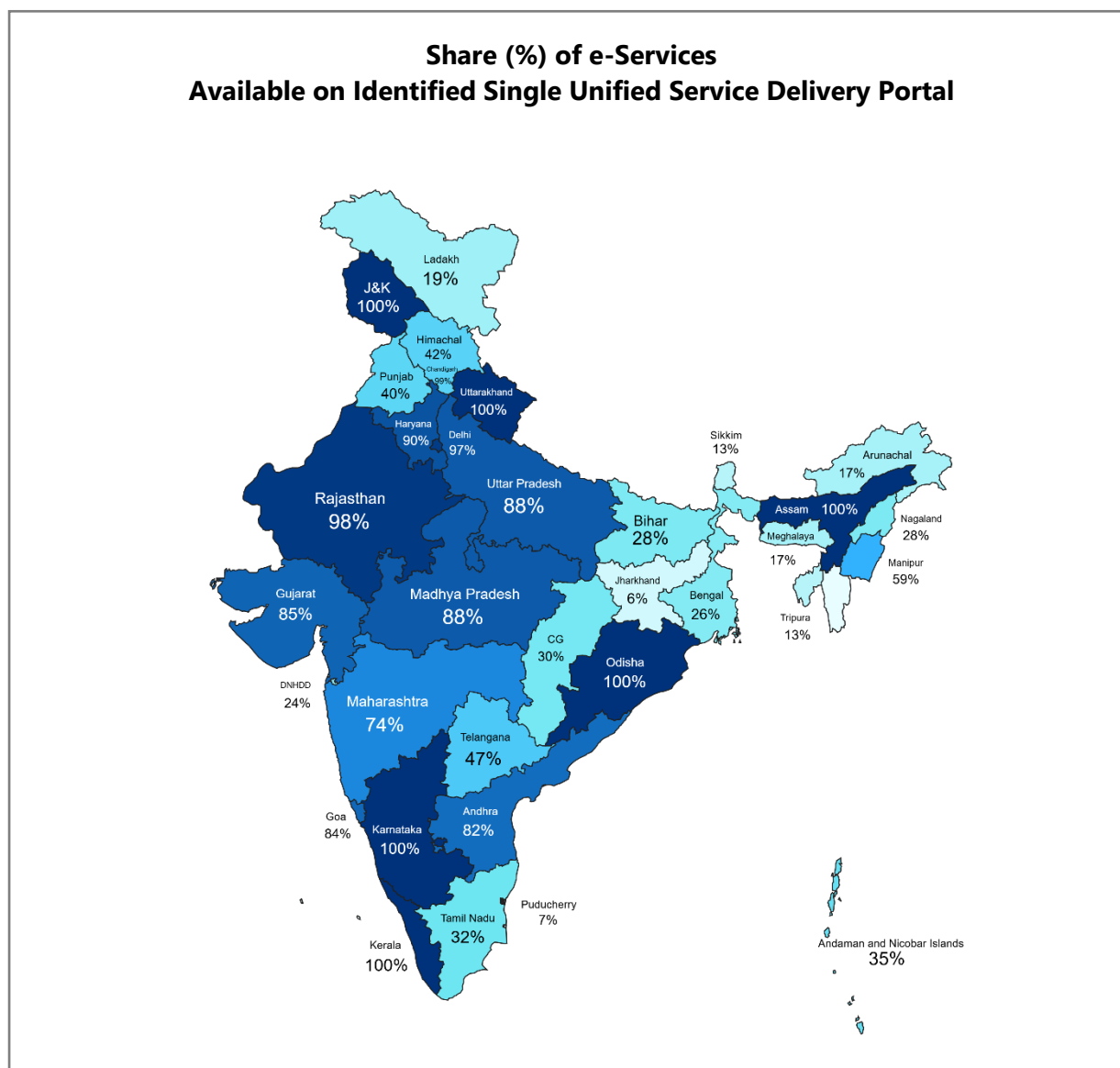


Monthly progress of mandatory e-services across States/UTs is given in **Annexure 9.2**

5. 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.

