Information Technology Department
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https://it.delhi.gov.in/

File No.: E-13/4/2025-Development-INFORMATION TECHNOLOGY DEPARTMENT/9936-10005 **DATED:** 11/11/2026

To,

The All Addl. CSs/Pr. Secretaries/Secretaries/HoDs
Local Bodies/Commissions, Govt. of NCT of Delhi

Subject: Wide Publicity of NeSDA 2025 Citizen Survey – regarding.

Sir/Madam,

With reference to the ongoing National e-Governance Service Delivery Assessment (NeSDA) 2025, it is informed that the Department of Administrative Reforms & Public Grievances (DARPG), Government of India, is conducting a Citizen Survey as an integral part of the assessment to obtain feedback from citizens regarding their experience and satisfaction with online Government services.

In this regard, DARPG has requested all States/UTs to give wide publicity to the Citizen Survey through their respective administrative machinery to ensure maximum participation and adequate responses from citizens.

The survey can be accessed through the NeSDA Way Forward Portal at https://nesda.gov.in/wayforward/ or directly through the following link: https://forms.gle/MPDGVJ6tKPBnMKsEA.

In view of the above, all Departments/Directorates are requested to give wide publicity to the NeSDA 2025 Citizen Survey through their respective official communication channels and encourage citizens to participate. It may be noted that the last date for submission of responses is 15th November 2026. Accordingly, necessary action may be taken on priority to ensure maximum participation within the stipulated timeline.

This issue with the prior approval of Competent Authority.

11/11/26

(K. Murugan)
Joint Director (IT)

Copy for information to:

1. Staff Officer to Chief Secretary, Delhi
2. PS to Hon'ble Minister (IT), Information Technology Department, GNCTD.
3. PS to Secretary (IT), Information Technology Department, GNCTD.
4. PS to Spl. Secretary (IT), Information Technology Department, GNCTD.
5. Guard File

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