प्रशासनिक सुधार और लोक शिकायत विभाग

**DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**

NeSDA
Way Forward

Monthly Report for States/UTs

NOVEMBER
2025

Contents

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, 31 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, Nov'25 is based on the inputs provided by States/UTs on NeSDA – Way Forward dashboard, as of 30th November, 2025.

2. Key Highlights

Status of Implementation

- **23,934** e-services provided across States/UTs. Maximum e-services (**8,463**) pertain to 'Local Governance & Utility Services' sector
- A total of **15 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 **Assam (Sewa Setu), J&K (e-UNNAT), Karnataka (Seva Sindhu), Odisha (Odisha One)**, **Uttarakhand (Apuni Sarkar)** and **Kerala (e-Sevanam)**. Over 90% of services are provided through their identified Unified Service Delivery Portals i.e. **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 **National Career Service (NCS)** and **Shram Suvidha** 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 **Aizawl** and **Delhi**

AAKLAN: Benchmarking and Ranking Tool

- This edition presents the AAKLAN parameter-wise comparative analysis on the remaining five assessment parameters of **State/UT Portals**

3. Review of Status of Implementation in States/UTs

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

Region	Value
Ladakh	70
J&K	1164
Himachal	731
Punjab	484
Chandigarh	723
Uttarakhand	951
Haryana	1059
Delhi	437
Rajasthan	722
Uttar Pradesh	929
Sikkim	67
Arunachal	310
Assam	915
Nagaland	85
Bihar	240
Meghalaya	615
Manipur	268
Gujarat	1050
Madhya Pradesh	1752
Jharkhand	707
Bengal	414
Tripura	530
CG	505
Odisha	404
Mizoram	103
DNHDD	221
Maharashtra	867
Telangana	771
Goa	368
Karnataka	2102
Andhra	810
Lakshadweep	42
Tamil Nadu	1634
Puducherry	614
Andaman and Nicobar Islands	331
Kerala	939

Total e-Services
23,934

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2025.

5

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

State/UT	Value	
Karnataka	2102	⬆ (10)
Madhya Pradesh	1752	
Tamil Nadu	1634	
Jammu and Kashmir	1164	
Haryana	1059	
Gujarat	1050	
Uttarakhand	951	
Kerala	939	
Uttar Pradesh	929	
Assam	915	
Maharashtra	867	
Andhra Pradesh	810	
Telangana	771	
Himachal Pradesh	731	
Chandigarh	723	
Rajasthan	722	
Jharkhand	707	⬆ (04)
Meghalaya	615	
Puducherry	614	
Tripura	530	
Chhattisgarh	505	
Punjab	484	
Delhi	437	
West Bengal	414	
Odisha	404	
Goa	368	
Andaman and Nicobar Islands	331	
Arunachal Pradesh	310	
Manipur	268	
Bihar	240	⬆ (01)
Dadra and Nagar Haveli & Daman and Diu	221	
Mizoram	103	
Nagaland	85	
Ladakh	70	
Sikkim	67	
Lakshadweep	42	

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	Value
Local Governance & Utility Services	8463 ▲ *(27)*
Social Welfare including Health, Agriculture, Home & Security	5390
Finance	2884
Education	2584 ▲ *(14)*
Labour & Employment	2457 ▲ *(08)*
Tourism	1319
Environment	804
Public Grievance	33

