



33rd Edition of the NeSDA – Way Forward Monthly Report for States/UTs released

Total 24,563 e-services are provided across States/UTs

Over 81 % saturation of mandatory e-services

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Department of Administrative Reforms & Public Grievances (DARPG) has released the thirty third edition of monthly report of NeSDA Way Forward for States/UTs, January 2026 which provides a detailed overview of status of e-service delivery across States/UTs.

The Report for January, 2026 is available at:

https://darpg.gov.in/sites/default/files/NeSDA_WF_Jan26_Report_V9.pdf

The key highlights entailed in the report are as follows:

- **24,563** e-services provided across States/UTs. Maximum e-services (**8,846**) pertain to 'Local Governance & Utility Services' sector.
- A total of **473 e-Services added** since last report, by States/UTs across the country.
- **1,735** of 2124 mandatory e-services (59*36 States/UTs) available, making saturation **>81%**
- **13 States/UTs** viz. Andhra Pradesh, Chhattisgarh, Gujarat, Haryana, Himachal Pradesh, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Rajasthan, Tamil Nadu, Uttar Pradesh and Uttarakhand have achieved **100% saturation** of 59 mandatory e-services. Additionally, **8 States/UTs** viz. Maharashtra, Jammu & Kashmir, Chandigarh, West Bengal, Meghalaya, Telangana, Tripura and Punjab have achieved **over 90% saturation** of the 59 mandatory e-services.
- 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**.
- Comprehensive service delivery portals of Central Government Ministries/Departments, **Bhavishya** and **ICEGATE** 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 **Vijayawada and Telangana**.
- *This edition also presents the AAKLAN parameter-wise key insights on four 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 31/01/2026



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