Electronic Service Delivery (ESD)

Commissioner, ESD, ITE&C Department, Govt of Telangana

Date:16.03.2026

A snapshot of ESD and its initiatives

Electronic Service Delivery (ESD) is a key pillar of Telangana state's E-Governance vision and initiatives. ESD is focused on the delivery of G2C and B2C services to every corner of Telangana state using ICT in an accountable, transparent and innovative manner.

The objective is to provide smart, citizen-centric, ethical, efficient and effective governance facilitated by technology. Services offered by ESD could be broadly divided into two categories

Important Projects
❑ MeeSeva
❑ T Wallet
❑ Mee Ticket

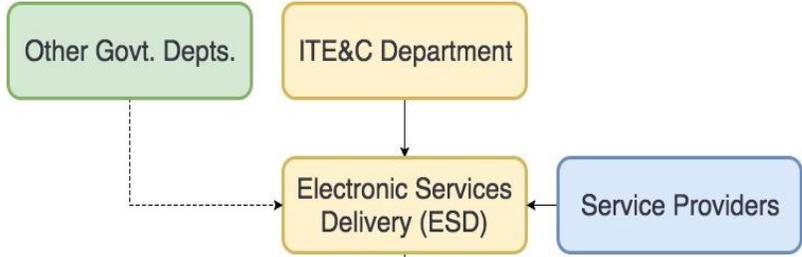| Important Projects |
| --- |
| ❑ TGDEX |
| ❑ MeeSeva WhatsApp |
| ❑ MeeSeva Doorstep delivery |

MeeSeva

ESD, Dept of ITE&C, acts the interface between citizens and government depts. for service delivery

Other Govt. Depts.

ITE&C Department

ESD acts as the interface for services of various departments

Electronic Services Delivery (ESD)

Service Providers

Multiple Delivery Channels

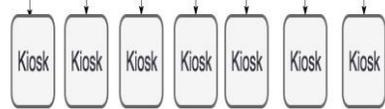**Assisted mode**

Independent mode

Doorstep Delivery

Govt Managed Centres
- 107 Centres
- Operated by Govt
- In Govt premises

Franchisee Centres
- 4500 Centres
- Owned & operated by VLEs

Kiosk Kiosk Kiosk Kiosk Kiosk Kiosk Kiosk

Online Portal

Services through MeeSeva online portal

Mobile App

Services through Smartphone

WhatsApp MeeSeva

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Citizens

Citizens

Citizens

Citizens

MeeSeva

A A 🌐 Language ⌄ A- A A+

Sri A. Revanth Reddy
Hon'ble Chief Minister

Sri D.Sridhar Babu
Hon'ble Minister for IT

TELANGANA RISING

🏠 Home | ⚙ Services | 🖼 Gallery ⌄ | ⬇ Downloads ⌄ | 🔗 Other Links ⌄ | 💬 Grievance ⌄ | 📍 MeeSeva Centres ⌄ | 📞 Contact Us

Important Alerts ! Notification No. 2837/ESD/SPM/EDM Recruitment/2024 Date. 07.12.2024 SELECTION RESULT NOTIFICATION- (Download here)

Citizen Services

🔍 **Search for Service**

RTA	GHMC	TGSPDCL
Police	Registration	Revenue
Twallet	HMWSSB	Endowment
Other Payments	Agriculture	CDMA