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

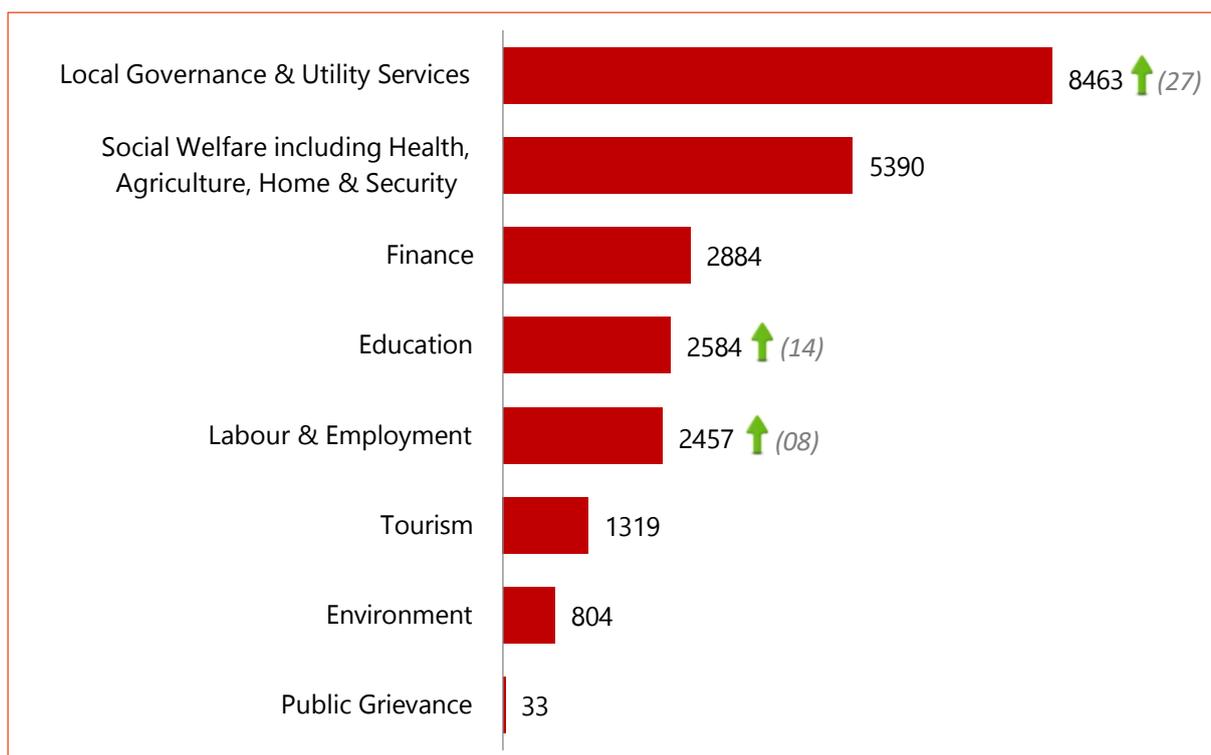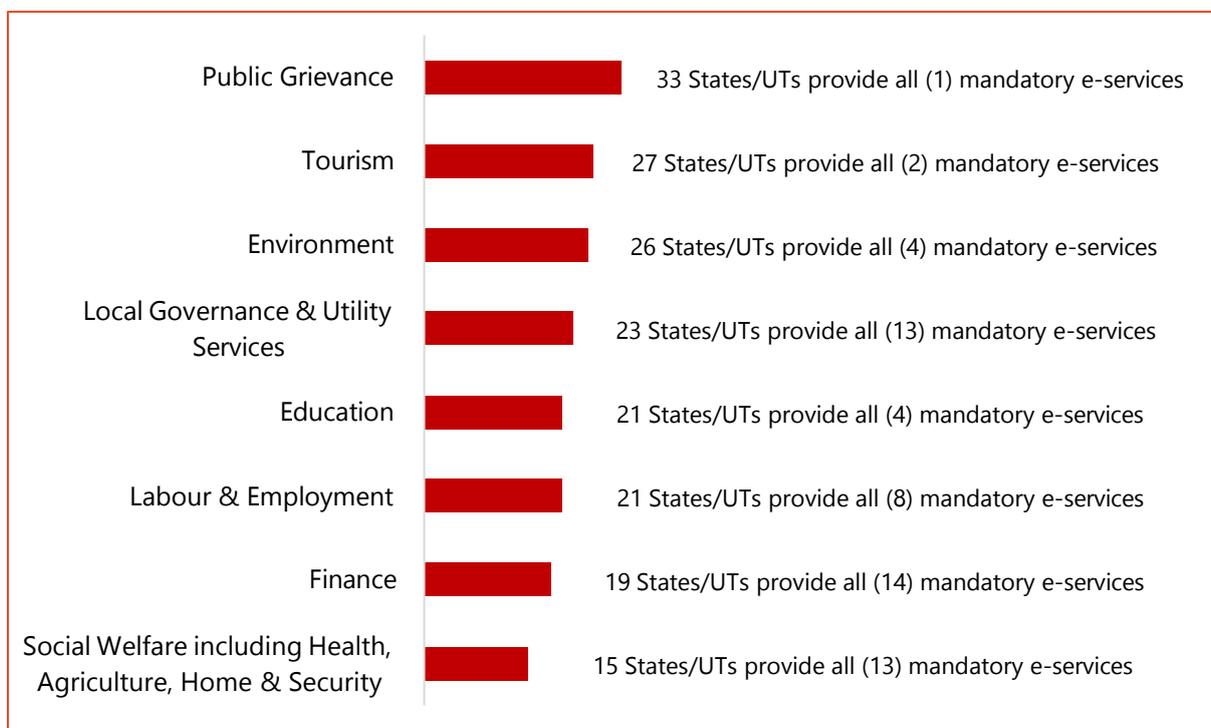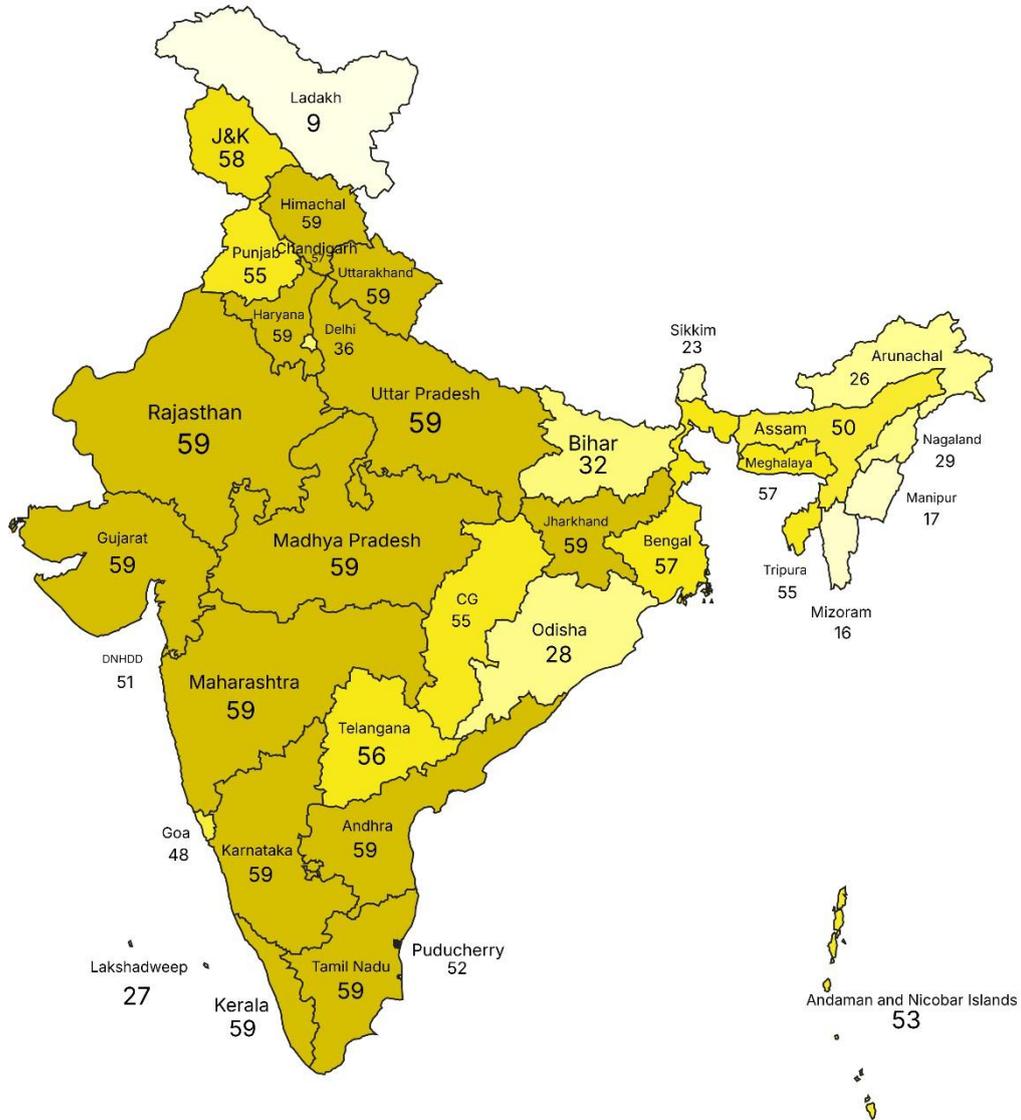| Sector	Status
Public Grievance	33 States/UTs provide all (1) mandatory e-services
Tourism	27 States/UTs provide all (2) mandatory e-services
Environment	26 States/UTs provide all (4) mandatory e-services
Local Governance & Utility Services	23 States/UTs provide all (13) mandatory e-services
Education	21 States/UTs provide all (4) mandatory e-services
Labour & Employment	21 States/UTs provide all (8) mandatory e-services
Finance	19 States/UTs provide all (14) mandatory e-services
Social Welfare including Health, Agriculture, Home & Security	15 States/UTs provide all (13) mandatory e-services