6 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)
1	Karnataka	Seva Sindhu	sevasindhu.karnataka.gov.in	100% (2092)
2	Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
3	Uttarakhand	Apuni Sarkar	eservices.uk.gov.in	100% (951)
4	Kerala	e-Sevanam	services.kerala.gov.in	100% (939)
5	Assam	Sewa Setu	sewasetu.assam.gov.in	100% (814)
6	Odisha	Odisha One	odishaone.gov.in	100% (404)
7	Chandigarh	e-District	eservices.chd.gov.in	99% (717)
8	Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (709)
9	Delhi	e-District	edistrict.delhi.gov.in	97% (426)
10	Haryana	Saral Haryana	saralharyana.gov.in	90% (985)
11	Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
12	Madhya Pradesh	MP e-Service	services.mp.gov.in	88% (1539)
13	Gujarat	Digital Gujarat	digitalgujarat.gov.in	85% (889)
14	Goa	Goa Online	goaonline.gov.in	84% (244)
15	Andhra Pradesh	AP Seva	vswsonline.ap.gov.in	82% (551)
16	Maharashtra	Aaple Sarkar	aaplesarkar.mahaonline.gov.in	74% (644)
17	Manipur	Manipur USP	uspmanipur.mn.gov.in	59% (158)
18	Telangana	MeeSeva	ts.meeseva.telangana.gov.in	47% (365)
19	Himachal Pradesh	e-District	edistrict.hp.gov.in	42% (280)
20	Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
21	Andaman and Nicobar Islands	e-Seva	anieseva.andaman.gov.in	35% (117)
22	Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	32% (524)
23	Chhattisgarh	e-District	edistrict.cgstate.gov.in	30% (151)
24	Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
25	Bihar	RTPS Bihar	serviceonline.bihar.gov.in	28% (66)
26	West Bengal	e-District	edistrict.wb.gov.in	26% (106)
27	Dadra and Nagar Haveli & Daman and Diu	Single Window Portal	swp.dddgov.in	24% (53)
28	Ladakh	e-Seva	eseva.ladakh.gov.in	19% (13)
29	Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
30	Meghalaya	Meghalaya Online	meghalayaone.gov.in	17% (79)
31	Tripura	e-District	edistrict.tripura.gov.in	13% (71)
32	Sikkim	Sikkim SSO	sso.sikkim.gov.in	13% (8)
33	Puducherry	e-District	edistrict.py.gov.in	7% (44)
34	Jharkhand	Jharsewa	jharsewa.jharkhand.gov.in	6% (43)

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 30/09/2025. Lakshadweep and Mizoram do not have a single unified services portal.

6. 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.

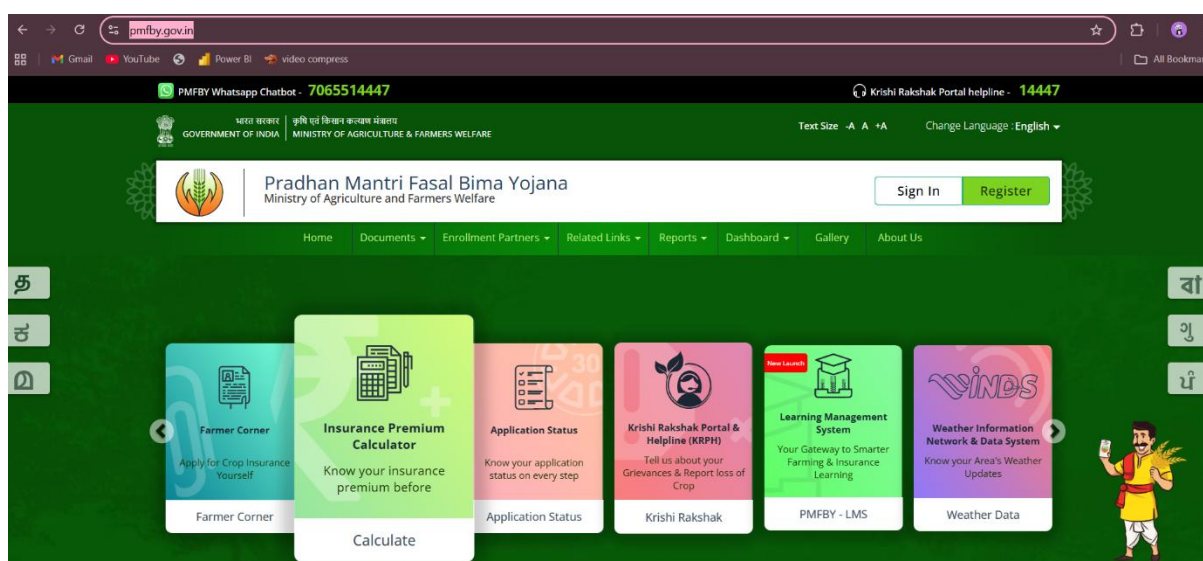
By examining their features and functionalities, this section aims to showcase how central portals are setting benchmarks in accountable, efficient, and citizen-centric governance. The service delivery portals of the central government and digital initiatives featured in this section include:



The **Pradhan Mantri Fasal Bima Yojana (PMFBY) Portal** is a centralised digital platform for crop insurance that enables farmers to enrol, calculate premiums, track claims, and receive timely compensation with transparency and accountability.

The **PARIVESH Portal** is a unified online platform that streamlines environmental, forest, wildlife, and coastal clearances, ensuring faster, transparent, and paperless decision-making for sustainable development.