Login

| Staff code / Franchise code / Login id | 👤 |

| Password | 🔑 |

☐ Show Password

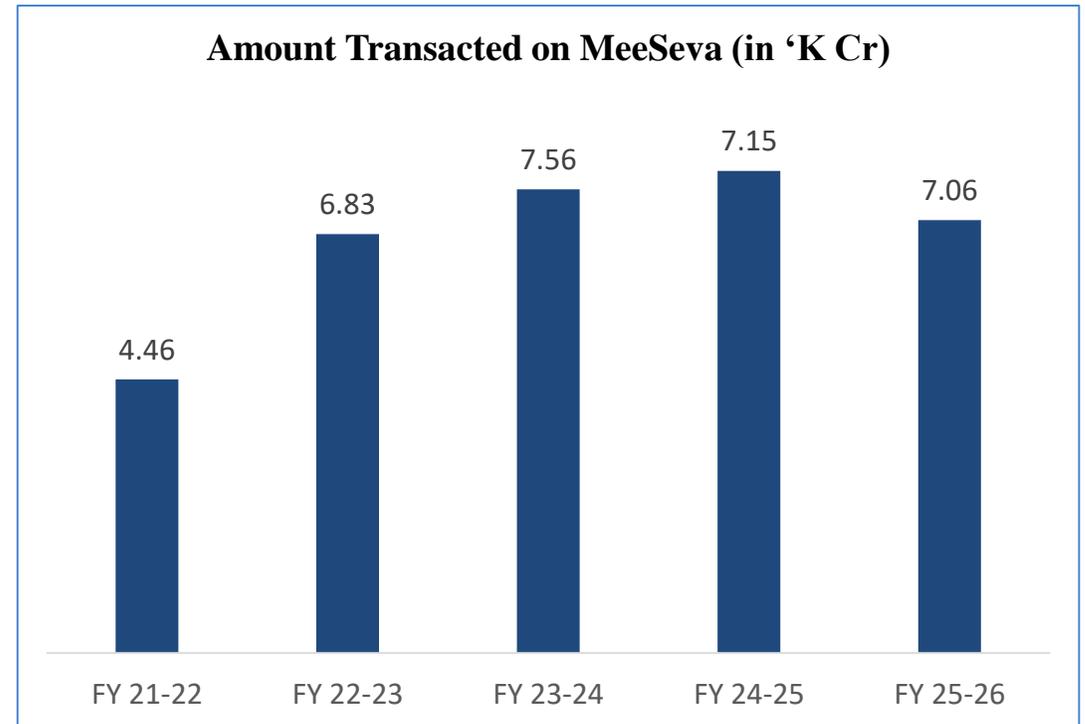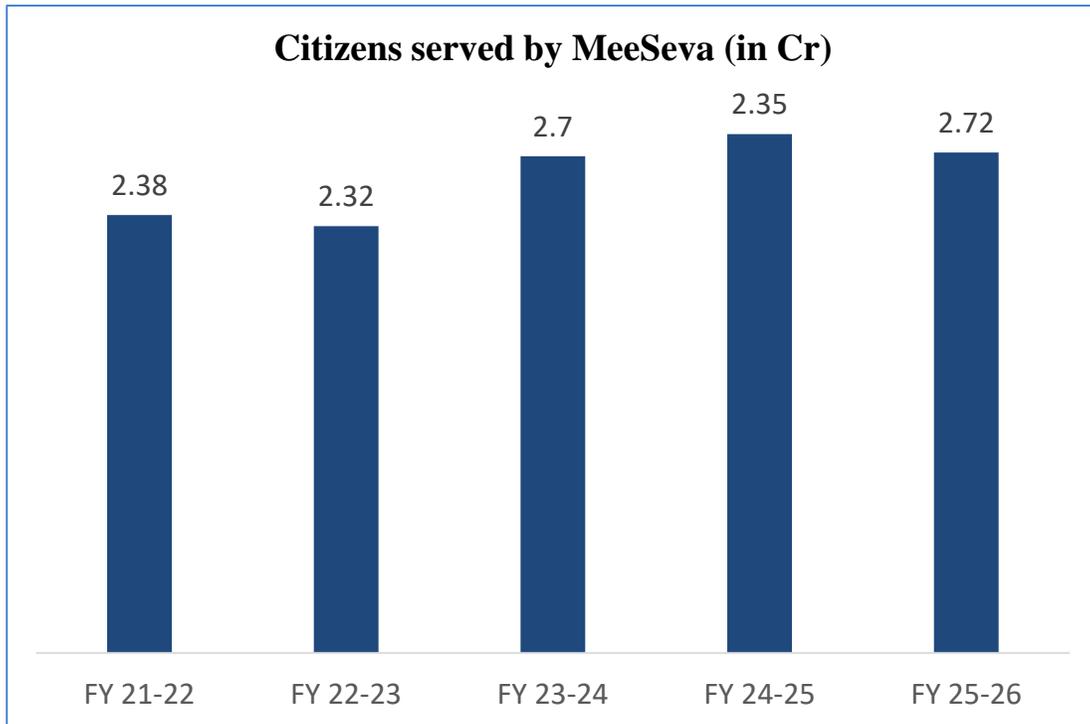**Login**

