



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



NeSDA Way Forward

Monthly Report for States/UTs

DECEMBER 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. 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, 32 NeSDA Way Forward Monthly Reports and Annual Report 2023 have been published to monitor the status of e-service delivery, across States/UTs.

This series of NeSDA Monthly Reports distinguishes itself through its comprehensive scope and regular frequency. Being the only government publication systematically monitoring and evaluating the scale and quality of e-Services provided across all States and Union Territories since its inception in April 2023, the update has consistently reported on three key categories of online services each month: all e-Services, mandatory e-Services, and those delivered through a unified portal.

In 2023, besides the regular monitoring across all sectors, the monthly reports from May to November, featured deep analysis of e-services in each of the seven-focus sectors – Tourism, Environment, Education, Labour & Employment, Finance, Social Welfare including Agriculture, Health & Home Security and Local Governance & Utility Services.

In 2024, alongside reporting the progress in overall delivery of e-services, the monthly editions featured sections on e-service delivery in the north eastern states, progressive parameters under the NeSDA framework, Assessment parameters for State/UT Portals as well as Service Portals, e-Services by Panchayati Raj Institutions, focus sector wise mandatory e-services, Advancements under Right to Service Commission, Best Practices in e-service delivery, while in 2025, the reports further expanded to include best practices from city and municipal portals and introduced the

monthly presentation of group-wise results generated through the AAKLAN tool for assessing State/UT departmental portals, and their parameter-wise analysis.

The upcoming monthly report aims to institutionalise the nation's endeavours for improved delivery of e-services and prepare States/UTs for the biennial NeSDA by providing regular status on e-services across States and UTs, introducing new sections each month assisting states/UTs to enhance their respective e-services. The report further serves as a platform for dissemination of best practices in e-service delivery, providing scope for replication of these practices. The enhanced objectives of NeSDA Way Forward Monthly Reports are as follows:

A

Saturation of e-services

- Provision of identified 59 mandatory e-services by all states/UTs
- Increase in delivery of total number of e-services provided
- Increase in the number of mandatory e-services



B

Promote faceless and suo-moto entitlement-based delivery of services

- Monitor improvement in the number of services provided facelessly, i.e., without any physical visits, paperwork and human intervention
- Provision of e-services to citizens as per their entitlement, based on socio-economic status



C

Strengthening of Unified Service Delivery Portals

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



D

Identification of bottlenecks and dissemination of best practices

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



The NeSDA Way Forward Monthly Report for States/UTs, Dec'25 is based on the inputs provided by States/UTs on *NeSDA – Way Forward* dashboard, as of 31st December, 2025.

2. Key Highlights

Status of Implementation

- **24,090** e-services provided across States/UTs. Maximum e-services (**8,656**) pertain to 'Local Governance & Utility Services' sector
- A total of **156 e-Services added** since last report, by States/UTs across the country
- **1,714** of 2124 mandatory e-services (59*36 States/UTs) available, making saturation **>80%**
- **21 States/UTs** viz. Andaman & Nicobar Islands, Andhra Pradesh, Chandigarh, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Jammu & Kashmir, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Meghalaya, Punjab, Rajasthan, Tamil Nadu, Telangana, Tripura, Uttar Pradesh, Uttarakhand and West Bengal achieved **over 90% saturation** of 59 mandatory e-services

Unified Service Delivery Portal

- Portals providing 100% services are **Sewa Setu (Assam), e-UNNAT (J&K), Seva Sindhu (Karnataka), Odisha One (Odisha), Madhya Pradesh (MP e-Service), Apuni Sarkar (Uttarakhand)** and **e-Sevanam (Kerala)**. Over 90% of services are provided by States/UTs through their identified Unified Service Delivery Portals viz. **e-District Chandigarh, e-District Delhi, Saral Haryana** and **e-Mitra (Rajasthan)**

Best Practice: Central Government Departments/Ministries

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

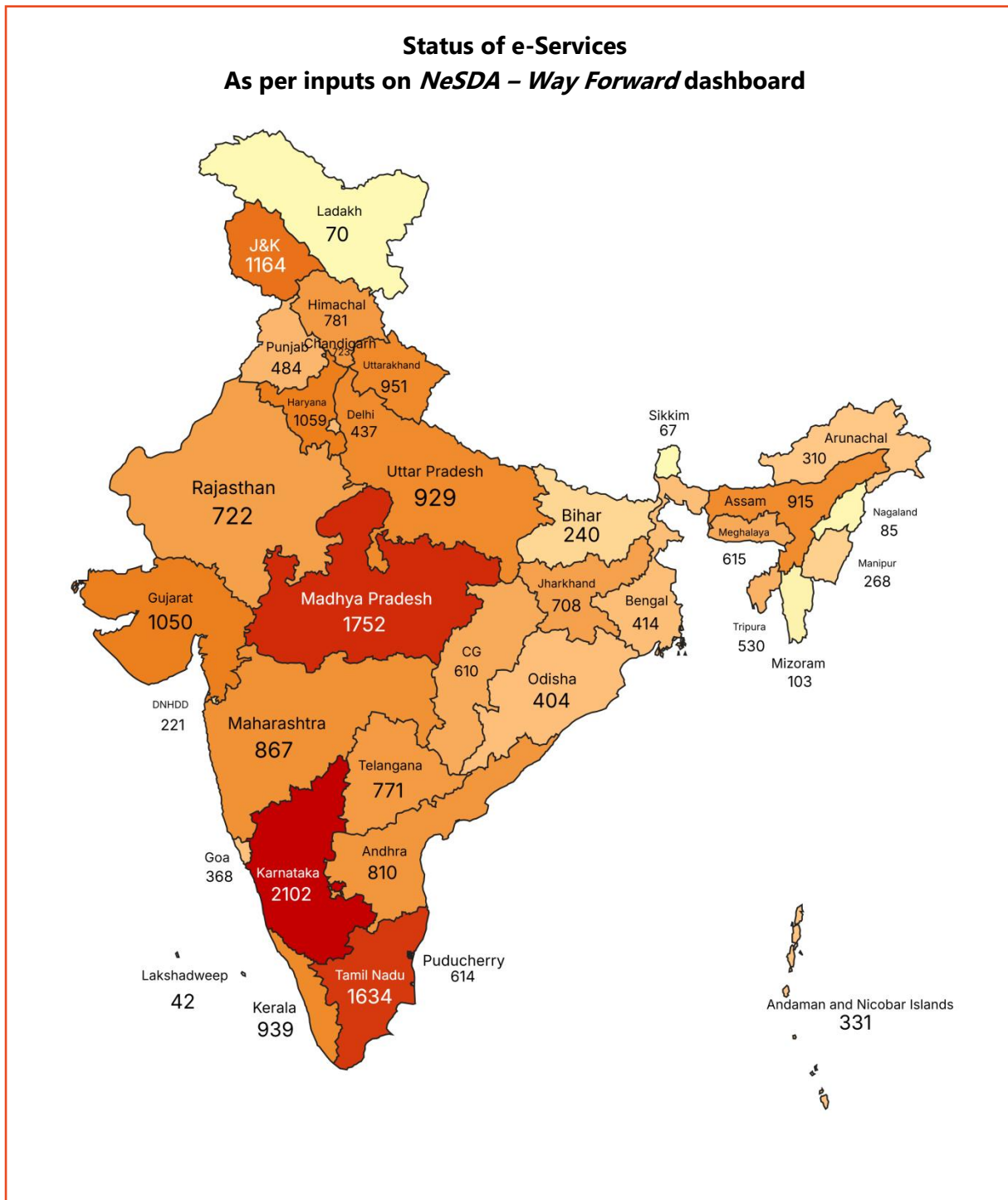
Best Practices: City Level e-Governance

- As citizen interactions largely occur at the municipal level, this chapter highlights how city-level digital platforms are transforming service delivery along with showcasing few best practices from select Municipality Portal of **Puducherry** and **Guwahati**

