

32nd Edition of the NeSDA – Way Forward Monthly Report for States/UTs released

Total 24,090 e-services are provided across States/UTs

Over 80% saturation of mandatory e-services

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Department of Administrative Reforms & Public Grievances (DARPG) has released the thirty second edition of monthly report of NeSDA Way Forward for States/UTs, December 2025 which provides a detailed overview of status of e-service delivery across States/UTs.

The Report for December, 2025 is available at:

https://darpg.gov.in/sites/default/files/NeSDA_Way_Forward_December_2025_Report.pdf

The key highlights entailed in the report are as follows:

- A total of **24,090 e-services** are provided across States/UTs. The majority of e-services (**8,656**) pertain to the **Local Governance & Utility Services** sector.
- **156 new e-services** have been added by States/UTs in November 2025.
- **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**
- Portals providing 100% services are **Assam (Sewa Setu), J&K (e-UNNAT), Karnataka (Seva Sindhu), Odisha (Odisha One), Madhya Pradesh (MP e-Service), Uttarakhand (Apuni Sarkar) and Kerala (e-Sevanam)**. Over 90% of services are provided by 4 States/UTs through their identified Unified Service Delivery Portals i.e. **e-District Chandigarh, e-District Delhi, Saral Haryana and e-Mitra (Rajasthan)**
- Comprehensive service delivery portals of Central Government Ministries/Departments, the **National Digital Library of India (NDLI)** and **Central Government Health Scheme (CGHS)** have been highlighted as examples of best practices
- 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**
- *This edition also presents the AAKLAN parameter-wise key insights on five assessment parameters for State/UT Unified Portals*



The aforementioned figures are based on data uploaded by States/UTs on NeSDA Way Forward dashboard, as of 31/12/2025

NKR/AK/AV

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