

# DARPG TO COORDINATE WITH RIGHT TO SERVICE COMMISSIONERS FOR INCREASED DELIVERY OF E.SERVICES

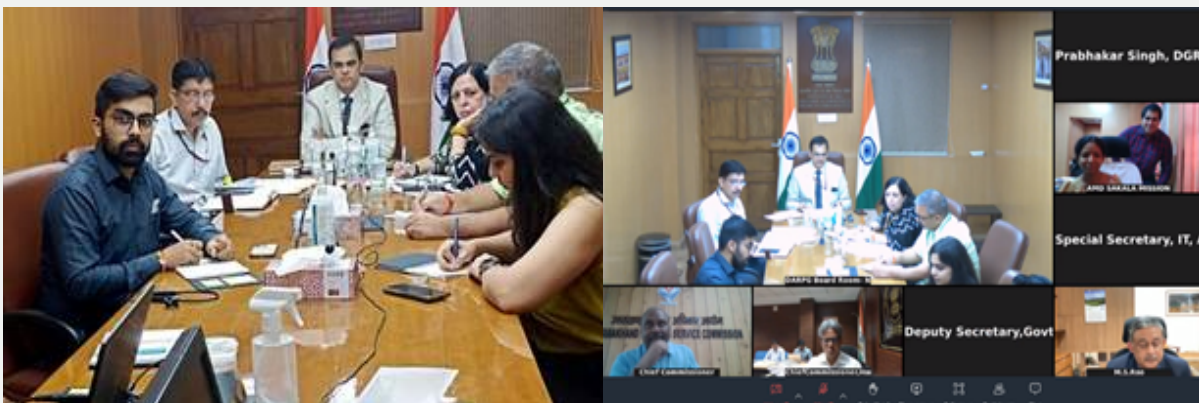
Relevant for: null | Topic: Miscellaneous Facts

The Department of Administrative Reforms and Public Grievances (DARPG) convened the second meeting with the Right to Service Commissioners of various States/UTs in-line with “National e-Governance Service Delivery Assessment (NeSDA) Way Forward’s” objective to boost e-governance and improve e-service delivery in the nation on 9<sup>th</sup> October, 2023.

The RTS Chief Commissioners were also sensitized about the “NeSDA way forward” undertaken by the Department. Six NeSDA Way Forward Monthly reports have been released by the Department, for States/UTs. The reports set baseline for number of e-services and mandatory e-services provided by States/UTs on *NeSDA – Way Forward* dashboard. It also underlines the status of faceless, suo-moto delivery and unified service delivery portals. Moreover, the report assesses and compares the sector-wise e-services and highlights the state-specific opportunities to transition offline services to online platforms. Major Key Highlights of August Report were Departments across States/UTs provide 14,736 e-services with Jammu & Kashmir (1028) provides the maximum number of e-services. Besides, 1,505 out of 2,016 mandatory e-services are available, making saturation at 74.6%. Jammu & Kashmir, Kerala and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT, e-Sevanam and Odisha One, respectively

Consensus was reached on the following issues:

A total of 27 officials including Chief Commissioners and Nodal officers from the States/UTs of Haryana, Uttarakhand, Meghalaya, Maharashtra, Punjab, Uttar Pradesh, Rajasthan, Chandigarh, and Karnataka participated and shared their valuable insights and actively engaged in discussions. The DARPG will curate a workshop of RTS Commissioners and other nodal officers from states/UTs at Dehradun in November, 2023.



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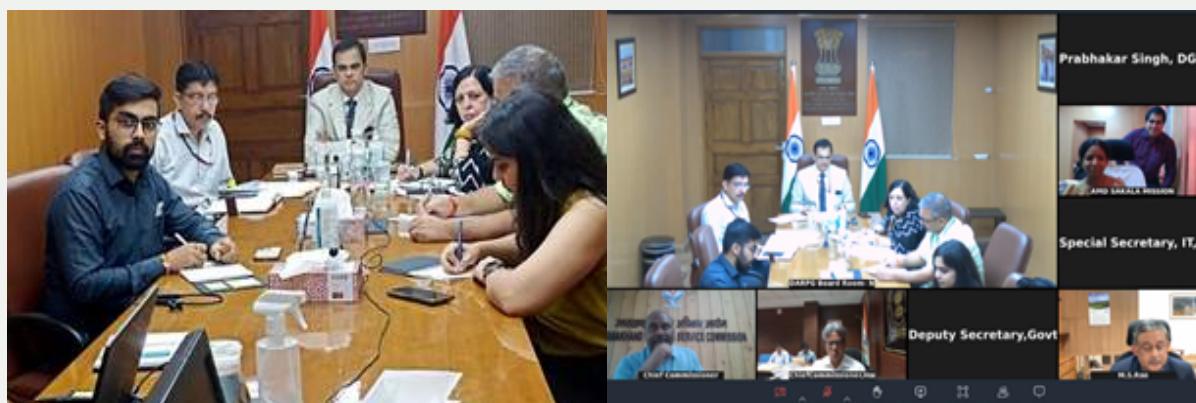
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