New User   Forgot Password

Key highlights and performance of MeeSeva so far

- Started in **1999 with just 4 Bill Payment services** — now delivering **over 500 services.**

- Expanded from **2 service centers** to **more than 5,000 outlets** across Telangana.

- This platform has been serving **80,000 to 1 Lakh citizens per day**

- Ensures equitable service access across urban and rural areas. 1 centre is available for **every 5 KMs in Rural ar**ea and **0.5 KM in Urban area.**

- Seamless integration with **Digi Locker, T-Wallet, Aadhaar, and e-KYC** for secure and authenticated service delivery.

- Award-winning platform, recognized nationally and internationally for excellence in e-Governance.

- Considered one of the **largest state-run digital service delivery platforms in India**, and **has been studied** and **replicated by other states also.**

- Successfully facilitated **over 21.04** crore transactions from inception to till date.

- **2.74 Crore citizens** had availed MeeSeva services in the **year 2025-26** and transacted amount **7.06 K Crore**.

MeeSeva Statistics – Annual Transactions Data

Citizens served by MeeSeva (in Cr)

FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
2.38	2.32	2.7	2.35	2.72

Amount Transacted on MeeSeva (in 'K Cr)

FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26
4.46	6.83	7.56	7.15	7.06

MeeSeva Mobile App

Flagship M-Governance Initiative of Government of Telangana

MeeSeva App

MeeSeva App was launched on 28th February 2018

It is a comprehensive m-Governance solution for Anytime, Anywhere and Any mode Delivery

It caters to G2C, B2C & VAS services

Primary Objectives

➢ To be an additional and alternative channel to the existing ESD (MeeSeva) service delivery system enabling an anywhere, anytime, any mode service delivery to citizens

➢ Provide a complete Mobile Service Delivery Gateway (MSDG) infrastructure which can be used by any Government department for delivery of citizen services, making it both economical and time efficient to departments. ESD is the first user of the MSDG platform.

➢ **11.89 Lakh citizens** had availed services in the **year 2025-26** and transacted amount **54.06 Crore**.

MeeSeva Whatsapp

MeeSeva Whatsapp

About MeeSeva Whatsapp: WhatsApp MeeSeva chatbots are automated agents powered by

AI technology designed to have natural, human-like conversations with people.

- Citizens can use WhatsApp MeeSeva for availing all Meeseva services.

- **Certificate will be delivered to citizen through Door Step Delivery/Courier.**

- AI enabled Chatbot will be integrated with WhatsApp MeeSeva, which will interact with Citizens involving minimal interface.

- Also, available on MeeSeva Grievance redressal system.

- Dedicated WhatsApp mobile number obtained: **8096 95 8096**

- **ITE&C department signed an MOU with Meta in the month of September 2024**.

- AI chatbots enhance communication, streamline processes, and improve citizen experiences in various domains.

  - To take this forward utilizing **Meta** services (based on MoU entered with **Meta** which is free of cost).

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WhatsApp MeeSeva – Conversational Service Delivery:

- Launched on **18th November 2025** to provide anytime, anywhere access to citizen services through WhatsApp.

- Citizens can avail services using **8096 95 8096**, bringing government services right to their fingertips.

- This is an AI-enabled chatbot, designed to offer a more conversational and user-friendly experience.