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2025.

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

Ladakh
9

J&K
58

Himachal
59

Punjab
55

Chandigarh
57

Uttarakhand
59

Haryana
59

Delhi
36

Sikkim
23

Arunachal
26

Rajasthan
59

Uttar Pradesh
59

Bihar
32

Assam
50

Nagaland
29

Meghalaya
57

Manipur
17

Gujarat
59

Madhya Pradesh
59

Jharkhand
59

Bengal
57

Tripura
55

DNHDD
51

CG
55

Odisha
28

Mizoram
16

Maharashtra
59

Telangana
56

Goa
48

Karnataka
59

Andhra
59

Lakshadweep
27

Tamil Nadu
59

Puducherry
52

Kerala
59

Andaman and Nicobar Islands
53

Mandatory e-Services
1,714

Note: The aforementioned figures are uploaded by States/UTs as of 30/11/2025.

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

State/UT	Count (Percentage)
Karnataka	59 (100%)
Andhra Pradesh	59 (100%)
Uttarakhand	59 (100%)
Rajasthan	59 (100%)
Uttar Pradesh	59 (100%)
Kerala	59 (100%)
Jharkhand	59 (100%)
Madhya Pradesh	59 (100%)
Gujarat	59 (100%)
Haryana	59 (100%)
Tamil Nadu	59 (100%)
Himachal Pradesh	59 (100%)
Maharashtra	59 (100%)
Jammu and Kashmir	58 (98.31%)
Chandigarh	57 (96.62%)
West Bengal	57 (96.62%)
Meghalaya	57 (96.62%)
Telangana	56 (94.92%)
Tripura	55 (93.23%)
Punjab	55 (93.23%)
Chhattisgarh	55 (93.23%)
Andaman and Nicobar Islands	53 (89.84%)
Puducherry	52 (88.14%)
Dadra and Nagar Haveli & Daman and Diu	51 (86.45%)
Assam	50 (84.75%)
Goa	48 (81.36%)
Delhi	36 (61.02%)
Bihar	32 (54.24%)
Nagaland	29 (49.16%)
Odisha	28 (47.46%)
Lakshadweep	27 (45.77%)
Arunachal Pradesh	26 (44.07%)
Sikkim	23 (38.99%)
Manipur	17 (28.82%)
Mizoram	16 (27.12%)
Ladakh	9 (15.26%)

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

4. Unified Service Delivery Portal – Saturation Status

DARPG actively encourages States/UTs to enhance their e-service delivery capabilities through provision of e-services through a single unified service delivery portal. These centralised platforms integrate services from multiple departments, providing citizens with a single, user-friendly interface to access information, submit applications and avail services. Features like digital authentication, single sign-on and online payments further streamline the process, reducing the need for physical visits or navigating multiple websites.

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.