AAKLAN: Benchmarking and Ranking Tool

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

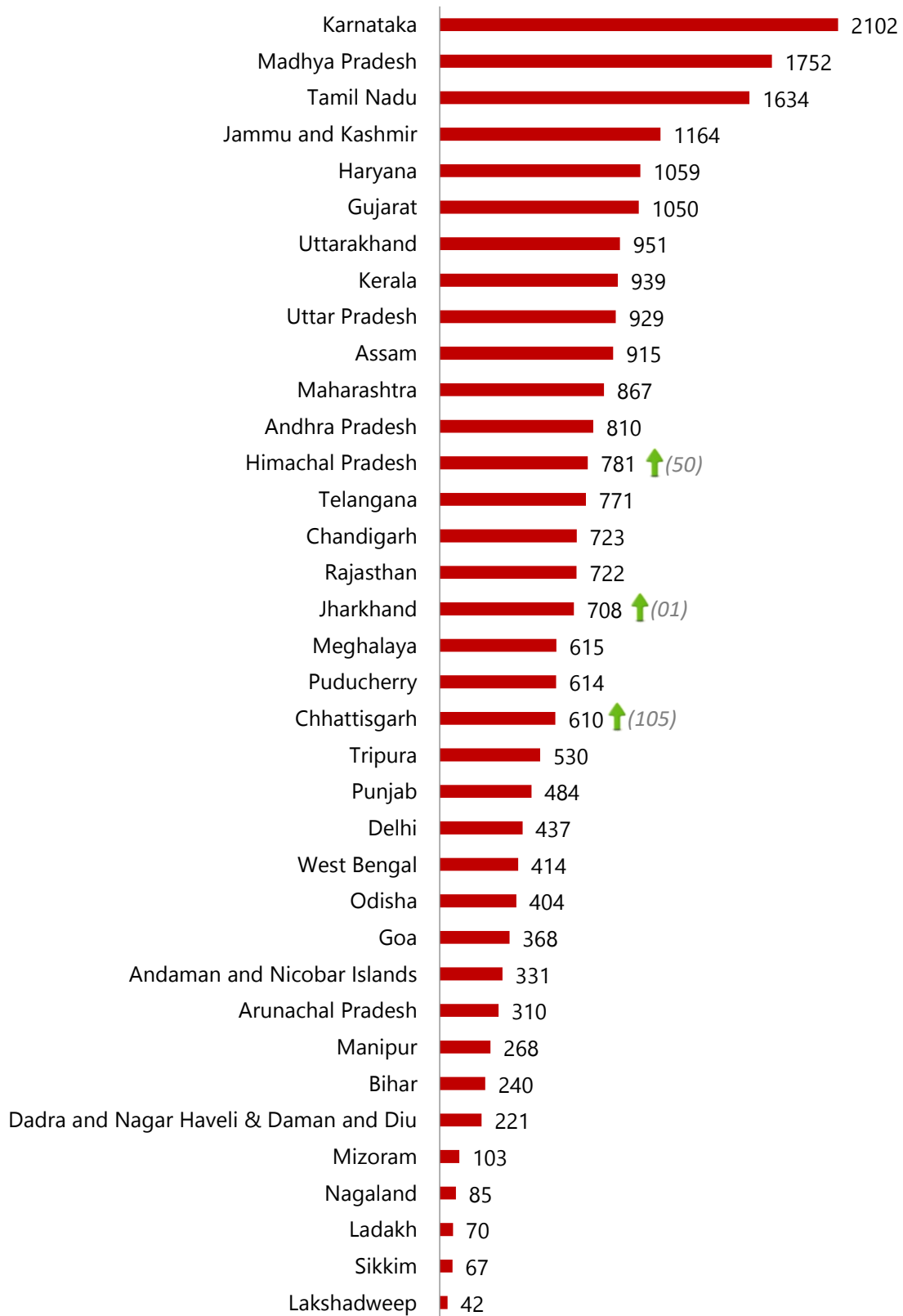
3. Review of Status of Implementation in States/UTs



Total e-Services
24,090

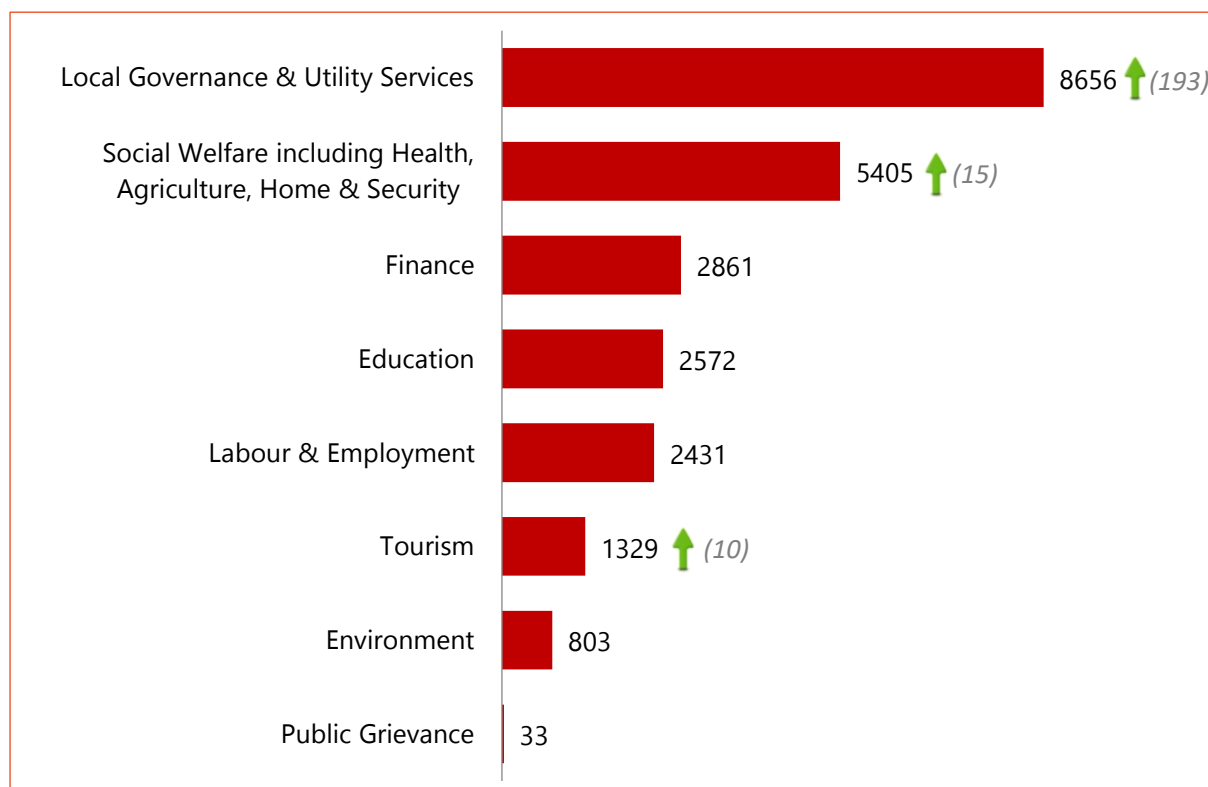
Note: The aforementioned figures are uploaded by States/UTs as of 31/12/2025.