Key Metrics as on 11th March-2026

- 581 services of 10 Departments onboarded through AI-enabled chatbot which includes all utility bills like Electricity, Property Tax payments, Traffic Challans etc

- Includes 31 temples with facilities for darshan, seva, and room booking services.

- All MeeSeva services like Income, Caste, Nativity etc on boarded

- 8.43 lakh sessions with 5.48 lakh users

List of available Services

1. **MeeSeva AI Assist covering: Information Services**

   a. About MeeSeva Services

   b. Know your Application Status

   c. How to fill forms

   d. Grievances

2. **Payment Services**

   - Electricity BILL PAYMENTS

   - HMWSSB BILL PAYMENT

   - RTA Life tax

   - Panchayat Building Permission

   - RTA DL & LL FEE PAYMENT

3. **Few Application Services:**

   - COMMUNITY AND DATE OF BIRTH CERTIFICATE

   - INCOME CERTIFICATE

   - RESIDENCE CERTIFICATE

   - CORRECTIONS IN BIRTH CERTIFICATE

   - BIRTH/DEATH CERTIFICATE

   - ECONOMICALLY WEAKER SECTIONS (EWSs)

   - Re-ISSUANCE of INCOME & CASTE CERTIFICATES

Future action plan

- Education department services like hall tickets & results, certificates for SSC, Intermediate & College Education will be available from this academic year

- Notifications/alerts on all govt. initiatives and other alerts.

- Enabling Telugu/Urdu Text & Voice based services

- Proactively reaching out to citizens for bills/citizen services

MeeSeva Doorstep Delivery

MeeSeva Doorstep Delivery

- **Delivery of Services at Citizens Doorstep:**
  - Eliminate the need for citizens to physically visit MeeSeva centres or government offices to avail services.
  - A MeeSeva representative will visit the citizen's residence to facilitate service applications, collect necessary documents, and deliver the requested service or certificate directly to the citizen's doorstep.

- **Faster Service Delivery**: Ensures faster delivery of services.

- **Simplified Access**: Aims to **reduce complexity** in accessing G2C services.

- **Benefits to Citizens**:
  - Convenience: No need to visit MeeSeva Centres or stand in queues.
  - Transparency: Services provided in a transparent manner.
  - Reduced Corruption: Minimizes touts and bribery.
  - Increase in Employment generation.

Mee Ticket

Mee Ticket

About Mee Ticket: Mobile app for Common Ticketing (Mee Ticket)- A one stop mobile App for booking any ticket in the state of Telangana.

Objectives: Aim to achieve with Mee Ticket App is to Improving visitor experience, Managing crowd flow, Enhancing revenue collection, Citizens can make payments easily using UPI. Efficiency and Convenience: Expedite entry, eliminating the need for physical tickets and long 'Q', Contains essential ticket information and are safer than traditional tickets.

Status: ESD has launched on **9th January 2025** the following initiatives and services by the Hon'ble IT Minister Sri. D. Sridhar Babu and Principal Secretary, ITE&C.

MeeTicket App for Entry ticketing in Public places
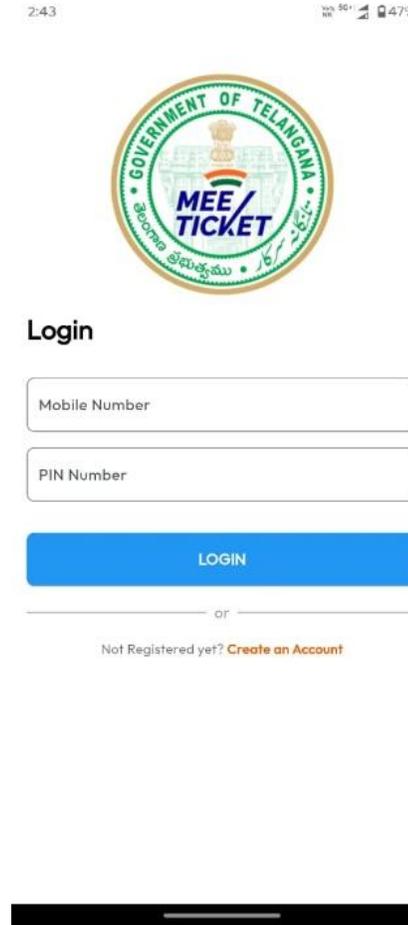
How the App works:

