

DARPG collaboration with Right to Services (RTS) Commissioners of States/UTs for enhancement of e-services and improvement in e-Service Delivery across States and UTs under NeSDA Way Forward

Total number of e-Services in India crossed 22000, and discussed the roadmap for saturation of e-Services

NCGG to document the benefits of Right to Services Commissions and Impact on Improved Service Delivery in a comprehensive study over 9 months

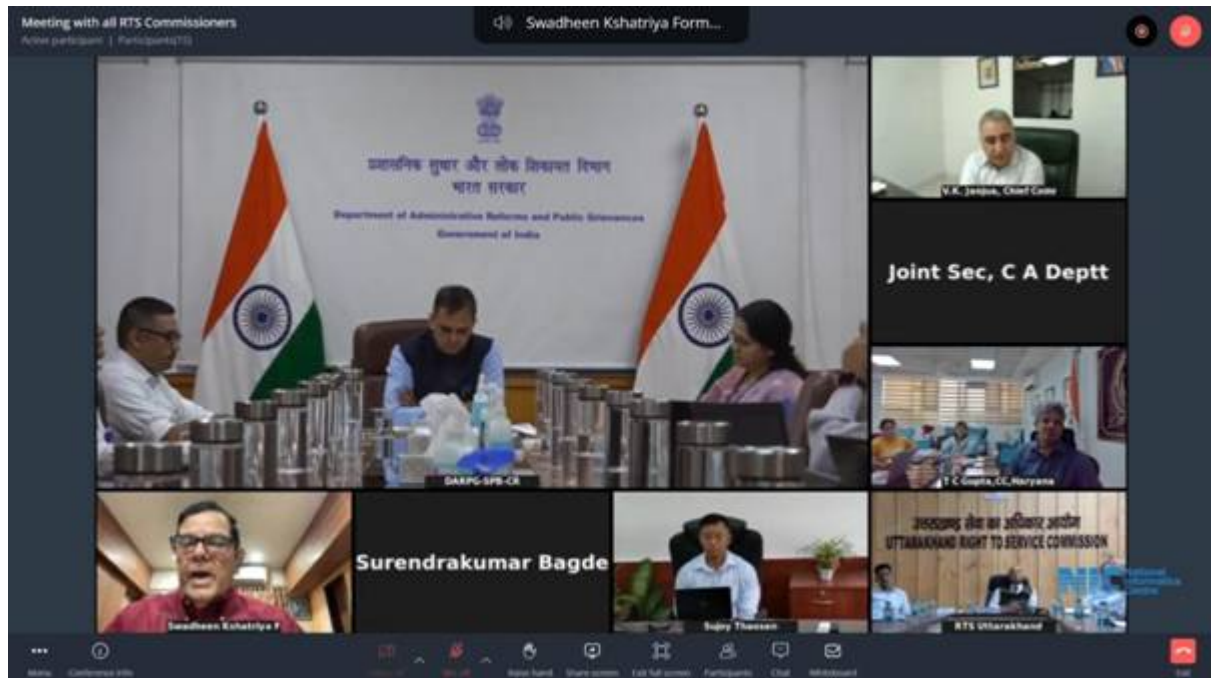
Pilot API integration of CPGRAMS and RTS with Haryana RTS Commission under completion for real time data sharing of State specific service grievances

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To further strengthen the public service delivery framework under the NeSDA Way Forward in collaboration with the RTS Commissioners, Department of Administrative Reforms and Public Grievances (DARPG), held a meeting with the RTS Commissions of States/UTs. Eight RTS Commissioners representing Chandigarh, Punjab, Uttarakhand, Meghalaya, Assam, West Bengal, Haryana, and Maharashtra participated in the meeting chaired by Shri V. Srinivas, Secretary, DARPG today, 08th August, 2025. Dr. Surendrakumar Bagde, Director General (DG), National Centre for Good Governance (NCGG) was also present.

Secretary, DARPG highlighted the growth in e-Services across States where RTS Commissions are established, laying the foundation for deeper collaboration to enhance e-Service Delivery under NeSDA Way Forward through the RTS framework. He further informed that the API linkage of the CPGRAMS portal with the RTS Commissions websites is under completion for real time data sharing of State specific service grievances for effective supervisory oversight of the State Grievance Officers. The RTS Commissioners will collaborate with the DARPG for enhancement of e- services in four key sectors of land, labour, finance, and environment under Right to Services Act for Ease of living and Ease of Doing Business in alignment with the objectives of deregulation. RTS Commissions were requested to leverage the support of States to explore inclusion of services from these categories in the list of notified services.

Currently States/UTs are reporting more than 22,000 e-Services under the NeSDA framework. The evaluation of the services is facilitated through the AAKLAN benchmarking tool developed by the NIC, on various parameters to improve upon the ease of access to services. The best practices of the RTS Commissions are included in the monthly NeSDA Way Forward reports for adoption and a study for examining the impact of RTS Commissions on the public service delivery and grievances redressal has been undertaken by the NCGG.



Dr. Surendrakumar Bagde, Director General, NCGG, gave an overview of the NCGG study on the benefits of RTS Acts across States/UTs and explained the scope and purpose of the study to be undertaken over 9 months. Mr Swadheen Kshatriya Ex Commissioner of Maharashtra welcomed the study as it will serve to establish the interlinkage of Good Governance and service delivery.

The RTS Commissioners were invited to submit proposals under the State Collaboration Initiative (SCI) of DARPG for expanding digital services for improving service delivery and redressing grievances. This initiative aligns with the Government of India's broader vision for digital transformation and efficient public service delivery, reflecting ongoing efforts to empower citizens and improve governance outcomes.

NKR/PSM

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