



PARLIAMENT QUESTION: EXPANSION OF e-SERVICES

प्रविष्टि तिथि: 10 DEC 2025 4:33PM by PIB Delhi

The National e-Governance Service Delivery Assessment (NeSDA) Way Forward was started since April 2023 to monitor monthly progress and improvement in e-services, mandatory e-services, and e-services delivered through unified portals across States/UTs. The Department of Administrative Reforms and Public Grievances monitors the progress through inputs provided by States/UTs on the NeSDA Way Forward Dashboard. Between April 2023 and October 2025, the number of e-services offered by States/UTs increased from 11,614 to 23,919, which is over 105 % growth. During the same period, the saturation of identified mandatory e-services rose from 66% to 80%. 10 States/UTs now deliver over 90 % of their services through a unified portal, and 6 State/UTs provides 100 % of their services through their unified portal.

The Department is collaborating with the State Right to Service (RTS) Commissions, on expansion of NeSDA mandatory services for saturation, defining roadmaps for provisioning services through unified portals, and coordinating with the State Governments for enhancing effectiveness of service delivery mechanisms for ensuring timely redressal of public grievances. The best practices of the Right to Services Commissions are disseminated through NeSDA Way Forward for facilitating adoption by other States to improve eservices delivery. RTS framework is designed to deliver services to citizens in a time bound manner. At present, there is no API integration between CPGRAMS and State RTS systems.

The ongoing study undertaken by the National Centre for Good Governance (NCGG) focusses on the implementation and functioning of the RTS framework, including progress, achievements of timelines in delivery of services, citizen participation across districts/ regions and improvements to strengthen service delivery.

NKR/AK

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