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

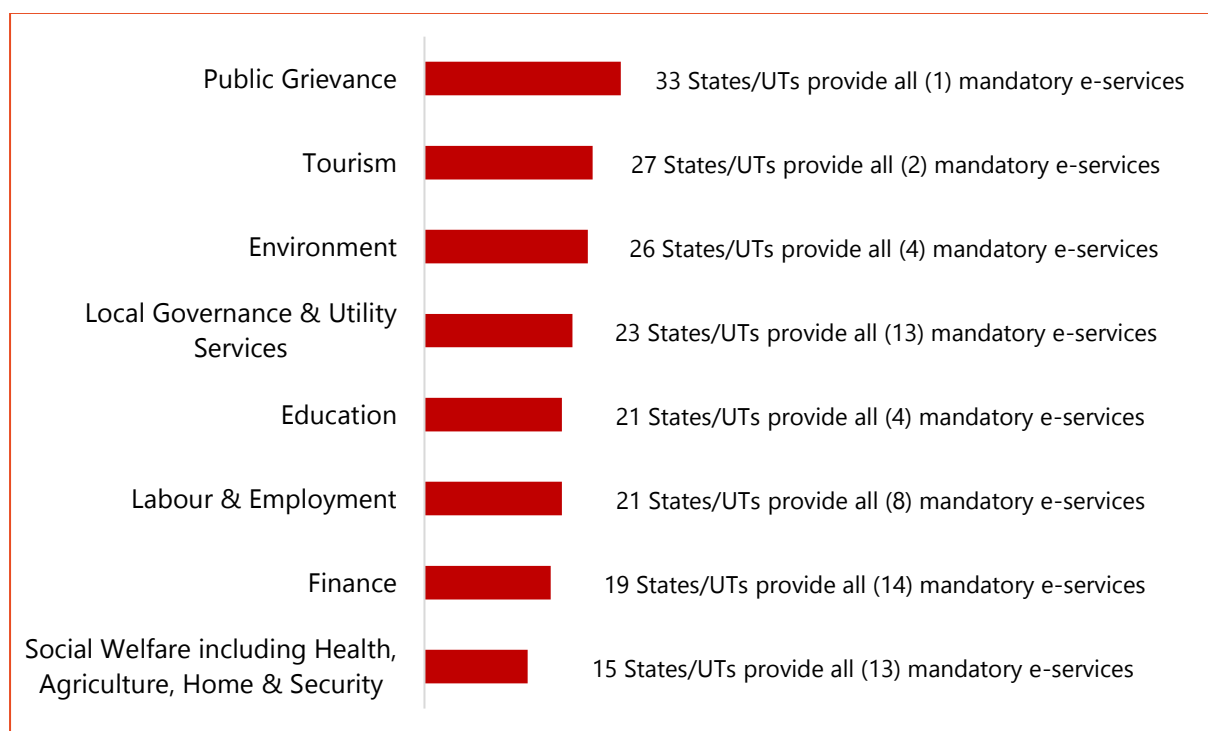


Monthly progress of status of e-services across States/UTs is attached in **Annexure 8.1**

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

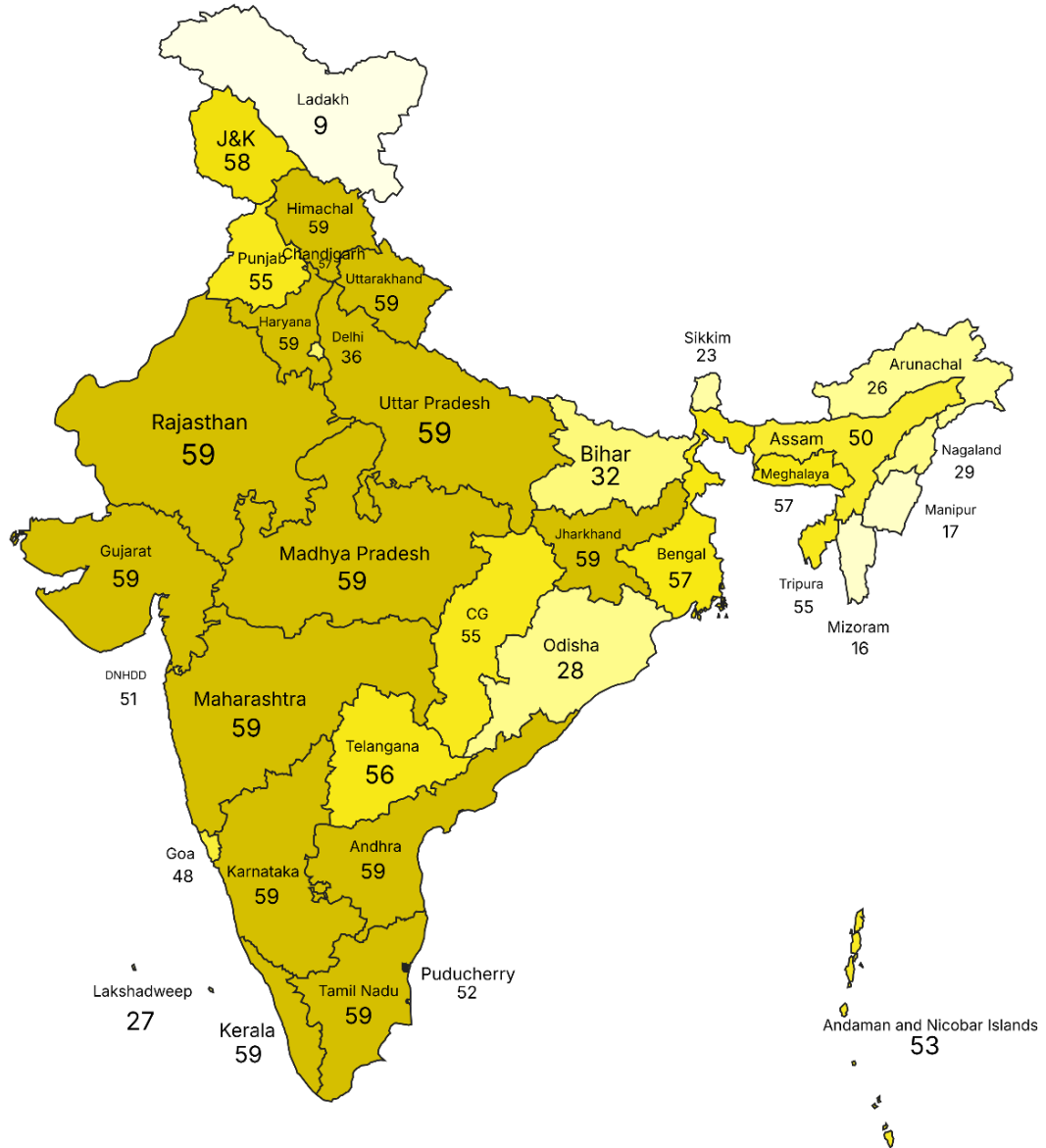


Sector-wise saturation status of mandatory e-services across States/UTs



Note: The aforementioned figures are uploaded by States/UTs as of 31/12/2025.