- Every location will have a unique QR code , which has to be displayed
- The citizen scans the QR Code for Booking Tickets.
- Details like no of tickets, type of tickets etc, will be captured
- Citizen pays using UPI application like Gpay,Phonepay etc.,
- A QR code based ticket will be generated in the mobile App
- This QR code can be scanned by the ticket conductor/gate keeper etc., for validation.
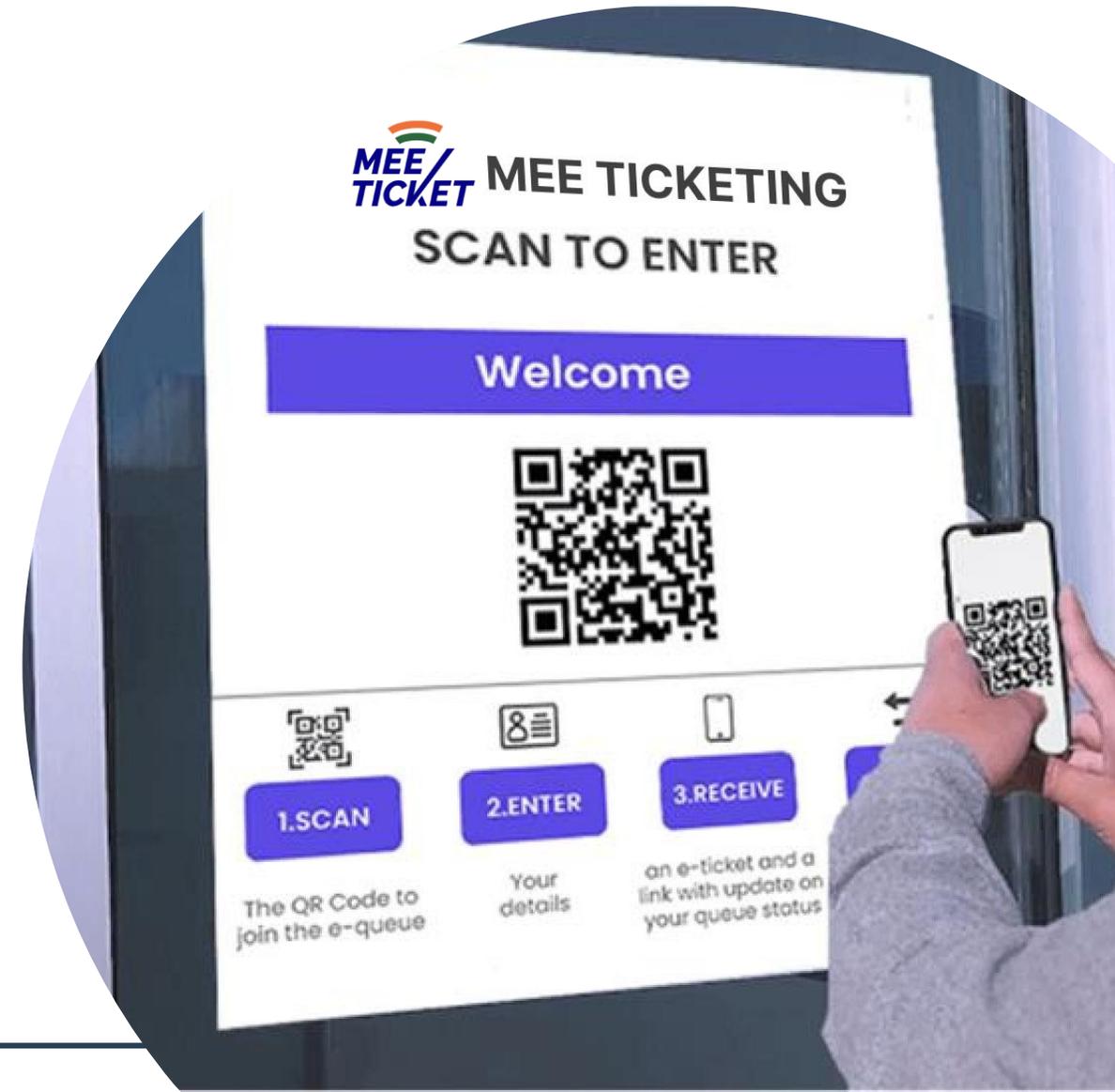
Verification of QR Code Ticket

