

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

LOK SABHA
UNSTARRED QUESTION NO.6130
(ANSWERED ON 01.04.2026)

NESDA WAY FORWARD INITIATIVE

6130. SMT. APARAJITA SARANGI:

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

- (a) whether the NeSDA Way Forward initiative launched in December 2025 has been operationalised for monitoring progress of digital service delivery in States and UTs and if so, the details thereof;
- (b) the details of the number of States and UTs currently participating in the initiative and submitting periodic updates on e-service delivery;
- (c) whether the Government has established mechanisms for regular review, consultations or capacity-building with States and UTs under this initiative and if so, the details thereof; and
- (d) the steps taken by the Government to support States and UTs in strengthening unified service delivery portals and improving accessibility of online citizen services?

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 Service Delivery Assessment (NeSDA) Way Forward initiative has been operationalised since April 2023. The initiative enables continuous monitoring through a structured dashboard covering all State/UTs-reported e-services, mandatory e-services, and services delivered through unified service delivery portals, thereby facilitating data-driven monitoring.

(b): All 36 States and Union Territories are participating in the NeSDA Way Forward initiative and submitting periodic updates on e-service delivery through the NeSDA Way Forward portal.

(c): Department of Administrative Reforms and Public Grievances (DARPG) holds regular consultations with the Secretaries of Administrative Reform/Information Technology Departments of State/UTs and Right to Services Commissions of States, and regular review meetings with the States Nodal Officers (SPoCs).

(d): The NeSDA assessment provides a holistic and comprehensive view of the depth and effectiveness of e-Governance service delivery models across States & UTs on parameters such as accessibility, content availability, ease of use, and information security & privacy; promotion of integration of departmental services into unified portals; and dissemination of best practices. The study highlights best practices that can be followed & replicated for strengthening unified service delivery portals and improving accessibility of online citizen services.