6.1. Pradhan Mantri Fasal Bima Yojana (PMFBY) Portal



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

The Pradhan Mantri Fasal Bima Yojana (PMFBY) portal is a centralized digital platform designed to provide farmers, banks, insurance companies, and government authorities with a seamless ecosystem for crop insurance services. The portal ensures that farmers can access insurance coverage, monitor claim settlements, and receive timely benefits, while also enabling transparency, accountability, and efficient fund flow across all stakeholders.

The portal offers various services for different user groups, as given below:



Key Services Offered

- **Online Crop Insurance Enrollment:** Farmers can self-register and apply for PMFBY through the Farmer Corner, making the process simple and independent.
- **Insurance Premium Calculator:** Instantly calculates the payable premium based on crop, area, and season, ensuring full transparency before enrollment.
- **Application Status Tracking:** Allows farmers to monitor real-time progress of their insurance applications using their application or policy ID.
- **Weather Information Network & Data System (WINDS):** Provides real-time and historical weather data to support claim validation and informed decision-making.
- **Real-time Crop Observation & Monitoring:** Enables field teams to capture geotagged photographs of crops, assisting in accurate health monitoring and objective loss assessment.



Key Services Offered

- **Learning Management System (LMS):** Offers tutorials & training materials for farmers, insurance personnel & field functionaries on scheme procedures and good practices.
- **Dashboards and Reports:** Presents public and administrative data views, including coverage dashboards and state-wise farmer details, promoting data-driven governance.
- **Partner Login Portals:** Secure logins for CSCs, banks, and enrollment partners to facilitate mass farmer enrollment and data submission.
- **Repository of Documents and Guidelines:** Provides access to operational guidelines, circulars, tenders, and regulatory materials for compliance and reference.
- **Directory Services:** Offers searchable listings of insurance companies, brokers, and bank branches to streamline coordination and claim servicing.
- **Integrated Mobile Applications:** Field-level apps such as Farmer App, AIDE App, and WINDS App extend portal functionalities for data collection and access on the go.
- **Krishi Rakshak Portal & Helpline (14447):** Dedicated platform for grievance redressal, crop loss reporting, and claim initiation.
- **WhatsApp Chatbot (7065514447):** Provides instant, 24×7 automated responses for scheme-related queries and basic support.



Portal Features

- **Administrative Dashboards:** Role-based access for government, insurers, and stakeholders to monitor coverage, performance, and fund flow.
- **Data-Driven Governance Tools:** Analytical dashboards and real-time monitoring mechanisms to enhance transparency and accountability.
- **Multilingual Support:** Available in over **10 regional languages**, ensuring accessibility across user groups.
- **Feedback :** Allows users to share inputs & feedback to improve services.
- **Accessibility Features:** Includes font size adjustment and screen reader compatibility for inclusive use.