- Users ensure they have the app open or the QR code readily accessible on their device.

- The staff or automated scanner verifies the QR code using a mobile application.

- Confirm the number of persons allowed entry based on the ticket purchase details.

- If the QR code and ticket details are valid, the gate opens to allow entry for the specified number of persons.

- Users proceed through the gate once entry is granted.

Mee Ticket New Initiative Launched on 09.01.2025

Service Integration & System Performance

- Total No of Locations - 221

- Categories include Metro, TGSRTC, 143 public parks including Forest Urban Parks/ Zoo/ Botanical Gardens/ GHMC Parks/ HMD Parks, 16 Temple darshan/ Seva Tickets, Tourism packages, Boating , Museums, Forts etc

- RTC bus passes, student bus passes, walkers pass for parks included

Future action plan

- Expand MeeTicket platform for various modes of transport including journey planner and integrate TGSRTC, Metro, MMTS and Private aggregators such as Uber, OLA, Rapido.

- Integrated single QR code-based ticket for multiple modes of transport

- Onboarding of private entities like theatres, GHMC community halls etc.,

Performance Highlights Since Launch

User Adoption

- **Registered Users:** 6.5 Lakh+

- **Customers Served:** 1.5 Lakh+ unique users across Telangana

- **App Downloads**: 2.1 Lakh+ across Android & iOS

- **Citizen Satisfaction:** 4.8/5 rating (Google Play)

- Consistently rated 5★ across app stores

Ticketing & Pass Issuance

- **Bus Passes Issued:** 1,051 (₹14,77,950)

- **Intercity Bus Tickets:** 173 (₹99,626)

- **Digital Tickets Booked:** 5 Lakh+

- **Tickets Issued (FY 2024–25):** 3.2 Crore+

- **Average Daily Transactions:** 12,000–15,000

Financial Performance

- Total Transaction Value Since Launch: ₹3.2+ Crore

- Revenue Processed (FY 2024–25): ₹45 Crore+

T - Wallet

The Official digital wallet of Telangana State

T Wallet

- In the wake of demonetization, adoption of digital wallets to reduce the reliance on cash in the economy had been a focus of the Govt of India

- Telangana state government, already being a leader in terms of number of digital transactions in the country, came forward to lend support to this vision of Government of India.

- T Wallet is the first digital wallet to be owned and operated by any state government in India.

- T Wallet was launched on Jun 1, 2017, with Transaction Analysts as the co-branding partner with RBI License for Issue of PPIs .

- T Wallet caters to users with smartphone and personal computers. More importantly, the core design of T Wallet aims to provide digital payment services to users with feature phone and no phone.

Primary Objectives

➢ To provide access to a free-of-cost, multilingual, easy-to-use, multi-channel digital payment option to both urban and rural population.