**Share (%) of e-Services
Available on Identified Single Unified Service Delivery Portal**
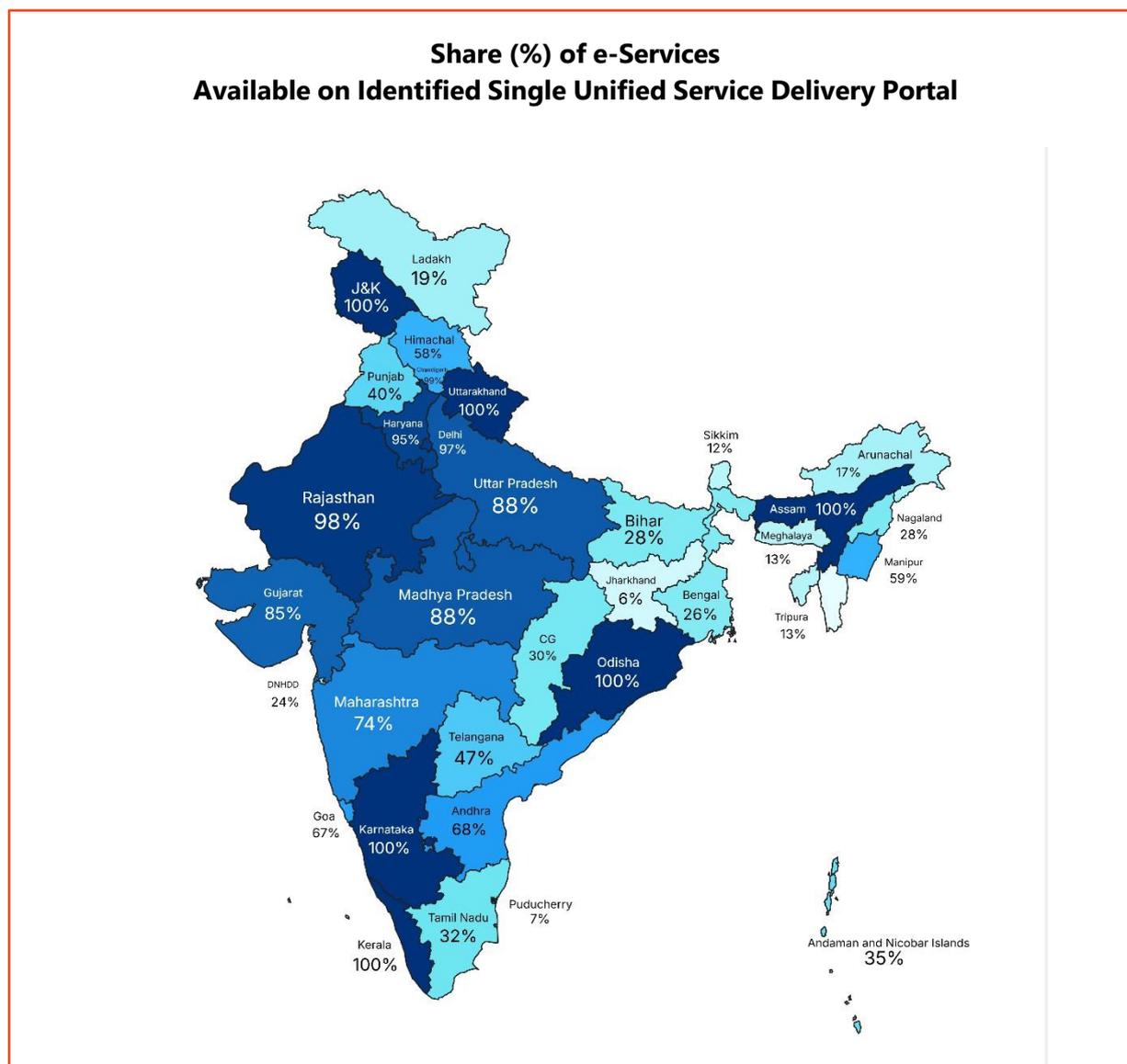
| #	State/ UT	Identified Single Unified Portal	URL	e-Services on Single Unified Portal % (count)
Union Territories	Jammu and Kashmir	e-UNNAT	eunnat.jk.gov.in	100% (1164)
	Chandigarh	e-District	eservices.chd.gov.in	99% (717)
	Delhi	e-District	edistrict.delhi.gov.in	97% (426)
	Andaman and Nicobar Islands	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)
	Manipur	Manipur USP	uspmanipur.mn.gov.in	59% (158)
	Himachal Pradesh	e-District	edistrict.hp.gov.in	58% (426)
	Nagaland	e-District	edistrict.nagaland.gov.in	28% (24)
	Arunachal Pradesh	Arunachal e-Service	eservice.arunachal.gov.in	17% (53)
	Meghalaya	Meghalaya Online	meghalayaone.gov.in	13% (81)
	Tripura	e-District	edistrict.tripura.gov.in	13% (71)
	Sikkim	Sikkim SSO	sso.sikkim.gov.in	12% (8)
Group A	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)
	Madhya Pradesh	MP e-Service	services.mp.gov.in	88% (1539)
	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	vswsonline.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 30/11/2025. 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 Career Service (NCS)

Shram Suvidha
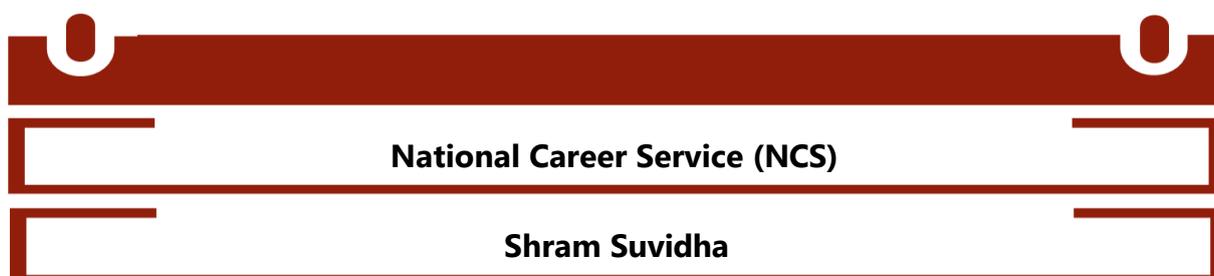
The **NCS Portal** is a unified digital platform that connects citizens to domestic, government, international, and gig job opportunities while offering career guidance, skill information, and employment event access through a seamless, free, and user-centric interface

The **Shram Suvidha** Portal is a one-stop compliance platform that simplifies labour law registrations, returns, licensing, and inspection processes for establishments, promoting transparency, accountability, and ease of doing business