Number of Farmer applications enrolled

7,826 lakh+

Total sum insured

₹1,98,55,91 crore

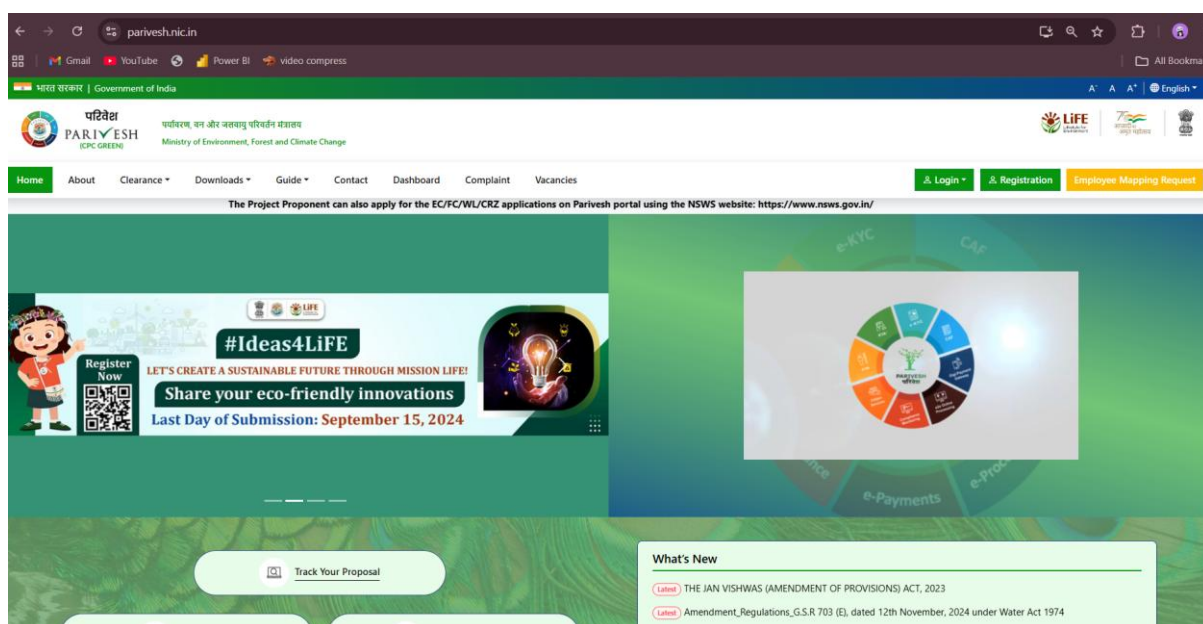
Amount of total gross premium

₹2,56,671 crore

Amount of Total claims paid

₹1,81,575 crore

6.2. PARIVESH Portal



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

PARIVESH stands for Pro-Active and Responsive facilitation by Interactive and Virtuous Environmental Single-window Hub. It is a role-based, web application developed by the Ministry of Environment, Forest & Climate Change (MoEFCC) and NIC to streamline the processes for obtaining environmental, forest, wildlife, and coastal clearances in India. It offers single window integrated system for clearance management across central, state, and district levels.



Key Services Offered

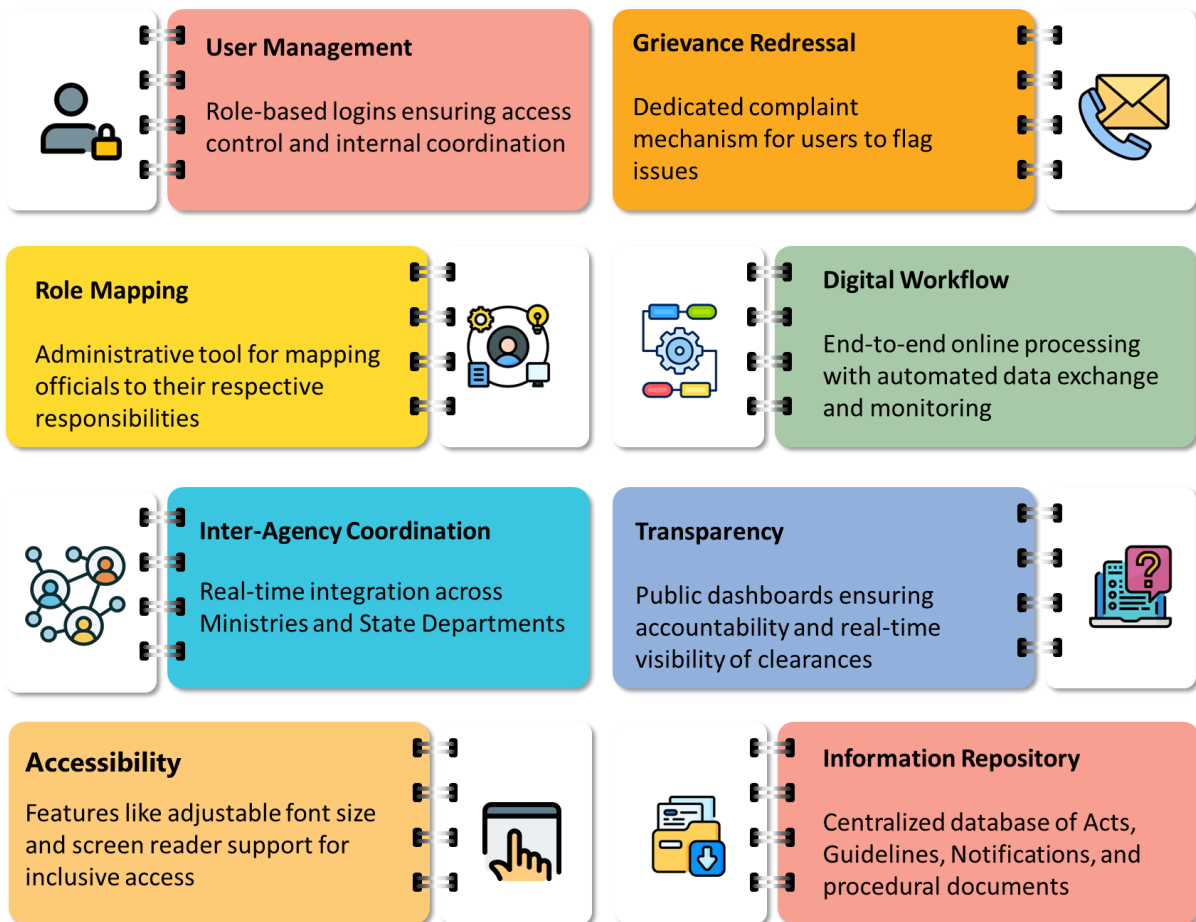
- **Statutory Clearances:** Online application and processing for Environmental, Forest, Wildlife, and CRZ clearances
- **Unified Processing:** Single-window system eliminating multiple departmental submissions
- **Real-time Tracking:** Monitor proposal status through "Track Your Proposal" feature
- **Guidance Tool:** "Know Your Approval" helps applicants understand process steps and document needs
- **Public Dashboard:** Displays pending, approved, and rejected proposals for transparency
- **Integrated Access:** Linked with National Single Window System (NSWS) for ease of doing business