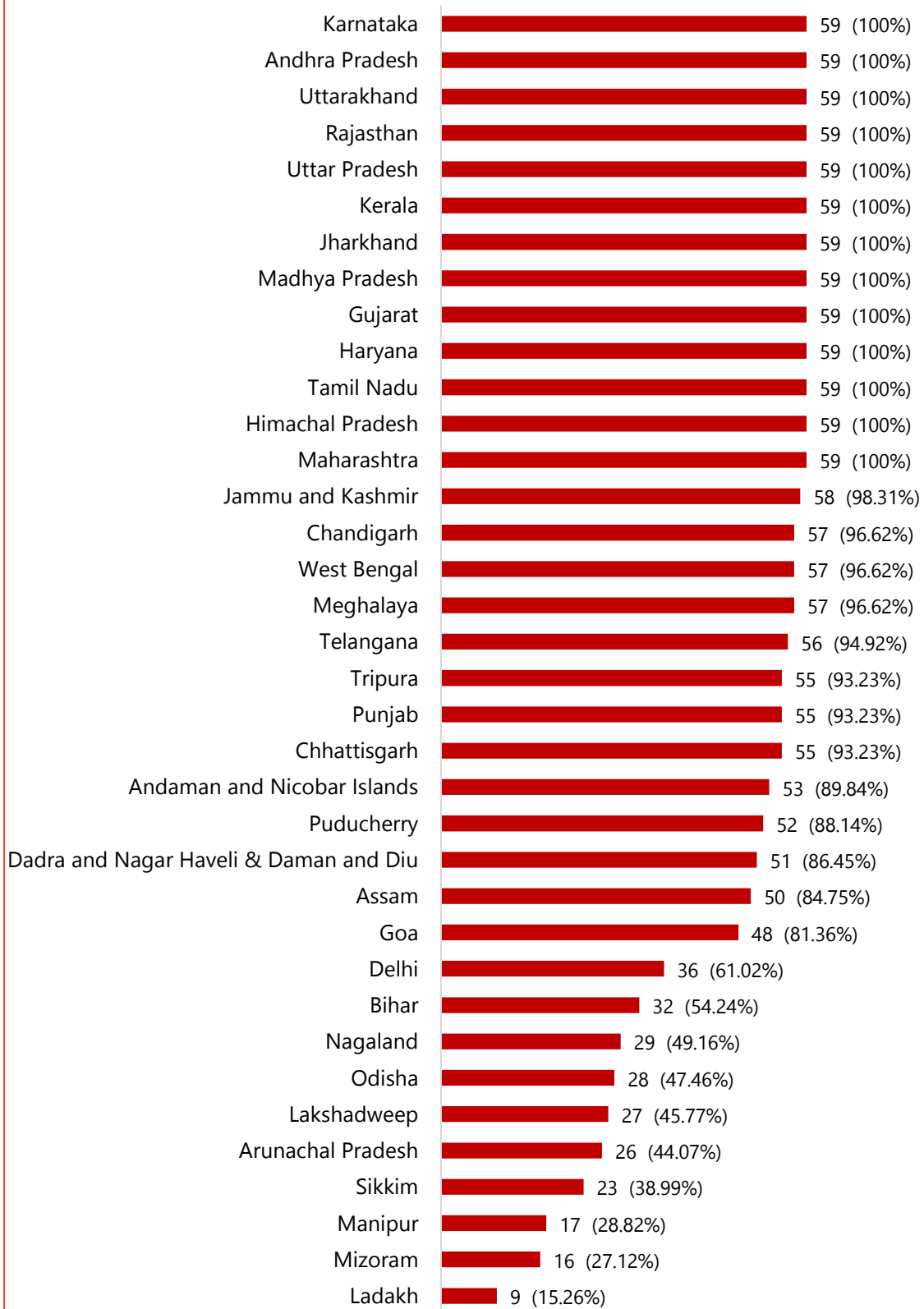
**Status of 59 Mandatory e-Services
As per inputs on *NeSDA – Way Forward* dashboard**



**Mandatory e-Services
1,714**

Note: The aforementioned figures are uploaded by States/UTs as of 31/12/2025.

**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 8.2**

#	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)
	Andaman and Nicobar Islands	e-Seva	anieseva.andaman.gov.in	35% (117)
	Dadra & Nagar Haveli and Daman & Diu	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)
	Himachal Pradesh	HIMSeva	himseva.hp.gov.in	68% (500)
	Manipur	Manipur USP	uspmanipur.mn.gov.in	59% (158)
	Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
	Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
	Tripura	e-District	edistrict.tripura.gov.in	13% (71)
	Meghalaya	Meghalaya Online	meghalayaone.gov.in	13% (81)
	Sikkim	Sikkim SSO	sso.sikkim.gov.in	12% (8)
Group A	Madhya Pradesh	MP e-Service	services.mp.gov.in	100% (1752)
	Odisha	Odisha One	odishaone.gov.in	100% (404)
	Rajasthan	e-Mitra	emitra.rajasthan.gov.in	98% (709)
	Uttar Pradesh	Nivesh Mitra & e-District	niveshmitra.up.nic.in & edistrict.up.gov.in	88% (822)
	Chhattisgarh	e-District	edistrict.cgstate.gov.in	30% (151)
	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	vswwsonline.ap.gov.in	68% (551)
	Goa	Goa Online	goaonline.gov.in	67% (247)
	Telangana	MeeSeva	ts.meeseva.telangana.gov.in	47% (365)
	Punjab	Connect Punjab	connect.punjab.gov.in	40% (196)
	Tamil Nadu	e-Sevai	tnesevai.tn.gov.in	32% (524)

Note: The aforementioned details of single unified portals are as informed and uploaded by States/UTs on NeSDA – Way Forward dashboard, as of 31/12/2025. Lakshadweep and Mizoram do not have a single unified services portal.