https://betacloud.ncs.gov.in/
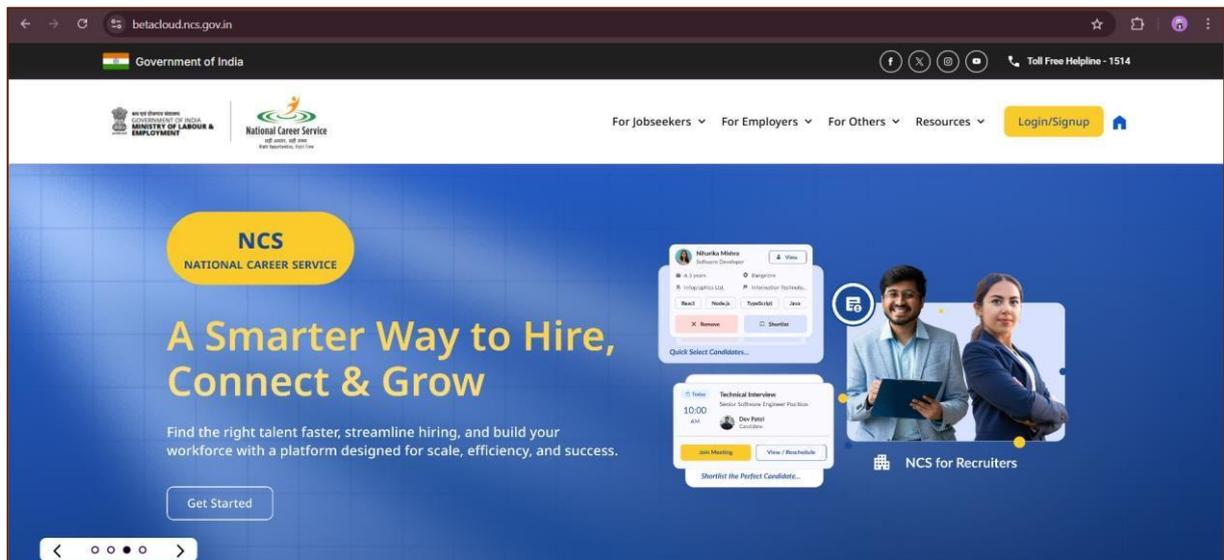
The National Career Service (NCS) Portal, developed by the Ministry of Labour and Employment, is a national digital platform designed to streamline access to employment and career-related services. As a unified marketplace, it connects job seekers, employers, counselors, and skill providers, while enhancing transparency and accessibility in the labour market. By offering a broad range of free, citizen-centric services, the portal strengthens employability, supports skilling pathways, and improves job matching outcomes across the country.

Key Services

→ **Job Search:** Explore domestic, international, government, private sector, and gig/platform-based job opportunities.

→ **Jobs for Persons with Disabilities:** Access a dedicated section promoting inclusive employment.

→ **Career Counseling:** Connect with certified career counselors for personalised guidance.

→ **Career Information:** Access comprehensive details on career pathways, industry trends, and job roles.

→ **Psychometric Assessments:** Use tools to evaluate interests, skills, and aptitude.

Key Services

→ **Skill Provider Search:** Identify training institutes and skill providers for upskilling and reskilling.

→ **Coaching for Reserved Categories:** View information on free or subsidised coaching schemes for SC/ST job seekers.

→ **Job Fairs & Events:** Register for online/offline job fairs, employment drives, and career expos.

Portal Features

- **Simple Login Options:** OTP-based mobile login and DigiLocker-enabled authentication.
- **Unified Digital Interface:** A single dashboard for job seekers, employers, counselors, and training partners.
- **Zero-Cost Services:** All core services such as registration, job search, application, and interview support are free for job seekers.
- **Public Disclosure:** Enables disclosure of marks by recruitment agencies to promote transparency.
- **Fraud Prevention Alerts:** Provides advisories to help users identify and avoid fraudulent job offers.
- **Mobile App Access:** Supported through NCS Mobile App for convenient, on-the-go use.
- **Support Channels:** Includes a helpline for assistance and a locator tool to find nearby Model Career Centers.

Platform Highlights and Usage Statistics

- **Mobile App Downloads:** The NCS Mobile App has recorded 5,000+ downloads on the Google Play Store.
- **Toll-Free Helpline:** The central helpline 1514 provides user assistance and grievance support.
- **Career Center Network:** Users can locate and access Model Career Centers (MCCs) across India through the portal.

5.2. Shram Suvidha
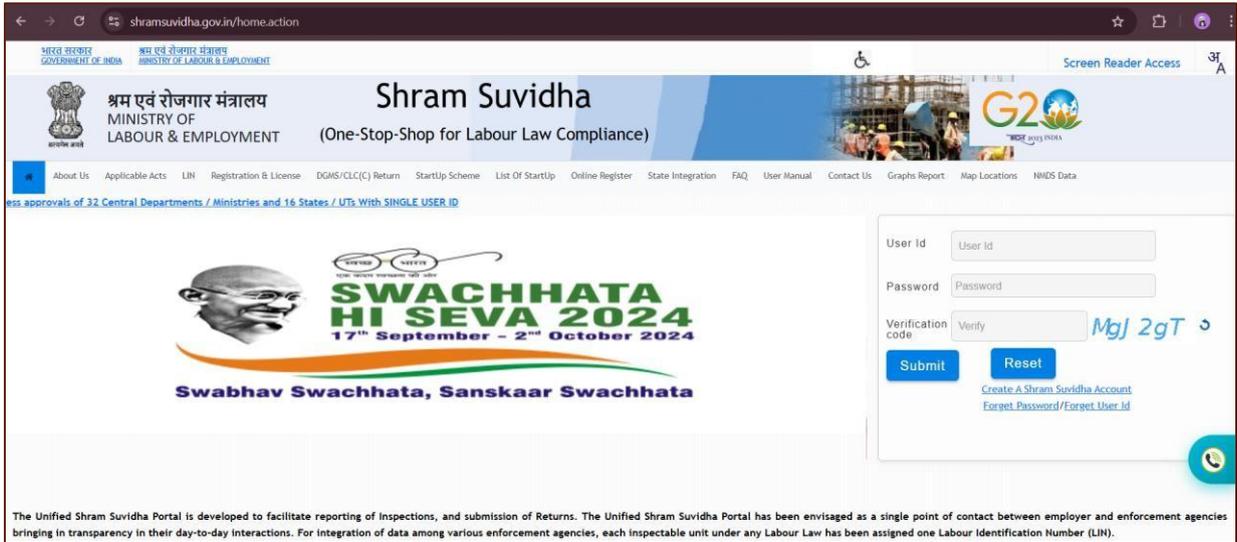
https://shramsuvidha.gov.in/

The Shram Suvidha Portal, developed by the Ministry of Labour & Employment, is a unified "One-Stop-Shop" platform designed to streamline labour law compliance for businesses and establishments across India. By consolidating registration, returns filing, licensing, and compliance monitoring into a single digital interface, the portal significantly reduces administrative burden and enhances transparency. While the primary users are employers and establishments, the portal indirectly benefits workers by improving oversight, consistency, and enforcement of labour regulations. It also strengthens the ease of doing business by simplifying government interactions and minimising procedural complexities.