Key Services Offered

- **Resource Access:** Acts, Rules, Guidelines, and official documents available online
- **User Support:** Manuals, FAQs, e-training modules, and helpdesk assistance provided
- **Policy Updates:** Latest circulars, amendments, and court orders regularly published

PORTAL FEATURES



Forest Clearances: In-Principle Approval (Stage-I) Issued: 3,508

Forest Clearances: Final Approval (Stage-II) Issued: 3,970

7. Best Practices: State Level e-Governance

As NeSDA Way Forward evolves, it is essential to deepen the focus on department level digital transformation within states. While state portals provide a unified interface for citizen-centric services, it is the individual departmental platforms that drive targeted service delivery and administrative efficiency. Strengthening these state department portals is crucial to ensure last-mile access, transparency, and accountability across diverse sectors.

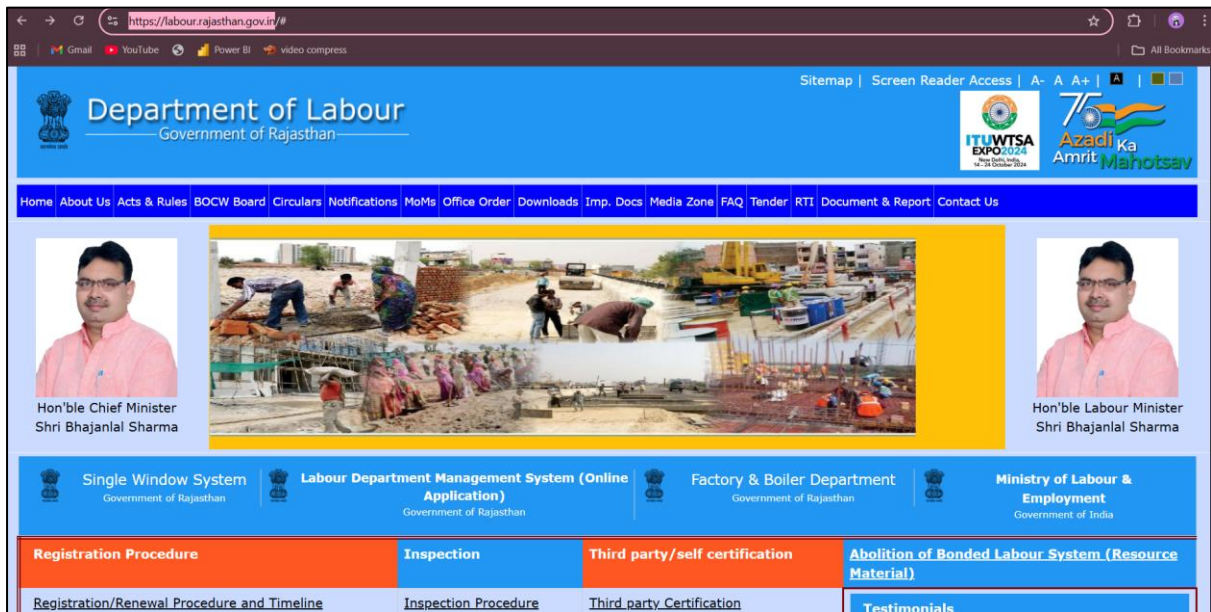
With growing digital adoption and the increasing need for integrated governance, the role of department-specific portals covering diverse areas has become indispensable. These platforms not only streamline service workflows but also enable policy monitoring, data-driven decision-making, and citizen empowerment.

State department portals serve as critical enablers of digital governance, offering both Government-to-Citizen (G2C) and Government-to-Business (G2B) services. They contribute significantly to improving service accessibility, reducing procedural delays, and fostering citizen trust in government systems. This chapter highlights best practices from portals of the state government department portals, showcasing select platforms that exemplify best practices and innovation in digital governance.

These platforms illustrate how technology-led interventions at the departmental level are transforming governance processes across states. As part of the ongoing effort, the NeSDA Way Forward monthly reports will continue to highlight top-performing departmental portals from across the country. Some of the notable state department service delivery portals and digital initiatives featured in this section include:

State	Portal Name
Rajasthan	Rajasthan Labour Department Portal
Jharkhand	JharSewa Portal

7.1. Rajasthan Labour Department Portal



<https://labour.rajasthan.gov.in/>

The Rajasthan Labour Department portal serves as a Single Window System for online services relating to labour registration, licensing, scheme reporting, and compliance across the state. It aims to digitise the operations of the labour department to increase efficiency, transparency, and accessibility.