➢ T Wallet aims to be a bidirectional wallet which provides an option for government to transfer benefits directly to citizen's digital wallet without any delay in a leak proof method

➢ T Wallet is aimed at providing access to digital financial transactions to citizens of every strata

Aimed to help the citizens make cashless payments effortlessly and avail both government and private services

Citizens are not charged for making payments towards Govt. Bills, Services, Exam Fee, etc

Citizens with feature phones can also access T Wallet services through 4500+ Meeseva Centres

Integrated with ePOS machines at 11000+ fair price shops where T Wallet can be used for ration payment

Citizens can also use T Wallet to transfer funds to bank accounts through IMPS

T Wallet has been made available in three languages i.e. English, Telugu and Urdu

Impact Created

16.31 L
Registered Users

6.37 Crore
No. of Total Transactions

₹410 B
Total Transaction value

T Wallet – caters to bill payments across the board (Private and Govt)

Annual Statistics

Annual Number of Transaction

FY	No of transactions (in Lakhs)
FY 21-22	80.47
FY 22-23	82.77
FY 23 -24	83.52
FY 24 - 25	109
FY 25-26	105

■ No of transactions (in Lakhs)
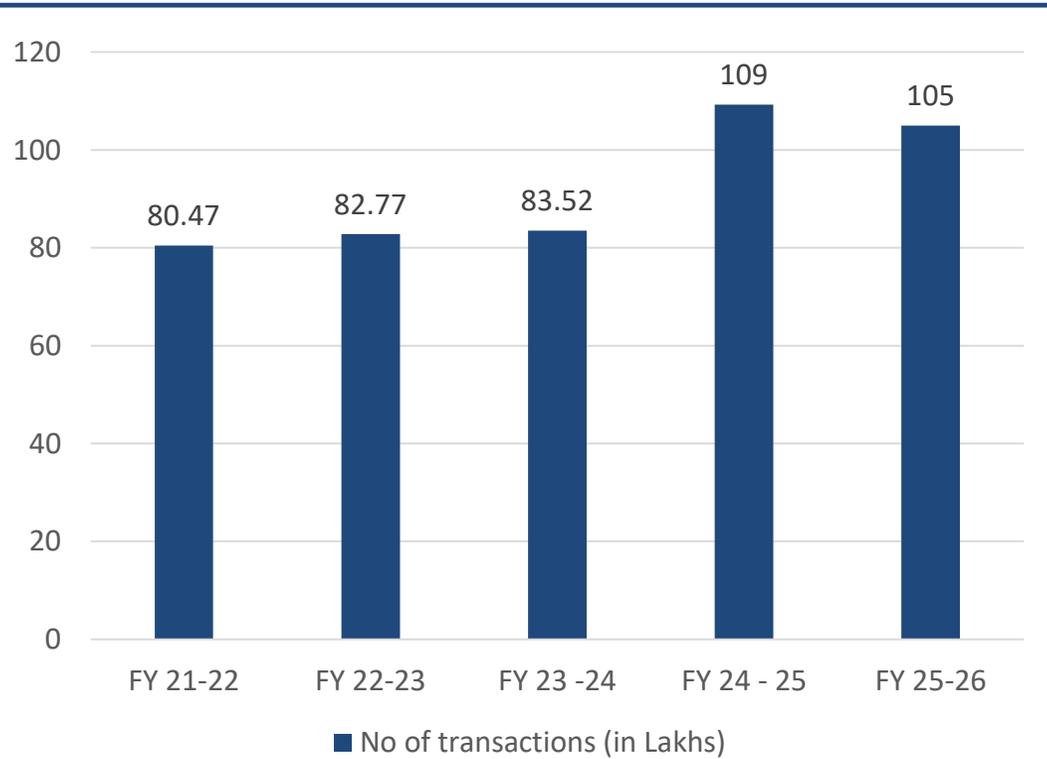
Annual Data of Total Amount Transacted

FY	Total Amount Transacted (in Crores)
FY 21-22	4854.02
FY 22-23	4986.74
FY 23 -24	5098.5
FY 24 - 25	8,637
FY 25-26	8,056

