'Vetri Tamil Nadu e-Sevai 2.0' to be launched soon – mobile-first, AI-enabled platform

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News

Tamil Nadu's e-Sevai platform will be fully upgraded as the 'Vetri Tamil Nadu Integrated e-Sevai 2.0' platform. The Tamil Nadu e-Governance Agency (TNeGA) has issued an Expression of Interest/tender; eligible technology firms must apply by 3 Nov 2026 (reported 24–27 Oct 2026). Features: mobile-first design, applying from home, status alerts by SMS/WhatsApp, protection of Aadhaar and personal data, and capacity to handle heavy simultaneous log-ins. Today 275 services of 38 departments are delivered through 25,277 centres; the new platform is to scale up to 1,000 services.

Key facts

Name	Vetri Tamil Nadu Integrated e-Sevai 2.0
Implementing body	TNeGA – AI & IT Department
Tender	EOI issued; last date 3 Nov 2026
Present scale	38 departments, 275 services, 25,277 centres; 50,000–60,000 requests/day
Target	Up to 1,000 services; peaks up to 1.5 lakh requests/day
AI features	Tamil–English conversational help, document processing, grievance routing; 'no-application' delivery using government databases

Budget	5 Aug 2026: all centres to e-Sevai 2.0; 'Namma Arasu' WhatsApp chatbot services 76 → 275

Background

- National e-governance: the National e-Governance Plan (NeGP) began in 2006, under which Common Service Centres (CSCs) were set up in villages. 'Digital India' was launched on 1 July 2015; nodal ministry – Ministry of Electronics and IT (MeitY).
- Tamil Nadu history: the Directorate of e-Governance was formed in 2006 and TNeGA registered in 2007 as a society under the Tamil Nadu Societies Registration Act, 1975. e-Sevai centres are run by agencies such as TACTV, Primary Agricultural Co-operative Credit Societies (PACCS) and Village Poverty Reduction Committees (VPRC). 'e-Sevai for All' began on 15 March 2023.
- Law / tech: the Information Technology Act, 2000 gives legal recognition to electronic records and digital signatures. Aadhaar numbers are issued by the Unique Identification Authority of India (UIDAI), a statutory body under the Aadhaar Act, 2016.

Tamil Nadu link: the 2026–27 Budget (5 Aug 2026) announced upgrading all e-Sevai centres to 'e-Sevai 2.0', an AI-enabled project-approval portal 'SPEED' (₹40 crore), a stronger 'Tamil Nadu AI Mission', and a feasibility study (₹5 crore) for 'Arivagam', an AI technology city. Patta transfer and caste, income and residence certificates are key e-Sevai services.

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