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

Key Services

- **Labour Card Registration** for workers under the Building and Other Construction Workers (BOCW) Act.
- **Welfare Scheme Application** for access to social security, financial assistance.
- **Direct Benefit Transfer (DBT)** for schemes related to education, marriage, maternity, and pension.
- **Online License & Registration** for new registrations, licenses, and renewals under various labour laws.
- **Online submission of annual returns** and compliance reports.
- **Industrial Relations support** for mediation and conciliation between labour and management.

Portal Features



Single Sign-On (SSO)

Single Sign-On (SSO) integration for secure, centralized access to departmental e-services



Real-time Tracking

Real-time Application Tracking for citizens and businesses.



Grievance Redressal

Online Grievance Redressal linked with the Rajasthan Sampark system.



Transparency

Digital Transparency through paperless, efficient, and accountable processes.



Helpdesk and Support

Helpdesk and Support with contact details, directories, and dedicated helpline.



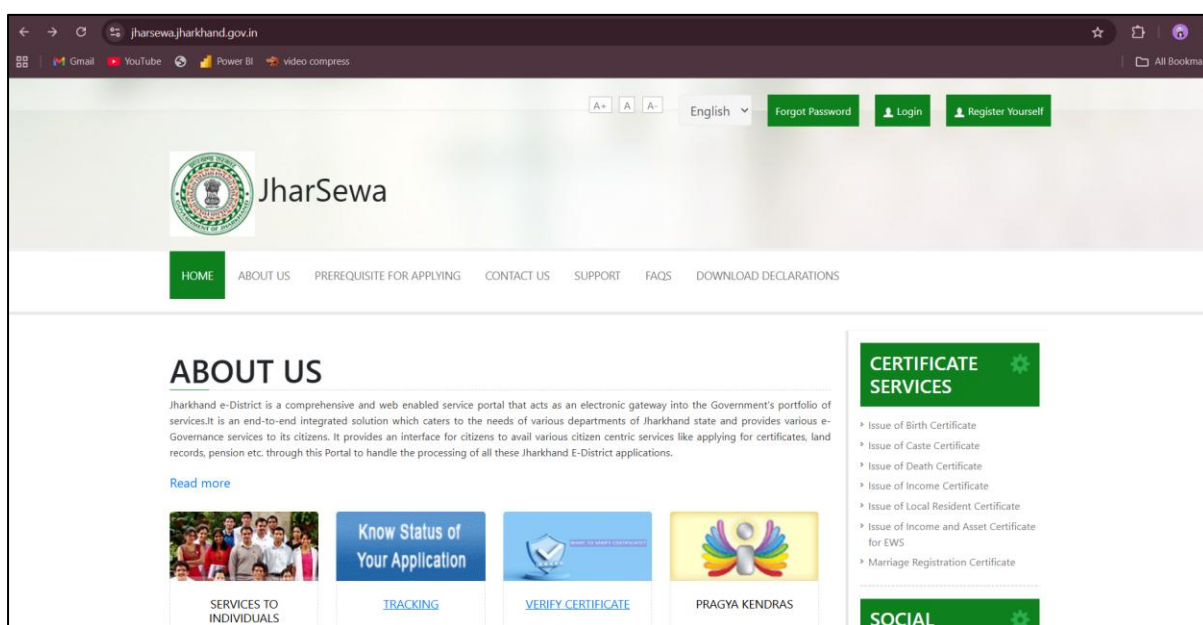
Accessibility Features

Accessibility Features including font size adjustment and screen reader compatibility.

Total Applications Received: 6,13,273

Total Applications Disposed: 5,75,339

7.2. JharSewa Portal, Government of Jharkhand



<https://jharsewa.jharkhand.gov.in/>

The Jharsewa Portal is a comprehensive e-Governance platform developed by the Government of Jharkhand. It serves as a digital gateway for citizens to access various government services efficiently and transparently. The portal integrates multiple departments, enabling residents to avail themselves of essential services from the comfort of their homes.

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

Key Services

- Application and **issuance of statutory certificates** such as Birth, Death, Caste, Income, Local Resident (Domicile), and Marriage Registration Certificates.
- **Scholarship applications** for educational and welfare benefits.
- **Revenue Court services** such as Daily Cause List, Case Status Tracking, and Final Orders.
- **Commercial Tax services** including registration and compliance for VAT, Professional Tax, and Luxury Tax.
- **Labour and Employment services** for licenses, registrations, and worker enrolment under the Factory Act, Contract Labour Act, and BOCW Act.
- **Agriculture & Energy services** for fertilizer/pesticide sales licenses and power connection applications or inspections.

PORTAL FEATURES



Multi-departmental platform

Integrated multi-departmental platform providing access to services under one roof.



User Management

User Management feature allowing citizens to register, log in, and manage profiles and applications.



Real-time Tracking

Real-time Application Tracking through a dedicated section.



Bilingual Interface

Bilingual Interface (English and Hindi) with accessibility features such as font size adjustment and screen reader support.