Key Services

→ **Labour Identification Number (LIN) Generation:** Provides every establishment with a unique LIN, replacing multiple agency-specific registration codes.

→ **Common Online Registration:** Enables establishments to register under multiple labour laws through a single, consolidated online form.

→ **Unified Online Returns Filing:** Facilitates the submission of a single self-certified annual return covering multiple labour laws.

→ **Online Licensing:** Supports online applications for licences under the Contract Labour Act and Inter-State Migrant Workmen Act.

→ **Compliance Submission & Monitoring:** Offers a unified space for establishments to manage compliance obligations digitally.

Portal Features

- **Integrated Enforcement System:** Brings together 4 major enforcement bodies: Office of the Chief Labour Commissioner (Central), DGMS, EPFO, and ESIC, on one platform

- **Graphical Compliance Dashboards:** Provides visual dashboards showing trends such as LIN growth and state-wise LIN distribution across agencies

- **Algorithm-Based Random Selection:** Assigns inspections through automated, computer-based systems to minimise discretion and reduce harassment

- **48-Hour Reporting Mandate:** Requires inspectors to upload inspection reports within 48 hours, ensuring accountability and preventing data manipulation

- **Ease of Doing Business:** Reduces paperwork, physical visits, and manual interactions, thereby simplifying compliance processes for businesses

- **Grievance Redressal System:** Allows users to track and resolve labour-related grievances through a centralised mechanism

- **User Support Resources:** Offers FAQs, user manuals, helpdesk contacts, and a Feedback/Query/Complaint section for quick assistance

- **Multilingual Access:** Available in multiple languages and integrated with Bhashini to enhance accessibility

- **Login:** Portal offers a unified registration and login system that allows employers to create a single account for generating a Labour Identification Number (LIN) and managing compliance across multiple labour laws like EPFO and ESIC

Platform Highlights and Usage Statistics

- Total Labour Identification Numbers (LIN) Generated: 5,059,008
- Inspection Reports Submitted: 936,478

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
Aizawl (Mizoram) (Upto 5 Lakhs)	Aizawl Municipal Corporation (AMC)
Delhi (More than 20 Lakhs)	Municipal Corporation of Delhi (MCD)

6.1.   Aizawl Municipal Corporation (AMC)

https://amcmizoram.com/

The Aizawl Municipal Corporation (AMC) Portal serves as the primary digital interface for residents of Aizawl: Mizoram's capital and largest city, to access civic services, regulatory permissions, and municipal information. By digitising key functions such as building approvals, taxation, licensing, waste management, and citizen grievances, the portal enhances transparency, reduces administrative burden, and strengthens service delivery at the city level.

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

Key Services Offered

- **Online Building Plan Approval (OBPAS):** Enables citizens and registered technical personnel to submit, track, & obtain approvals for building plans.
- **Permits & Compliance Services:** Provides NOCs, Site Development and Slope Modification permissions, and Plinth Level Commencement inspections.
- **Technical Resources:** Offers access to Landslide Hazard Maps and a list of licensed engineers and architects authorised to operate in the municipality.
- **Shop & Business Licensing:** Supports application and renewal processes for shop and business licences.
- **Advertisement Permissions:** Facilitates issuance of licences for hoardings and advertisement sites.

Key Services Offered

- **Street Vending Regulation:** Provides forms and guidance for street vendor registration and compliance.
- **Birth & Death Registration:** Allows citizens to access forms for applying or re-issuing birth and death certificates.
- **Property Tax Services:** Shares information related to property tax assessment and payments.
- **Parking Management:** Displays designated parking zones and applicable fee structures across the city.
- **Animal & Livestock Regulations:** Details rules and permissions for rearing livestock and pets, including slaughterhouse-related compliance.
- **Waste Management Oversight:** Provides information on Solid Waste Management (SWM) guidelines and environmental compliance requirements.

Portal Features

Downloads & Forms Repository	Grievance Redressal Mechanism	Financial Transparency Tools	Notifications and Orders	News, Events and Media
A centralised hub for downloadable forms related to building permissions, licensing, certificates, and technical approvals	A dedicated section allowing citizens to lodge and track complaints about municipal services.	Public access to AMC budgets, audited financial statements, and compliance documents.	Regularly updated notices on municipal orders, excavation bans, road closures, tenders, and other public updates.	Provides updates on municipal activities, project announcements, and photo galleries showcasing urban development initiatives.

6.2. Municipal Corporation of Delhi (MCD)

https://mcdonline.nic.in/portal

The Municipal Corporation of Delhi (MCD) Portal is a unified digital platform that integrates services previously delivered separately by the North, South, and East Delhi municipal bodies. It provides a single-window interface for citizens to access essential civic services, licenses, taxation, and community facilities across all 12 municipal zones of Delhi.

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

Key Services Offered

- **Birth & Death Registration:** Online application, verification, and status tracking
- **Property Tax:** Filing, payment, and downloading of property tax receipts (PTR).
- **e-Mutation**: Online requests for property mutation and access to issued certificates.
- **Trade & Business Licenses:** General trade, health trade, factory, veterinary, and storage licenses.
- **Town Planning:** Access to building plan approvals, land use details, and related services.
- **Hawking & Street Vendor Registration:** Licensing for street vendors and bazari allocations.

Key Services Offered

- **Grievance Redressal & Support Services:** Citizens can lodge and track complaints through the MCD 311 system, access 155305 helpline for assistance, use the NICCI chatbot for quick guidance, and submit RTI applications online.

- **Feedback & Queries:** The portal provides a unified section for submitting feedback, raising queries, and filing complaints.

- **Hackney Carriage Licensing:** Permits for horse-drawn carriages (tangas).

- **Community Assets Booking:** Booking of parks, community halls, cremation/burial grounds, and spaces for social functions.

- **Pet Dog Registration:** Online pet registration with document upload for vaccination and ID proof.

Portal Features

Unified Access

A One consolidated portal covering all 12 municipal zones.

