

National e-Governance Service Delivery Assessment

May 29, 2026 • vajiramandravi.com



National e-Governance Service Delivery Assessment Latest News

Recently, the Department of Administrative Reforms and Public Grievances (DARPG), Government of India, launched the Portal for the National e-Governance Service Delivery Assessment (NeSDA), 2025.

About National e-Governance Service Delivery Assessment

- It is a **biennial assessment framework** developed by Department of Administrative Reforms and Public Grievances (DARPG)
- It measures the depth and **effectiveness of existing e-Governance service delivery** mechanisms from the citizen's perspective.
- **Global Reference:** It is based on the **Online Service Index (OSI)** of the **UN e-Government Survey**
- It assesses the **availability, accessibility and maturity of online service** delivery across States, Union Territories and focus Central Ministries/Departments.
- NeSDA serves as an important benchmarking exercise for improving online service delivery across the country.

NeSDA 2025 Framework Dimensions and Additions

- **Portal Coverage:** All Government Portals assessed under NeSDA are classified into two categories, viz.
 - State, UT, City and Central Ministry Portals
 - State, UT, City and Central Ministry Service Portals
- **Focus Sectors and Mandatory Services Coverage:** It covers **G2C and G2B services** across key sectors, viz., Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare, Environment (including Fire), Tourism, Public Grievance, Transport and Travel sectors.
 - It proposes an expansion on focus sectors with the addition of **services of the Ministry of Corporate Affairs**.
 - In NeSDA 2025, a total of **59 mandatory services** are proposed to be assessed for every State & UT and **43 services** to be assessed covering Central Ministries/Departments.
- **Assessment Parameters:** It includes Security, Privacy, **Open Government Data** (OGD), E-Participation, Ease of Use, Emerging Technology

Source: PIB

Source: <https://vajiramandravi.com/current-affairs/national-e-governance-service-delivery-assessment/>

© Vajiram & Ravi. For personal use only.