Multiple Modes of Service Delivery

Service Delivery Points available through both online mode and local Pragma Kendras (Common Service Centers).



User Support System

Sections for FAQs, Reports, and downloadable declarations.

8. AAKLAN: Benchmarking and Ranking Tool

In continuation of the Government of India’s harmonization initiative to ensure that all government websites follow consistent digital standards, remain citizen-centric, and provide enhanced usability and accessibility, the Department of Administrative Reforms and Public Grievances (DARPG), through its ongoing initiatives such as NeSDA and NeSDA Way Forward, continues to drive improvements in digital governance and online service delivery across States and Union Territories.

To further strengthen this objective, the AAKLAN (Automated Assessment of Government Websites) segment has been integrated into the NeSDA Way Forward monthly reports. The initiative provides an automated, data-driven, and standardized framework for evaluating government websites, enabling States, Union Territories, and Central Ministries to monitor and enhance the quality of their digital service platforms without additional manual effort.

Building upon the assessments conducted in the previous editions, covering the Northeastern and Hilly States/UTs in June 2025 and the Union Territories in the July 2025 report, this month’s edition presents the findings for the remaining States. Out of the 18 remaining States, assessments cover the official portals of 7 States—Kerala, Punjab, Goa, Haryana, Odisha, Uttar Pradesh, and Bihar. The official portals of the other 11 States could not be tested as they are not hosted on the NICNET server, and therefore could not be accessed through the automated testing environment used by the AAKLAN tool. The table below presents the normalized scores for each State portal, derived from automated testing conducted under the AAKLAN framework.

States	Accessibility	Brand and Visual Identity	Content and Information	Integration & Service	Interactivity & Engagement	Mobile Responsiveness	Navigation	Performance and Technical	Security and Privacy
Haryana	17.28	11.299	3.515	5.286	2.068	3.608	5.816	3.02	19.2
Goa	14.208	11.299	5.043	5.286	2.068	3.608	6.2	3.02	19.2
Odisha	14.208	11.299	2.751	5.286	2.068	3.608	5.816	3.02	19.2
Punjab	14.208	11.299	4.279	2.344	3.404	3.608	5.816	3.02	19.2
Kerala	14.208	11.299	4.279	2.344	2.068	3.608	6.2	3.02	19.2
Bihar	14.208	11.299	3.122	3.178	2.068	3.608	6.2	3.02	19.2
UP	10.752	11.299	3.908	4.61	2.068	3.608	5.816	3.02	19.2
Total Parameter Score	19.219	11.311	6.206	6.206	6.206	6.206	6.206	19.219	19.219

9. Appendix

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

#	State/UT	Sep' 24	Oct' 24	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25
1	Karnataka	755	755	1414	2025	2025	2089	2089	2089	2089	2089	2092	2092	2092
2	Madhya Pradesh	1016	1016	1016	1016	1498	1718	1748	1748	1752	1752	1752	1752	1752
3	Tamil Nadu	1128	1128	1128	1128	1128	1128	1128	1132	1153	1599	1621	1634	1634
4	J&K	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
5	Haryana	855	855	855	855	855	855	857	857	857	996	1091	1089	1073
6	Gujarat	682	643	894	894	894	894	894	894	904	973	1050	1050	1050
7	Uttarakhand	889	889	889	900	900	900	917	923	935	936	951	951	951
8	Kerala	916	916	938	938	938	938	938	938	938	939	939	939	939
9	Uttar Pradesh	800	800	822	904	904	904	904	924	924	929	929	929	929
10	Maharashtra	534	534	534	534	534	534	535	583	584	794	867	867	867
11	Assam	628	628	725	725	725	731	733	733	733	815	814	814	814
12	Telangana	768	768	768	768	768	768	768	768	768	771	771	771	771
13	Chandigarh	236	236	236	357	357	357	357	357	357	723	723	723	723
14	Rajasthan	606	606	606	621	621	621	621	621	621	622	722	722	722
15	Himachal Pradesh	504	504	504	504	659	660	660	661	661	664	664	665	670
16	Andhra Pradesh	579	579	579	579	579	579	579	579	579	606	630	668	766
17	Jharkhand	396	401	404	406	411	461	468	479	557	572	630	688	699
18	Puducherry	609	609	610	610	610	610	614	614	614	614	614	614	614
19	Tripura	264	264	272	272	272	272	272	272	529	529	530	530	530
20	Chhattisgarh	296	296	296	296	296	296	296	296	296	296	505	505	505
21	Punjab	484	484	484	484	484	484	484	484	484	484	484	484	484
22	Delhi	436	436	436	436	436	436	436	436	436	436	437	437	437
23	Meghalaya	363	363	363	363	363	363	363	363	363	363	422	475	522
24	West Bengal	401	401	401	401	401	401	401	406	406	408	414	414	414
25	Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
26	A&N Islands	323	323	323	323	327	327	329	329	329	331	331	331	331
27	Arunachal Pradesh	309	309	309	309	309	309	309	309	309	309	309	310	310
28	Goa	240	240	240	240	240	240	240	240	240	279	289	291	350
29	Manipur	40	40	40	40	40	40	40	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	238	238	238	238	238	238	238	239
31	DNHDD	131	131	131	131	142	217	217	217	217	221	221	221	221
32	Mizoram	103	103	103	103	103	103	103	103	103	103	103	103	103
33	Nagaland	64	64	64	64	64	64	64	64	85	85	85	85	85
34	Ladakh	46	46	49	49	49	49	49	49	69	70	70	70	70
35	Sikkim	54	54	54	54	54	54	54	54	54	54	54	62	67
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total		17,303	17,269	18,335	19,177	19,834	20,250	20,315	20,638	21,062	22,478	23,230	23,402	23,612

