eDistrict UP is the flagship e-governance initiative of the Uttar Pradesh government, designed to provide a **single-window, integrated platform** for a wide array of citizen services. Demonstrating the state's commitment to transparent, efficient, and citizen-focused service delivery, eDistrict UP has become a crucial enabler of citizen-focused service delivery across the state.

Major Services Offered

The eDistrict platform provides a **wide range of essential citizen services** including issuance of Income Certificates, Domicile Certificates, Caste Certificates, Solvency Certificates, Disability Certificates, and certified copies such as the Copy of Khatauni and Copy of Family Register. The system also supports permissions such as the Public Address System approval and delivers key relief and support services under the Hon'ble Chief Minister Farmer Accident Assistance Scheme and the Hon'ble Chief Minister Farm-Barn Fire Accident Assistance Scheme, ensuring timely assistance and documentation for affected citizens. Apart from the core services, **360+ services** across **50+ integrated departments** for other portals are also integrated with the portal enabling CSCs to submit all applications through a single, unified portal.

Achievements & Impact

Revenue Collection through eDistrict in the Last Five Financial Years
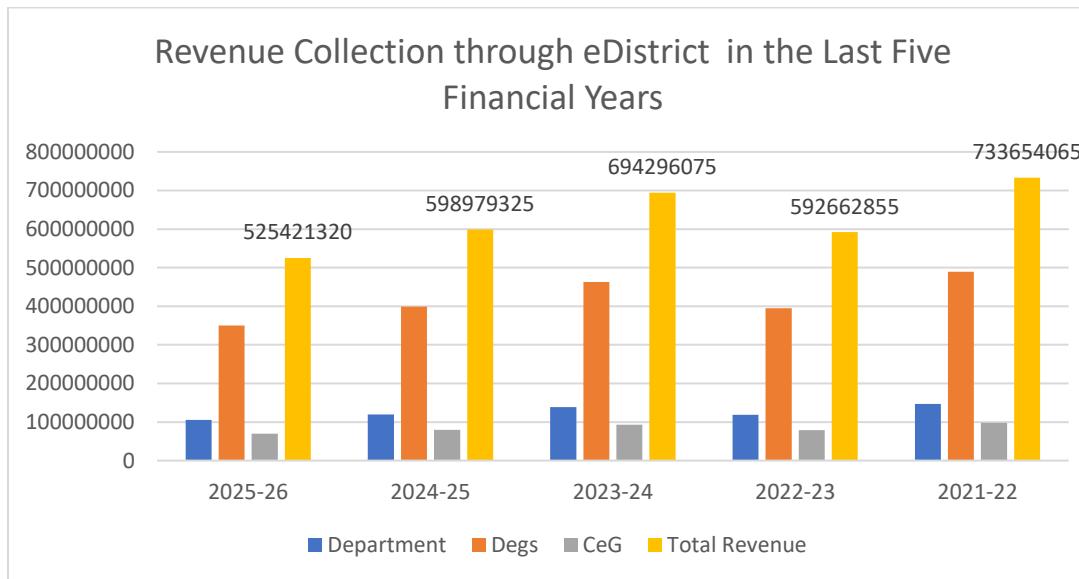
The platform has demonstrated exceptional service performance, having received **over 42.43 crore applications** and successfully disposed **more than 42.29 crore**, achieving an efficiency rate of **over 99%**. With **1.5 lakh+ registered CSCs**, the system ensures accessibility even for citizens without internet connectivity or digital literacy. Adoption has strengthened significantly, with **38 lakh+ registered citizens** and access to **360+ services** across **50+ integrated departments**.

The platform operates through **a self-sustaining revenue model**, ensuring financial continuity, operational stability, and long-term sustainability of service delivery. **In the last five financial years** (2021–22 to 2025–26), a **cumulative revenue** of **₹314.50 crore** has been collected under Department, DeGS, and CeG user charges, enabling districts to strengthen and expand e-Governance initiatives within their respective districts.

Integrations

The success of eDistrict UP lies not only in wide adoption but also in deep institutional integration at multiple levels:

- **Common Service Centres (CSCs)** act as a bridge for citizens without personal internet access.
- **Beneficiary Portal Integrations**: Services span revenue, social welfare, health, registration, pension, public distribution, grievance redressal, and more, reducing silos and creating a unified interface for citizens.
- **Digital certificate delivery and interoperability**: Certificates issued via eDistrict are **digitally signed and downloadable**, and are also linked with **DigiLocker**, reducing paperwork and making documents easier to verify and use.

Further, major services of eDistrict have been integrated with Aadhaar and Family ID and the portal additionally provides a single sign on for Family ID and CCTNS.

Impact: How eDistrict UP Has Transformed Service Delivery

eDistrict UP has significantly transformed service delivery by making essential government services easily accessible through online channels and CSCs, reducing the need for physical visits. Standardized digital workflows have accelerated processes while improving transparency, accountability, and reducing scope for misuse. By offering a unified portal across departments, eDistrict has simplified citizen–government interactions and ensured inclusivity even for digitally underserved populations.

Showcased in various conferences and seminars by MeitY and awarded with the Gems of Digital India Awards in 2019, eDistrict UP continues to stand as a transformative public service delivery framework, enhancing accessibility, transparency, and responsiveness in governance. Over time, it has emerged as a **torchbearer for digital transformation, establishing a proven pathway for the design and implementation of similar ICT-enabled governance initiatives across other states**.