5. Best Practices – Central Government Ministries/Departments

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

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

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

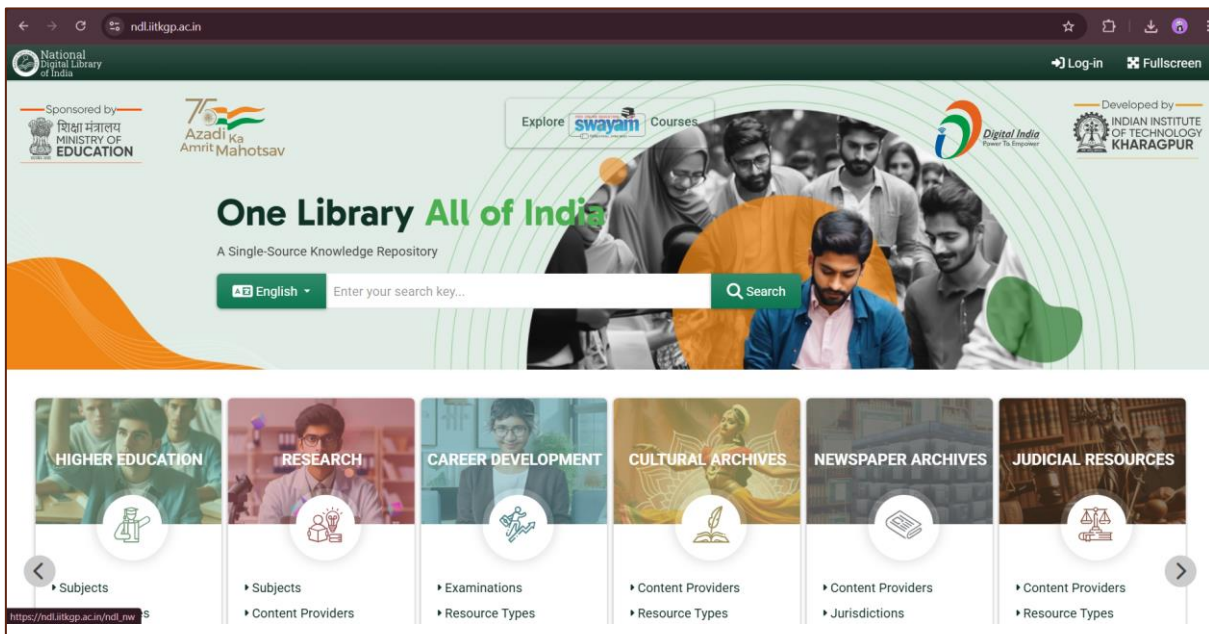
National Digital Library of India (NDLI)

Central Government Health Scheme (CGHS)

NDLI is a national digital platform providing free, single-window access to educational resources across school, higher education, research, and skill domains through web and mobile interfaces

The **CGHS** Portal is centralized platform that enables Central Government employees and pensioners to digitally manage healthcare benefits, including e-cards, appointments, teleconsultations, and claim tracking

5.1. National Digital Library of India (NDLI)



<https://ndl.iitkgp.ac.in/>

The **National Digital Library of India (NDLI)** is a national-level digital knowledge repository sponsored by the Ministry of Education, Government of India, aimed at democratising access to education and learning resources. Designed as a 'single-window' discovery platform, NDLI aggregates millions of digital learning materials from diverse national and international sources. It caters to learners across all academic levels, from school education to advanced research, by offering free, anytime access to curated educational content through web and mobile platforms.

Key Services

- **Single-Window Search:** A unified 'One Library All of India' search engine to access digital educational resources from various sources/ repositories across the country.
- **Filtered and Federated Searching:** Allows users to filter results by subject, source, content type, and language to find resources quickly.
- **NDLI Club:** A platform for institutes to set up clubs that conduct learning-oriented events (webinars, quizzes) and provide certification to students.

Key Services

- **IDR Hosting Service:** Provides 'Institutional Digital Repository' services, allowing institutes to host and manage their own digital content on the NDLI platform.
- **Digital Preservation Center (DPC):** A service dedicated to digitizing and archiving copyright-free printed books and documents.



Portal Features

- **Provision to Login/Register:** Users can create free accounts to save searches and access restricted content
- **Institutional Registration:** Institutes can register to give their students bulk access and join the NDLI Club network
- **School Ed-Resources:** Resources categorized by Board, Subject, Class levels (1-12)
- **Higher Ed-Resources:** Textbooks, lecture notes, and videos for undergraduate and postgraduate studies
- **Research related materials:** Access to thesis, journals, conference papers for scholars
- **Career Development:** Preparation materials for competitive exams and job interviews
- **Judicial Resources:** Legal documents, including Acts, Case Laws, and Court Judgments
- **Patents & Standards:** Database of patents, technical standards from various authorities
- **Cultural Archives:** Rare books, manuscripts, and cultural artifacts
- **Newspaper Archives:** Access to historical and current newspaper collections
- **Multilingual Support:** Interface is available in 10+ Indian languages (including Hindi, Bengali, Marathi, Tamil, Telugu, etc.), and it hosts content in many more languages
- **Mobile App Access:** Services are accessible via a dedicated Android and iOS app, as well as through the UMANG app
- **Skill Development:** Courses & materials linked to **SWAYAM** & other skill initiatives
- **Exam Preparatory:** Specialized content for students preparing for national entrance exams
- **Feedback:** The portal has a 'Feedback / Query / Complaint' section for users

5.2. Central Government Health Scheme (CGHS)

CGHS offers a range of medical facilities through wellness centers, empanelled hospitals, and other healthcare providers, ensuring accessible and affordable healthcare.

SHRI JAGAT PRAKASH NADDA
Hon'ble Minister of Health & Family Welfare and Chemicals & Fertilizers

SHRI PRATAPRAO JADHAV
Hon'ble Minister of State (Independent Charge) of Ministry of AYUSH and Minister of State of Ministry of Health & Family Welfare, Government of India

SMT. ANUPRIYA PATEL
Hon'ble Minister of State for Health & Family Welfare and Chemicals and Fertilizers, Government of India

<https://cghs.mohfw.gov.in/AHIMSG5/hisso/Login>

The CGHS Beneficiary Portal is a centralized digital platform designed to enable Central Government employees, pensioners, and their dependents to manage healthcare benefits under the Central Government Health Scheme (CGHS). The portal streamlines access to medical services, reimbursements, and beneficiary information by digitising key processes such as card management, appointment booking, claim tracking, and teleconsultation, thereby improving transparency, efficiency, and ease of access.

Key Services

- **Beneficiary Login & Access:** Secure login for registered CGHS beneficiaries to access personalised healthcare services.
- **e-CGHS Card Services:** Download and print e-CGHS cards, check plastic card status, and apply for physical cards.
- **Beneficiary & Dependent Management:** View and update personal details, ward entitlement, and registered dependent information.
- **Card Transfer Services:** Apply for transfer of CGHS card between Wellness Centers in case of relocation
- **CGHS Rate List Access:** View approved CGHS treatment rates by hospital type, tier, and ward category.

Key Services

- **Appointment Booking:** Schedule online appointments with doctors at CGHS Wellness Centers.
- **Medical History Access:** View records of medicines issued and treatments received.
- **Teleconsultation Services:** Access online medical consultations through integration with the eSanjeevani platform.
- **Medical Claim Tracking:** View and Track real-time status of reimbursement claims
- **Grievance Lodging:** Submit complaints related to wellness centers, services, or empanelled hospitals.
- **Mobile App Integration:** Access services through the CGHS mobile app on Android and iOS devices.



Portal Features

- Empanelled Healthcare Directory: Search and view hospitals and diagnostic laboratories empanelled under CGHS.
- **Language and Accessibility:** Available in both Hindi and English, supports font size adjustment and screen reader compatibility for visually impaired users.
- **Life Certificate Status:** Enables pensioners to view status of submitted Life Certificates.
- **Complaint Tracking:** Monitor progress & resolution of grievances filed through portal.
- **Updates & Notifications:** Displays circulars, policy updates, portal-related updates.
- **24x7 Support:** Toll-free helpline (1800-208-8900) for beneficiary assistance.
- **Secure Integrations:** Provides access to essential links such as DigiLocker, privacy policy, and authentication guidelines.

Platform Highlights and Usage Statistics

- Total Number of Online Appointments Booked: **5,96,280**
- Total Number of Offline Appointments Booked: **1,22,92,971**
- Total Doctors Available: **1,594**
- Registered Beneficiaries: **43,35,977**
(*Serving Employees: 23,28,703 | Pensioners: 20,07,274*)

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.