Mobile App Integration

Linked with the MCD app (100k+ downloads) for on-the-go service access.

Dashboard-Based Navigation

Clear sections for taxes, certificates, licenses, and bookings

Know Your Zone and Ward

Tools to identify local administrative boundaries.

Waste Collection Route Tracking

View garbage collection vehicle routes for each locality..

Ease of Doing Business

Digital support for construction permits and building plan sanctions..

Multilingual Interface

Available in Hindi, English, Punjabi, and Urdu.

Accessibility Features

Adjustable font sizes and screen-reader compatibility..

7. AAKLAN: Benchmarking and Ranking Tool

As part of the Government of India's initiative to harmonize and standardize government websites in terms of consistency, accessibility, and citizen-centric design, the Department of Administrative Reforms and Public Grievances (DARPG), through its ongoing initiatives NeSDA and NeSDA Way Forward, continues to strengthen digital governance and online service delivery across States and Union Territories. To further support this objective, the AAKLAN (Automated Assessment of Government Websites) segment has been integrated into the NeSDA Way Forward monthly reporting framework.

The AAKLAN tool, integrated under the NeSDA Way Forward initiative, evaluates government portals across nine key parameters—Accessibility, Brand & Visual Identity, Content & Information, Integration & Service, Interactivity & Engagement, Mobile Responsiveness, Navigation, Performance & Technical, and Security & Privacy. The tool provides an automated and standardized mechanism for assessing website features and functionalities, enabling consistent evaluation of official government portals across States and Union Territories.

The previous NeSDA Way Forward report presented a Comparative Analysis of AAKLAN Assessment Findings (June–September 2025), covering assessments conducted for Northeastern and Hilly States/UTs (June 2025), Union Territories (July 2025), and the remaining States (September 2025). That chapter focused on four parameters, identifying two top-performing parameters, along with practices to sustain their performance, and two low-performing parameters, supported by targeted recommendations for improvement.

Building on the earlier analysis, the present chapter extends the AAKLAN assessment coverage to the remaining five parameters. The analysis focuses on features assessed under Brand & Visual Identity, Content & Information, Navigation, Mobile Responsiveness, and Integration & Service, based on consolidated findings across the three assessment cycles. Together, this completes the parameter-wise coverage under AAKLAN and provides a comprehensive view of feature availability and implementation across State and Union Territory portals.

States/UTs have achieved baseline compliance across most parameters. Future score improvement depends on deeper service integration, mobile performance optimisation, structured content governance, and strict adherence to national digital standards.

Parameter	**Integration & Services (Service Maturity and Transaction Depth)** NeSDA scoring indicates that States/UTs above 4.5 demonstrate integrated and transactional service delivery, while scores below 3.0 reflect partial digitisation.
Key Strengths	➢ Online application availability for services ➢ Availability of grievance systems aligned with CPGRAMS principles ➢ Downloadable documents in PDF/Excel formats
Score Impacting Gaps	➢ Absence of end-to-end digital service workflows ➢ Limited-service tracking and unified dashboards ➢ Absence of grievance redressal or availability without defined timelines
Best Practices for Score Improvement	➢ Implement unified citizen login and service dashboards ➢ Enable end-to-end service lifecycle delivery (apply–track–deliver) ➢ Publish grievance resolution timelines and escalation workflows

Parameter	**Brand and Visual Identity (Trust and Harmonisation)** Over 65% of portals scored well in this criteria, indicating broad adoption of branding norms.
Key Strengths	➢ Use of authorised gov.in domains ➢ Consistent logo and header usage
Score Impacting Gaps	➢ Partial DBIM 3.0 compliance ➢ Incomplete ownership/lineage disclosure
Best Practices for Score Improvement	➢ Enforce DBIM 3.0 conformance (layouts, colour palettes & typography etc) ➢ Indicate ownership and contact details as per GIGW 3.0 ➢ Conduct periodic compliance audits

	Navigation (Discoverability and Usability)
Parameter	Most portals meet NeSDA expectations for click depth and structural navigation
Key Strengths	➢ Optimal navigation depth (less than 3 clicks) ➢ Clear page titles and homepage linkage
Score Impacting Gaps	➢ Missing sitemaps and FAQs ➢ Broken links and outdated content
Best Practices for Score Improvement	➢ Mandatory HTML sitemaps ➢ Availability of FAQs/Help section ➢ Automated broken-link and error monitoring ➢ Consistent breadcrumb implementation

	Content and Information (Transparency and Engagement)
Parameter	Basic content availability is strong, but content quality remains uneven
Key Strengths	➢ Up-to-date and readable content ➢ Availability of About, Contact, and policy pages ➢ Availability of bi-lingual content
Score Impacting Gaps	➢ Limited multimedia usage ➢ Weak content search and filtering ➢ Inconsistent multilingual support
Best Practices for Score Improvement	➢ Establish content governance and review cycles under GIGW 3.0 ➢ Publish KPIs, programme outcomes, and achievements ➢ Expand regional language content coverage ➢ Use videos, infographics, and explainers to improve comprehension

Parameter	**Mobile Responsiveness (Mobile Experience and Performance)** While basic responsiveness exists, advanced mobile metrics score poorly across most portals.
Key Strengths	➢ Viewport meta tag implementation ➢ Mobile-friendly forms inputs
Score Impacting Gaps	➢ Poor Core Web Vitals (LCP, FID, CLS, FCP) ➢ Small pointer targets and partial image optimisation
Best Practices for Score Improvement	➢ Adopt mobile-first design as per GIGW 3.0 and WCAG 2.1 ➢ Ensure 44x44 CSS pixel touch targets ➢ Regular performance audits ➢ Use of web optimized images

