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# National e-Governance Service Delivery Assessment Report

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**Why is in news?** 6th Edition of the 'NeSDA – Way Forward Monthly Report for States/UTs' released

**Department of Administrative Reforms & Public Grievances (DARPG)** has released the sixth edition of National e-Governance Service Delivery Assessment (NeSDA) – Way forward Monthly Report for States/UTs, which provides a **detailed overview of status of e-service delivery across States/UTs.**

The August monthly report sets a baseline for number of e-services and mandatory e-services provided by States/UTs on NeSDA – Way Forward dashboard.

It also underlines the **saturation of e-services** provided through the State's/UT's single unified service delivery portal. Moreover, the report **assesses and compares the e-services under labour and employment sector** and highlights the state-specific opportunities to transition offline services to online platforms.

## Key highlights of the Report:

### e-Services:

14,736 e-services are provided across States/UTs, which is an **increase of 6.2% (869) services from July Report**

1,505 out of 2,016 **mandatory e-services** (56\*36 States/UTs) are available, making saturation at 74.6%

Maximum number of e-services (5,502) lie in sector – **local governance & utility services**

**61%** i.e., 22 out 36 States/UTs have achieved saturation of mandatory **e-services in tourism sector.** This is followed by **environment sector 53%** i.e., 19 out of 36 States/UTs

**Jammu and Kashmir, Kerala and Odisha** provide **100% of their services** through their identified Single Unified Service Delivery Portal i.e., e-UNNAT (1028), e-Sevanam (911) and Odisha One (404), respectively

### e-Services in Labour and Employment Sector:

1,368 e-services are mapped under labour and employment sector

Identified **sub-themes of e-services** under labour and employment sector are

413 e-services under Industry/Factory

362 e-services under Workers and Labour Acts

297 e-services under Employment related

276 e-services under Labour Scheme Beneficiaries

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20 e-services under Other

**Haryana** provides the **maximum e-services** in the sector (149), which is **followed by Tamil Nadu (96) and Jharkhand (89)**

Out of **26 types of distinct e-services** identified under the sector, **Haryana (21)** provides the maximum types of e-services and is followed by **Meghalaya (19)**

### **Best Practices:**

The Government of **Bihar** has launched a web-based **Child Labour Tracking System (CLTS)** which facilitates case management of rescued child labourers

The Government of **Gujarat** has built **Anubandham** that allows job seekers and job providers to connect through auto-matching, in a transparent and user-friendly manner

The Government of **Rajasthan** provides the single view of offerings of **Rajasthan Single Sign On, Factories and Boilers Inspection Department**, and the Government of India's Ministry of Labour & Employment, on a **unified platform**

The Government of **Uttarakhand** provides employment opportunity to the unemployed youth in Uttarakhand through **Rojgar Prayag portal**

### **About NeSDA:**

NeSDA framework, **launched in August 2018** was conceptualized with an overall objective to **measure the depth and effectiveness of existing e-Governance service delivery mechanisms**.

This framework is **based on the Online Service Index (OSI) of UN e-Government Survey**.

The framework covers **six sectors**, viz. Finance, Labour & Employment, Education, Local Government & Utilities, Social Welfare (including Agriculture & Health) and Environment (including Fire) sectors.

The department undertakes NeSDA study **biennially**.

This study assesses States, Union Territories (UTs), and focus Central Ministries on the effectiveness of e-Governance service delivery.

NeSDA helps the respective governments improve their delivery of citizen centric services and shares best practices across the country for all States, UTs and Central Ministries to emulate.