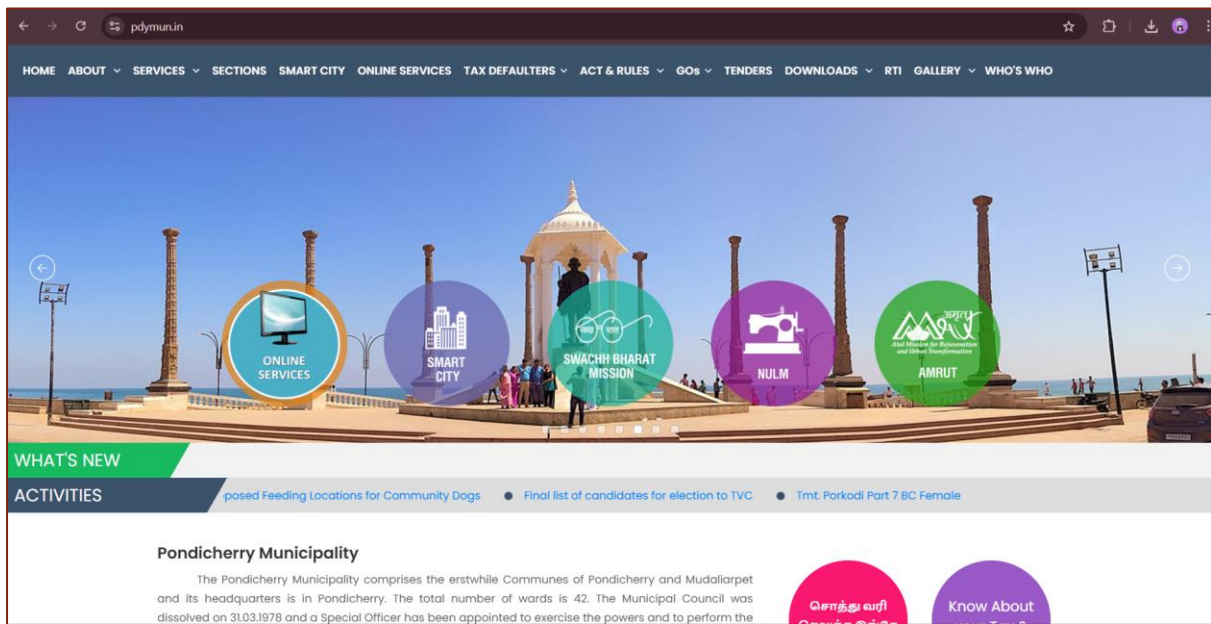
With rapid urbanization, the demand for efficient local governance and seamless service delivery is rising. Establishing robust digital platforms for urban local bodies is no longer a choice but a necessity. Recognizing this, India's Smart Cities Mission and the 2022 UN e-Government Survey have underscored 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
Puducherry <i>(Upto 5 Lakhs)</i>	Pondicherry Municipality, Puducherry
Guwahati <i>(Between 5 - 20 Lakhs)</i>	Guwahati Municipal Corporation

6.1. Pondicherry Municipality, Puducherry



<https://pdymun.in/>

The Pondicherry Municipality Portal serves as the official digital interface of the Pondicherry Municipality, enabling citizens to access key municipal services and civic information online. The portal facilitates digital delivery of taxation, licensing, certification, and grievance-related services while enhancing transparency through public access to ward maps, government orders, tenders, and urban development initiatives. It also acts as an information repository for national and local schemes such as Swachh Bharat Mission and PM SVANidhi.

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

Key Services Offered

- **Online Property Tax Services:** Pay property tax online, calculate estimated tax through the "Know Your Tax" feature, view arrears lists, and access forms for new assessment and property name transfer.
- **Trade License Management:** Apply for and manage trade licenses, with access to government orders specifying applicable fees.
- **Civil Registration Services:** Download application forms for birth, death, and marriage registration.



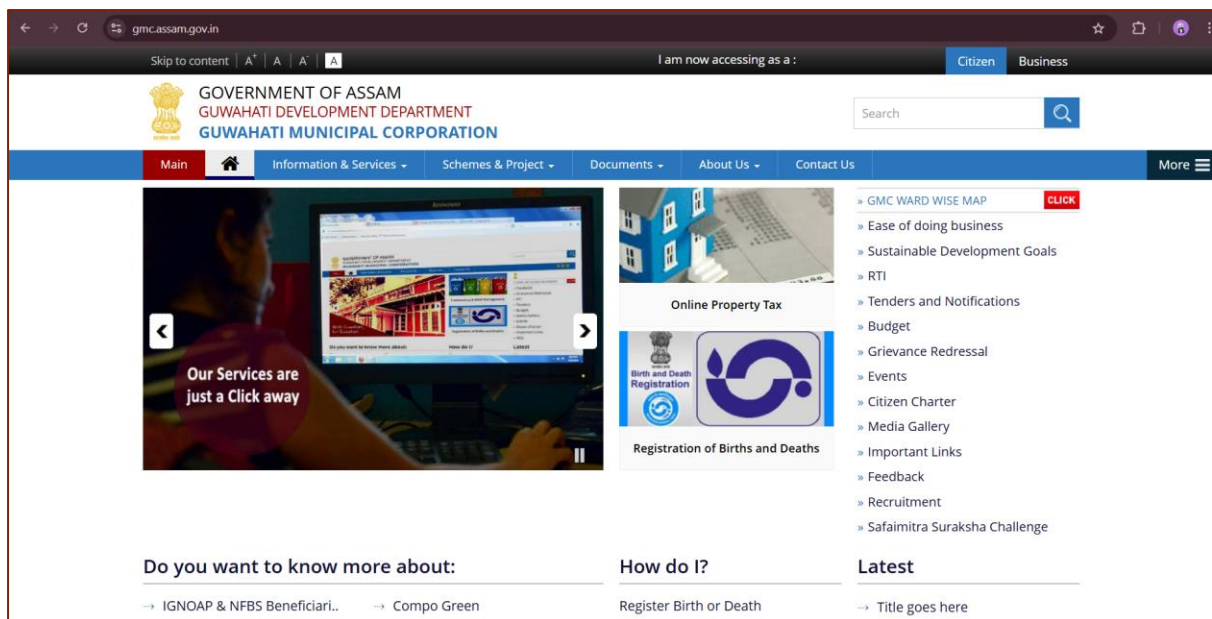
Key Services Offered

- **Form-Based Municipal Services:** Access downloadable forms for services such as community hall booking, permission for stacking materials, and property tax assessment.
- **Grievance Redressal:** Lodge complaints related to municipal services such as sanitation, streetlights, drainage, and civic infrastructure.

Portal Features



6.2. Guwahati Municipal Corporation



<https://gmc.assam.gov.in/>

The Guwahati Municipal Corporation (GMC) Portal is the official digital gateway of the civic body responsible for municipal governance and service delivery in Guwahati city. The portal enables residents to access a wide range of municipal services online, allowing them to apply for services, make payments, and track applications digitally. By reducing the need for physical visits to municipal offices, the portal improves transparency, accessibility, and efficiency in urban service delivery.