8. Appendix

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

#	State/UT	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25
1	Karnataka	755	1414	2025	2025	2089	2089	2089	2089	2089	2092	2092	2092	2102
2	Madhya Pradesh	1016	1016	1016	1498	1718	1748	1748	1752	1752	1752	1752	1752	1752
3	Tamil Nadu	1128	1128	1128	1128	1128	1128	1132	1153	1599	1621	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	855	857	857	857	996	1091	1089	1059	1059
6	Gujarat	643	894	894	894	894	894	894	904	973	1050	1050	1050	1050
7	Uttarakhand	889	889	900	900	900	917	923	935	936	951	951	951	951
8	Kerala	916	938	938	938	938	938	938	938	939	939	939	939	939
9	Uttar Pradesh	800	822	904	904	904	904	924	924	929	929	929	929	929
10	Maharashtra	534	534	534	534	534	535	583	584	794	867	867	867	867
11	Assam	628	725	725	725	731	733	733	733	815	814	814	915	915
12	Telangana	768	768	768	768	768	768	768	768	771	771	771	771	771
13	Chandigarh	236	236	357	357	357	357	357	357	723	723	723	723	723
14	Rajasthan	606	606	621	621	621	621	621	621	622	722	722	722	722
15	Himachal Pradesh	504	504	504	659	660	660	661	661	664	664	665	731	731
16	Andhra Pradesh	579	579	579	579	579	579	579	579	606	630	668	810	810
17	Jharkhand	401	404	406	411	461	468	479	557	572	630	688	703	707
18	Puducherry	609	610	610	610	610	614	614	614	614	614	614	614	614
19	Tripura	264	272	272	272	272	272	272	529	529	530	530	530	530
20	Chhattisgarh	296	296	296	296	296	296	296	296	296	505	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	437	437	437	437
23	Meghalaya	363	363	363	363	363	363	363	363	363	422	475	615	615
24	West Bengal	401	401	401	401	401	401	406	406	408	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	323	327	327	329	329	329	331	331	331	331	331
27	Arunachal Pradesh	309	309	309	309	309	309	309	309	309	309	310	310	310
28	Goa	240	240	240	240	240	240	240	240	279	289	291	368	368
29	Manipur	40	40	40	40	40	40	268	268	268	268	268	268	268
30	Bihar	238	238	238	238	238	238	238	238	238	238	238	239	240
31	DNHDD	131	131	131	142	217	217	217	217	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	64	85	85	85	85	85	85
34	Ladakh	46	49	49	49	49	49	49	69	70	70	70	70	70
35	Sikkim	54	54	54	54	54	54	54	54	54	54	62	67	67
36	Lakshadweep	42	42	42	42	42	42	42	42	42	42	42	42	42
	Total	18,335	19,177	19,834	20,250	20,315	20,638	21,062	22,478	23,230	23,402	23,612	23,919	23,934

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

#	State/UT	Nov' 24	Dec' 24	Jan' 25	Feb' 25	Mar' 25	Apr' 25	May' 25	Jun' 25	Jul' 25	Aug' 25	Sep' 25	Oct' 25	Nov' 25
		Based on 56 identified Mandatory e-Services						Based on 59 Mandatory e-Services						
1	Madhya Pradesh	56	56	56	56	56	56	59	59	59	59	59	59	59
2	Uttarakhand	56	56	56	56	56	56	59	59	59	59	59	59	59
3	Kerala	56	56	56	56	56	56	59	59	59	59	59	59	59
4	Maharashtra	55	55	55	55	56	56	59	59	59	59	59	59	59
5	Gujarat	56	56	56	56	56	56	59	59	59	59	59	59	59
6	Tamil Nadu	56	56	56	56	56	56	59	59	59	59	59	59	59
7	Uttar Pradesh	56	56	56	56	56	56	59	59	59	59	59	59	59
8	Andhra Pradesh	55	55	55	55	55	55	59	59	59	59	59	59	59
9	Himachal Pradesh	56	56	56	56	56	56	56	59	59	59	59	59	59
10	Rajasthan	56	56	56	56	56	56	57	57	59	59	59	59	59
11	Karnataka	56	56	56	56	56	56	56	56	59	59	59	59	59
12	Jharkhand	47	47	47	47	47	47	55	55	56	56	57	59	59
13	Haryana	51	51	51	51	53	53	54	54	56	59	59	59	59
14	Jammu and Kashmir	54	54	54	54	54	54	58	58	58	58	58	58	58
15	West Bengal	52	52	52	52	52	54	57	57	57	57	57	57	57
16	Chandigarh	51	53	53	53	53	53	57	57	57	57	57	57	57
17	Meghalaya	43	43	43	43	43	43	42	42	49	49	57	57	57
18	Telangana	55	55	55	55	55	55	56	56	56	56	56	56	56
19	Punjab	56	56	56	56	56	56	55	55	55	55	55	55	55
20	Chhattisgarh	54	54	54	54	54	54	55	55	55	55	55	55	55
21	Tripura	50	50	50	50	50	50	54	54	55	55	55	55	55
22	A&N Islands	44	44	47	47	49	49	50	53	53	53	53	53	53
23	Puducherry	48	48	48	48	49	49	52	52	52	52	52	52	52
24	DNHDD	49	49	49	49	49	49	48	51	51	51	51	51	51
25	Assam	48	48	48	48	48	48	51	51	50	50	50	50	50
26	Goa	40	40	40	40	40	40	48	48	48	48	48	48	48
27	Delhi	36	36	36	36	36	36	35	35	36	36	36	36	36
28	Bihar	28	28	28	28	28	28	30	30	30	30	31	31	32
29	Nagaland	29	29	29	29	29	29	29	29	29	29	29	29	29
30	Odisha	25	25	25	25	25	25	28	28	28	28	28	28	28
31	Lakshadweep	23	23	23	23	23	23	27	27	27	27	27	27	27
32	Arunachal Pradesh	24	24	24	24	24	24	25	25	25	26	26	26	26
33	Sikkim	19	19	19	19	19	19	19	19	19	21	23	23	23
34	Manipur	15	15	15	15	15	15	17	17	17	17	17	17	17
35	Mizoram	17	17	17	17	17	17	16	16	16	16	16	16	16
36	Ladakh	7	7	7	7	7	7	9	9	9	9	9	9	9
	TOTAL	1579	1581	1584	1584	1590	1592	1618	1677	1693	1699	1711	1713	1714

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