अवनीश कुमार मिश्रा
Avanish Kumar Mishra
संयुक्त सचिव
JOINT SECRETARY

सत्यमेव जयते

भारत सरकार,
प्रशासनिक सुधार और लोक शिकायत विभाग,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली–110001
GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES,
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
SARDAR PATEL BHAWAN, SANSAD MARG,
NEW DELHI-110001

DO No. N-23/23/2022-e-Gov-DARPG (7660) Dated: 11th November, 2026

Dear DCs/DMs,

As you may be aware, this Department conducts the National e-Governance Service Delivery Assessment (NeSDA) biennially to assess the States/UTs and identified Ministries / Departments of the Government of India on the depth and effectiveness of their e-Governance service delivery. The NeSDA 2025 assessment is currently under way.

2. As a part of this assessment, Citizen Survey is conducted to understand the satisfaction levels of respondents based on their experience in availing e-services provided by their respective States/UTs and by the identified Central Ministries/Departments. Needless to mention that the feedback from the respondents help Government agencies to address the gaps in the service delivery system and improve their efficiency.

3. You are requested to kindly circulate the survey link, https://nesda.gov.in/wayforward/citizen-survey to all field functionaries and officers at district and block level, and to encourage them to share it with citizens.

Best wishes,

Yours sincerely,

(Avanish Kumar Mishra)
Joint Secretary

District Collectors / District Magistrates
All States / Union Territories

सूचना का अधिकार

स्वच्छ भारत
एक कदम स्वच्छता की ओर