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

Key Services Offered

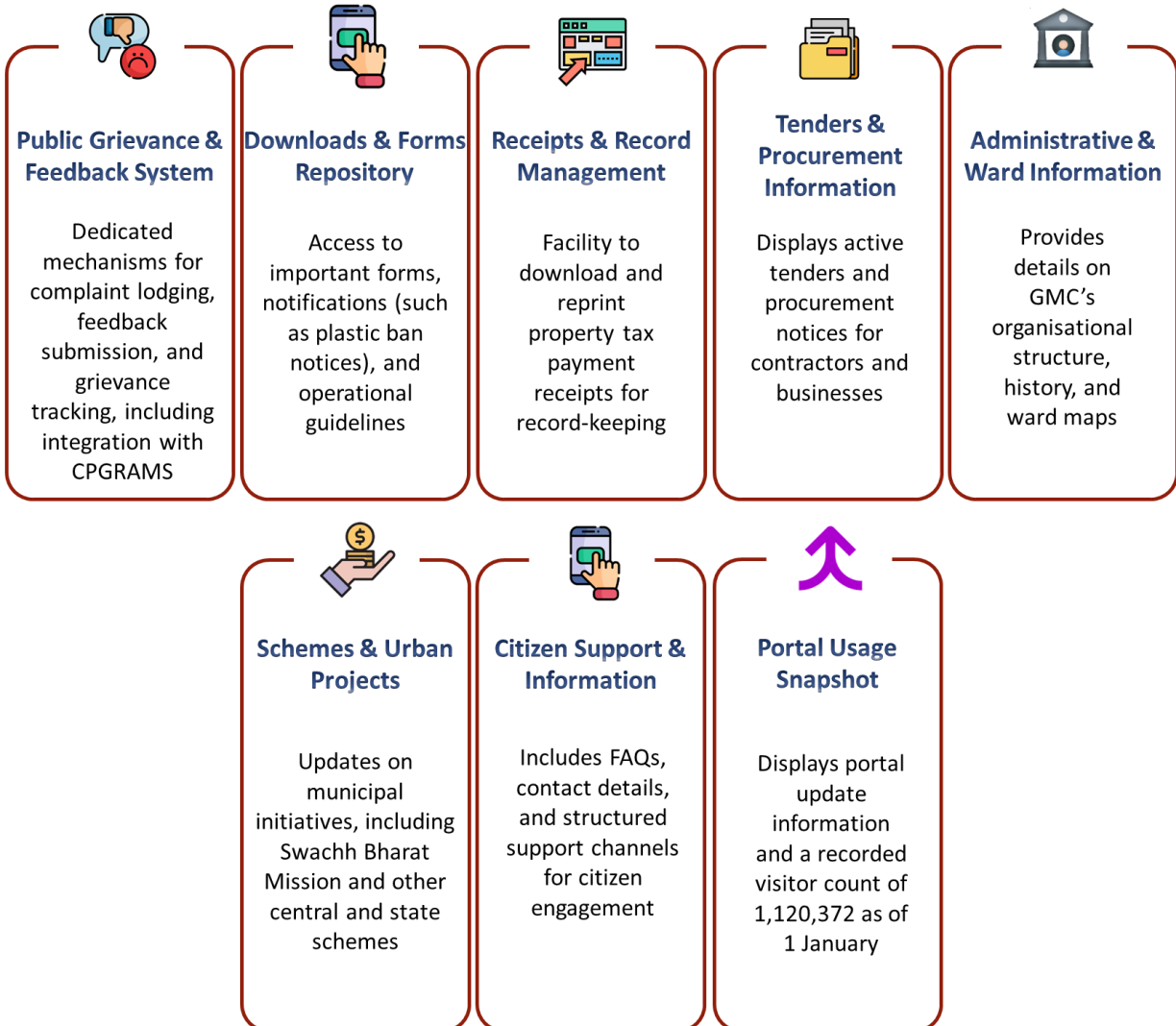
- **Online Property Tax Services:** Pay property tax online, estimate tax liability using the self-assessment calculator, request property re-assessment, apply for mutation of property, and download payment receipts.
- **Trade License Services:** Apply for new trade licenses, renew existing licenses, and track application status.
- **Water & Sanitation Services:** Apply for new water connections and book cesspool/septic tank cleaning services through GMC vehicles.



Key Services Offered

- **Street & Public Infrastructure Services:** Report issues related to streetlights, public toilets, sanitation, conservancy, and public health services.
- **Municipal Markets & Street Vending:** Access information on municipal markets and street vendor (SMV) licensing.
- **Online Application Tracking:** Track the status and movement of files and applications submitted through the portal.
- **Grievance Redressal:** Lodge and track complaints related to garbage management, drainage, streetlights, and other civic issues.

Portal Features



7. AAKLAN: Benchmarking and Ranking Tool

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

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

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

The AAKLAN-based assessment of Unified Service Delivery Portals reveals several strong performers in digital governance, demonstrating robust capabilities across parameters such as

accessibility, brand and visual identity, content organisation, service integration, user interactivity, mobile responsiveness, navigation, technical performance, and security and privacy. Saral Haryana emerges as a leading platform with a seamless user experience and comprehensive service delivery, while Goa Online stands out for its innovative integrations and responsive design. Sikkim SSO demonstrates strengths in user engagement and mobility, and the e-District portals of Uttar Pradesh and Delhi reflect effective content management practices and secure operations. The Manipur Unified Service Portal further highlights strengths in interactivity and technical performance, collectively illustrating a strong commitment to citizen-centric digital services across these States and UTs.

In the current edition of the NeSDA Way Forward report, parameter-wise key findings are presented for Accessibility, Brand and Visual Identity, Content and Information, Integration and Services, and Interactivity and Engagement to guide States and UTs in prioritising improvement actions. The remaining parameters, Mobile Responsiveness, Navigation, Performance and Technical, and Security and Privacy, will be covered in the subsequent monthly report.

Accessibility	
Accessibility	The assessment indicates varying levels of accessibility compliance across Unified Service Delivery Portals. While several portals demonstrate reasonable adherence to accessibility requirements, gaps persist in areas such as keyboard navigation, screen reader compatibility, and consistent use of alternative text. These findings highlight the need for focused interventions to improve inclusivity, particularly for persons with disabilities, in line with WCAG 2.2 guidelines.
Brand and Visual Identity	<p>Suggested Best Practices:</p> <ul style="list-style-type: none"> ➤ Conduct periodic accessibility audits using both automated and manual testing tools ➤ Ensure keyboard operability and screen reader compatibility across all service pages ➤ Standardize the use of alternative text, labels, and headings during content updates
Content and Information	
Integration and Services	
Interactivity and Engagement	

Brand & Visual Identity	
Brand & Visual	All assessed Unified Portals show strong alignment with prescribed branding norms, with scores reflecting consistent adoption of visual identity elements. Wider adoption of DBIM 3.0 can further enhance uniformity in visual identity aspects such as logos, colour schemes, typography, layout structure, and placement of key trust indicators.
Content&Info	
Intg. Services	
Interact&Eng	

Accessibility

Brand & Visual Identity

Content and Information

Integration and Services

Interactivity & Engagement

Content and Information

Content quality varies across portals. While information is generally relevant and service-oriented, inconsistencies were observed in content structuring, update frequency, and metadata usage. Strengthening content governance mechanisms would enhance clarity, discoverability, and user confidence.