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

#	State/UT	Sep'	Oct'	Nov'	Dec'	Jan'	Feb'	Mar'	Apr'	May'	Jun'	Jul'	Aug'	Sep'
		24	24	24	24	25	25	25	25	25	25	25	25	25
		<i>Based on 56 identified Mandatory e-Services</i>								<i>Based on 59 Mandatory e-Services</i>				
1	Madhya Pradesh	56	56	56	56	56	56	56	56	59	59	59	59	59
2	Uttarakhand	56	56	56	56	56	56	56	56	59	59	59	59	59
3	Kerala	56	56	56	56	56	56	56	56	59	59	59	59	59
4	Maharashtra	55	55	55	55	55	55	56	56	59	59	59	59	59
5	Gujarat	55	56	56	56	56	56	56	56	59	59	59	59	59
6	Tamil Nadu	56	56	56	56	56	56	56	56	59	59	59	59	59
7	Uttar Pradesh	56	56	56	56	56	56	56	56	59	59	59	59	59
8	AP	55	55	55	55	55	55	55	55	59	59	59	59	59
9	HP	56	56	56	56	56	56	56	56	56	59	59	59	59
10	Rajasthan	56	56	56	56	56	56	56	56	57	57	59	59	59
11	Karnataka	55	55	56	56	56	56	56	56	56	56	59	59	59
12	J&K	54	54	54	54	54	54	54	54	58	58	58	58	58
13	West Bengal	52	52	52	52	52	52	52	54	57	57	57	57	57
14	Chandigarh	51	51	51	53	53	53	53	53	57	57	57	57	57
15	Telangana	55	55	55	55	55	55	55	55	56	56	56	56	56
16	Jharkhand	46	47	47	47	47	47	47	47	55	55	56	56	57
17	Haryana	52	51	51	51	51	51	53	53	54	54	56	59	59
18	Punjab	56	56	56	56	56	56	56	56	55	55	55	55	55
19	Chhattisgarh	54	54	54	54	54	54	54	54	55	55	55	55	55
20	Tripura	50	50	50	50	50	50	50	50	54	54	55	55	55
21	A&N Islands	44	44	44	44	47	47	49	49	50	53	53	53	53
22	Puducherry	47	47	48	48	48	48	49	49	52	52	52	52	52
23	DNHDD	49	49	49	49	49	49	49	49	48	51	51	51	51
24	Assam	44	44	48	48	48	48	48	48	51	51	50	50	50
25	Meghalaya	43	43	43	43	43	43	43	43	42	42	49	49	57
26	Goa	40	40	40	40	40	40	40	40	48	48	48	48	48
27	Delhi	36	36	36	36	36	36	36	36	35	35	36	36	36
28	Bihar	28	28	28	28	28	28	28	28	30	30	30	30	31
29	Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29
30	Odisha	25	25	25	25	25	25	25	25	28	28	28	28	28
31	Lakshadweep	23	23	23	23	23	23	23	23	27	27	27	27	27
32	Arunachal Pradesh	24	24	24	24	24	24	24	24	25	25	25	26	26
33	Sikkim	19	19	19	19	19	19	19	19	19	19	19	21	23
34	Manipur	15	15	15	15	15	15	15	15	17	17	17	17	17
35	Mizoram	17	17	17	17	17	17	17	17	16	16	16	16	16
36	Ladakh	7	7	7	7	7	7	7	7	9	9	9	9	9
TOTAL		1572	1573	1579	1581	1584	1584	1590	1592	1618	1677	1693	1699	1711

9.3. URLs of official State portals evaluated through the AAKLAN Tool

S. No.	States	State portal URLs
1	Kerala	https://www.kerala.gov.in
2	Punjab	https://punjab.gov.in/
3	Goa	www.goa.gov.in
4	Haryana	https://haryana.gov.in/
5	Odisha	https://odisha.gov.in/
6	Uttar Pradesh	https://up.gov.in
7	Bihar	https://state.bihar.gov.in/

For any suggestions, kindly contact the undersigned:

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