■ Total Amount Transacted (in Crores)
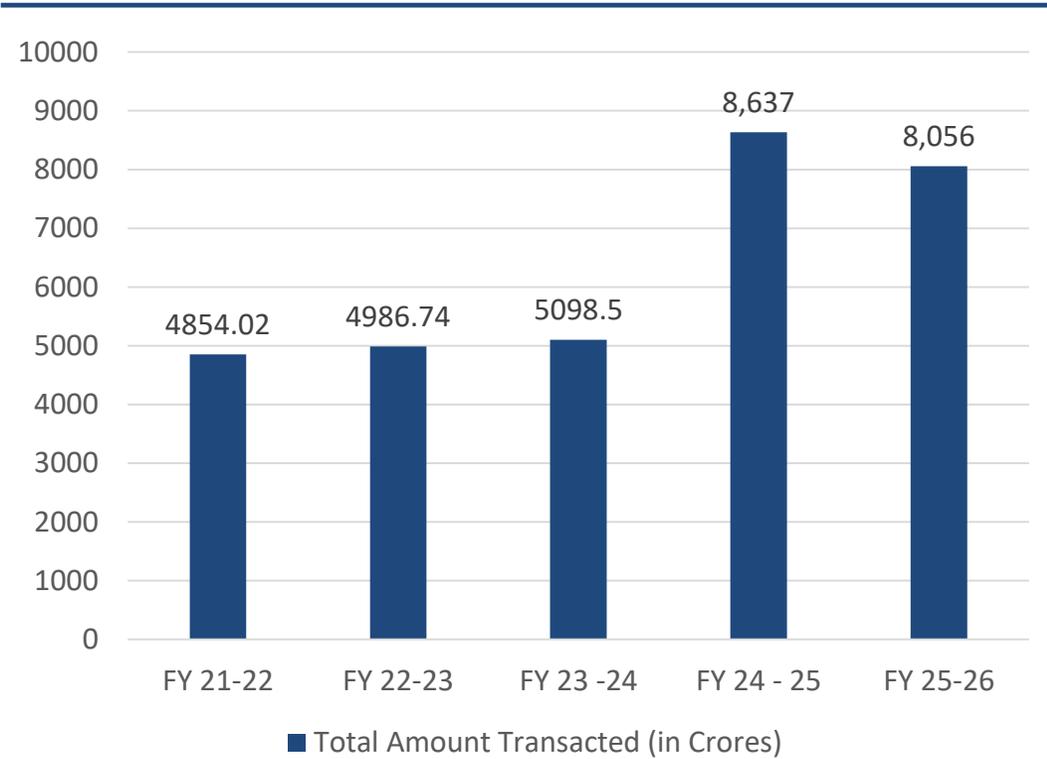
Potential Future Activities

o **<u>Direct Benefit Transfer (DBT):</u>** G2C benefits like scholarships can be provided through T Wallet

o **<u>Money Lending</u>**: Disbursement of loans to street vendors using T Wallet

o **<u>Loan Disbursement</u>**: Disbursement of loans to SHG group members using T Wallet

TGDeX

Telangana Data Exchange

TGDeX

Where AI Meets Innovation | Discover, Experiment, Create!

- **India's first Government Data Exchange platform**, offering trusted datasets, secure CPU/GPU compute, and model development through one portal.

- **Startup-friendly sandbox** for AI innovation, enabling safe experimentation, model training, and solution development.

- Real-time data sharing across departments, **supporting automated service delivery and data-driven governance**.

- **Innovation through Grand Challenges**, translating datasets into high-impact governance use cases.

- **Way Forward:** Prioritize high-impact datasets and use cases, expand onboarding, and strengthen DPDP-compliant consent management.

Key Metrics (as per Implementation Plan):

- No of Datasets Hosted: 500

- No of Departments who have shared the data : 25

- Grand Challenges conducted: 1

- No of Solutions in POC stage: 6

Future action plan

- Finalizing of the high impact use cases

- Identification of priority datasets and onboarding the departments

- Identification of Datasets outside Government data and use cases

- Action plan for consent management and compliance with DPDP Guidelines

"Thank You"