

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 1653
(ANSWERED ON 10.12.2025)

EXPANSION OF e-SERVICES

1653. DR. BHOLA SINGH:
SHRI KRISHNA PRASAD TENNETI:
SHRI BALABHADRA MAJHI:
SHRI SHIVMANGAL SINGH TOMAR

Will the **PRIME MINISTER** be pleased to state:

- (a) the progress achieved under the National e-Governance Service Delivery Assessment (NeSDA) Way Forward in increasing the number and coverage of e-services across States and Union Territories;
- (b) the details of the initiatives taken in collaboration with State Right to Services (RTS) Commissions to improve the delivery and monitoring of notified services;
- (c) the present status of API integration between CPGRAMS and State RTS systems for real-time sharing of State-specific service grievance data;
- (d) the objectives of the ongoing studies being undertaken by the National Centre for Good Governance (NCGG) on RTS frameworks; and
- (e) the manner in which the findings are expected to support more effective and citizen-centric service delivery?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a): 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.

(b) & (c): 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.

(d) & (e): 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.