Suggested Best Practices:

- Adopt standardized content templates and metadata structures
- Institute periodic content review and archival mechanisms
- Clearly define content ownership and update responsibilities

Accessibility

Brand and Visual Identity

Content and Information

Integration and Services

Interactivity & Engagement

Integration and Services

The assessment highlights differences in service integration maturity among Unified Portals. Higher-scoring portals demonstrate better backend integration and smoother service flows, while others show scope for improvement in standardisation and reliability of service delivery.

Suggested Best Practices:

- Standardize service workflows and APIs across departments
- Implement consistent error handling and service status messaging
- Strengthen backend system integration for end-to-end service delivery

Accessibility

Brand and Visual Identity

Content and Information

Integration and Services

Interactivity & Engagement

Interactivity and Engagement

Interactivity features such as feedback mechanisms, alerts, and user engagement tools are unevenly implemented. Strengthening these elements can significantly improve citizen participation and overall service experience.

Suggested Best Practices:

- Enable structured feedback and grievance submission mechanisms
- Use alerts and notifications to guide users through service processes
- Periodically analyse user feedback to inform service improvements

8. Appendix

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

#	State/UT	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25	Dec' 25
1	Karnataka	1414	2025	2025	2089	2089	2089	2089	2089	2092	2092	2092	2102	2102
2	Madhya Pradesh	1016	1016	1498	1718	1748	1748	1752	1752	1752	1752	1752	1752	1752
3	Tamil Nadu	1128	1128	1128	1128	1128	1132	1153	1599	1621	1634	1634	1634	1634
4	J&K	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164	1164
5	Haryana	855	855	855	855	857	857	857	996	1091	1089	1059	1059	1059
6	Gujarat	894	894	894	894	894	894	904	973	1050	1050	1050	1050	1050
7	Uttarakhand	889	900	900	900	917	923	935	936	951	951	951	951	951
8	Kerala	938	938	938	938	938	938	938	939	939	939	939	939	939
9	Uttar Pradesh	822	904	904	904	904	924	924	929	929	929	929	929	929
10	Maharashtra	534	534	534	534	535	583	584	794	867	867	867	867	867
11	Assam	725	725	725	731	733	733	733	815	814	814	915	915	915
12	Telangana	768	768	768	768	768	768	768	771	771	771	771	771	771
13	Chandigarh	236	357	357	357	357	357	357	723	723	723	723	723	723
14	Rajasthan	606	621	621	621	621	621	621	622	722	722	722	722	722
15	Himachal Pradesh	504	504	659	660	660	661	661	664	664	665	731	731	781
16	Andhra Pradesh	579	579	579	579	579	579	579	606	630	668	810	810	810
17	Jharkhand	404	406	411	461	468	479	557	572	630	688	703	707	708
18	Puducherry	610	610	610	610	614	614	614	614	614	614	614	614	614
19	Tripura	272	272	272	272	272	272	529	529	530	530	530	530	530
20	Chhattisgarh	296	296	296	296	296	296	296	296	505	505	505	505	610
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	437	437	437	437	437
23	Meghalaya	363	363	363	363	363	363	363	363	422	475	615	615	615
24	West Bengal	401	401	401	401	401	406	406	408	414	414	414	414	414
25	Odisha	404	404	404	404	404	404	404	404	404	404	404	404	404
26	A&N Islands	323	323	327	327	329	329	329	331	331	331	331	331	331
27	Arunachal Pradesh	309	309	309	309	309	309	309	309	309	310	310	310	310
28	Goa	240	240	240	240	240	240	240	279	289	291	368	368	368
29	Manipur	40	40	40	40	40	268	268	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	238	238	238	238	238	239	240	240
31	DNHDD	131	131	142	217	217	217	217	221	221	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	85	85	85	85	85	85	85
34	Ladakh	49	49	49	49	49	49	69	70	70	70	70	70	70
35	Sikkim	54	54	54	54	54	54	54	54	54	62	67	67	67
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
Total		19,177	19,834	20,250	20,315	20,638	21,062	22,478	23,230	23,402	23,612	23,919	23,934	24,090

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

#	State/UT	Dec'	Jan'	Feb'	Mar'	Apr'	May'	Jun'	Jul'	Aug'	Sep'	Oct'	Nov'	Dec'	
		24	25	25	25	25	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	59	59	59	59	59	59	59	59	
2	Uttarakhand	56	56	56	56	56	59	59	59	59	59	59	59	59	
3	Kerala	56	56	56	56	56	59	59	59	59	59	59	59	59	
4	Maharashtra	55	55	55	56	56	59	59	59	59	59	59	59	59	
5	Gujarat	56	56	56	56	56	59	59	59	59	59	59	59	59	
6	Tamil Nadu	56	56	56	56	56	59	59	59	59	59	59	59	59	
7	Uttar Pradesh	56	56	56	56	56	59	59	59	59	59	59	59	59	
8	Andhra Pradesh	55	55	55	55	55	59	59	59	59	59	59	59	59	
9	Himachal Pradesh	56	56	56	56	56	56	59	59	59	59	59	59	59	
10	Rajasthan	56	56	56	56	56	57	57	59	59	59	59	59	59	
11	Karnataka	56	56	56	56	56	56	56	59	59	59	59	59	59	
12	Jharkhand	47	47	47	47	47	55	55	56	56	57	59	59	59	
13	Haryana	51	51	51	53	53	54	54	56	59	59	59	59	59	
14	Jammu and Kashmir	54	54	54	54	54	58	58	58	58	58	58	58	58	
15	West Bengal	52	52	52	52	54	57	57	57	57	57	57	57	57	
16	Chandigarh	53	53	53	53	53	57	57	57	57	57	57	57	57	
17	Meghalaya	43	43	43	43	43	42	42	49	49	57	57	57	57	
18	Telangana	55	55	55	55	55	56	56	56	56	56	56	56	56	
19	Punjab	56	56	56	56	56	55	55	55	55	55	55	55	55	
20	Chhattisgarh	54	54	54	54	54	55	55	55	55	55	55	55	55	
21	Tripura	50	50	50	50	50	54	54	55	55	55	55	55	55	
22	A&N Islands	44	47	47	49	49	50	53	53	53	53	53	53	53	
23	Puducherry	48	48	48	49	49	52	52	52	52	52	52	52	52	
24	DNHDD	49	49	49	49	49	48	51	51	51	51	51	51	51	
25	Assam	48	48	48	48	48	51	51	50	50	50	50	50	50	
26	Goa	40	40	40	40	40	48	48	48	48	48	48	48	48	
27	Delhi	36	36	36	36	36	35	35	36	36	36	36	36	36	
28	Bihar	28	28	28	28	28	30	30	30	30	31	31	32	32	
29	Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29	
30	Odisha	25	25	25	25	25	28	28	28	28	28	28	28	28	
31	Lakshadweep	23	23	23	23	23	27	27	27	27	27	27	27	27	
32	Arunachal Pradesh	24	24	24	24	24	25	25	25	26	26	26	26	26	
33	Sikkim	19	19	19	19	19	19	19	19	21	23	23	23	23	
34	Manipur	15	15	15	15	15	17	17	17	17	17	17	17	17	
35	Mizoram	17	17	17	17	17	16	16	16	16	16	16	16	16	
36	Ladakh	7	7	7	7	7	9	9	9	9	9	9	9	9	
TOTAL		1581	1584	1584	1590	1592	1618	1677	1693	1699	1711	1713	1714	1714	

For any suggestions, kindly contact the undersigned:

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