सत्यमेव जयते

National e-Governance Service Delivery Assessment 2021

Reaching citizens through seamless service delivery

प्रशासनिक सुधार और लोक शिकायत विभाग

Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
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MESSAGE

I am delighted that the Department of Administrative Reforms & Public Grievances is publishing the second edition of the report on National e-Governance Service Delivery Assessment (NeSDA) for States and Union Territories (UTs).

2.   Hon'ble Prime Minister in his Independence Day speech on 15th August 2021 has emphasized that service delivery should reach citizens up to the last mile seamlessly without unnecessary interference by the Government. In view of this, it makes this NeSDA Study a very important exercise to assess and benchmark e-Governance service delivery across the States and UTs. This study would help States and UTs to improve the delivery of citizen centric services and replicate the best practices.

3.   The DARPG initiative is enhancing the Government's resolve of Minimum Government – Maximum Governance by providing an effective framework through improved e-Governance delivery systems.

4.   My congratulations to all the officials who have made this challenging endeavour a reality.

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MESSAGE

The core of Good Governance is based on reducing internal complexities in the functioning of the government, expediting procedures through electronic and digital means, reducing / eliminating unnecessary rules and creating an enabling environment. These changes if implemented can bring a paradigm shift in the way the government functions and it will increase the involvement of citizens.

The Department of Administrative Reforms and Public Grievances developed National e-Governance Service Delivery Assessment (NeSDA) framework with our knowledge partner, NASSCOM in 2019. The framework was further refined, and the States and focused Central ministries were again assessed under NeSDA 2021 while the ethos of assessment through binary evaluation as in NeSDA 2019 has been preserved.

NeSDA 2021 covers G2C and G2B services across seven sectors and this biennial assessment is likely to continue expanding its scope and reach given the positive outcomes in ensuring e-governance benefits to the citizens. NeSDA 2021 report has been prepared covering the assessment results, recommendations and action plan for the States and UTs to further enhance their portals. This edition of the report highlights the initiatives implemented under the ambit of Digital India in the country that acted as an enabler for COVID-19 pandemic management. The report has also brought out the initiatives of the various District Administrations towards excellence in service delivery reaching out to the citizens up to the last mile seamlessly.

In the past two years, India has witnessed an increasing effort to provide the real-time information with full transaction enabled payments facilitated by end-to-end digitized processes for citizen centric services.

I would like to sincerely thank all the persons associated with NeSDA, especially all the States, UTs and Central Ministries and NASSCOM

Dated: February 28, 2022

सूचना का
अधिकार

(V. Srinivas)

NASSCOM®

Message

The Technology sector in India is setting new benchmarks for Innovation at Scale, building solutions for the world and for India. It has also been partnering with Central and State Governments to build technology platforms that redefine how services are delivered to citizens and businesses. India is uniquely positioned to take advantage of digital technologies to bring in a paradigm shift in Governance by keeping citizen centricity at the core, while delivering public services.

NASSCOM is privileged to be the designated knowledge partner for the National e-Governance Service Delivery Assessment (NeSDA) of States/UTs and Central Ministries for the second edition.

This initiative of benchmarking the e-Governance services led by the Department of Administrative Reforms and Public Grievances (DARPG) to assess States and Union Territories on depth and efficiency in public service delivery across all socio-economic citizen segments in the country is an important initiative to track and benchmark e-Governance service delivery. Such benchmarking efforts will enable e-Governance initiatives to trickle down to all levels of administration throughout the country.

This study provides empirical evidence with extensive analysis based on a detailed survey with central ministries and state governments. It is heartening to see the maturity of e-Governance services both in terms of services being offered and increasing depth of reach to the citizens. Case studies are also showcased to highlight how e-governance is helping citizens and played a key role during the Covid pandemic.

NASSCOM is honored to be associated with this prestigious project which sets the foundation for accelerated digital transformation in governance for citizen services.

Debjani Ghosh
President

Table of Contents

List of Abbreviations

Abbreviation	Expansion
CBDT	Central Board of Direct Taxes
CBIC	Central Board of Indirect Taxes and Customs
CSC	Common Service Centres
CPPP	Central Public Procurement Portal
DARPG	Department of Administrative Reforms and Public Grievances
EPFO	Employees' Provident Fund Organisation
FAQ	Frequently asked questions
G2B	Government to Business
G2C	Government to Citizen
GeM	Government e-Marketplace
GIGW	Guidelines for Indian Government Websites
HTTPS	Hyper Text Transfer Protocol Secure
IndEA	India Enterprise Architecture
MoAFW	Ministry of Agriculture and Farmers' Welfare
MeitY	Ministry of Electronics and Information Technology
MoHFW	Ministry of Health and Family Welfare
MoRD	Ministry of Rural Development
MoSJE	Ministry of Social Justice and Empowerment
NASSCOM	National Association of Software and Services Companies
N/A	Not Available
NCRB	National Crime Records Bureau
NeSDA	National e-Governance Services Delivery Assessment
NGSP	National Government Services Portal
NOC	No Objection Certificate
SDG	Sustainable Development Goals
SPOC	Single point of contact
SSO	Single Sign on
SWAYAM	Study Webs of Active Learning for Young Aspiring Minds
TPA	Third Party Auditor
UNDESA	United Nations Department of Economic and Social Affairs
UT	Union Territory
W3C	World Wide Web Consortium

Note to the Reader

While all the efforts have been adhered to ensure that the assessment is fair and represents the accurate status of the depth and effectiveness of e-Governance service delivery systems across the country, the reader must keep in mind that the assessment is purely based on the data sets provided by the States, UTs and Central Ministries to DARPG through the NeSDA portal. Aberrations from actuals in terms of availability of a certain service link or feature, if any, would be correlated to the data provided by the States, UTs and Central Ministries through the NeSDA portal. Similarly, the review of the submissions were done on the basis of the Guidelines published on the NeSDA portal. It may be possible that the scores of certain States or UTs are low because of the non-adherence to the assessment guidelines or because of submission of inadequate data by the States/UTs/Central Ministries.

While the States/UTs were requested to submit mandatory and optional services, this report covers the assessment of the mandatory services only.

This is a consolidated report on the findings and analysis of the NeSDA Framework, and the comprehensive action plan is separately shared with the States along with the detailed recommendations on the NeSDA portal.

1. Executive Summary

1. Executive Summary

The Digital India programme is a flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. Developing digital infrastructure and offering digital services that can bridge the digital divide and lead to inclusive growth and empowerment of every citizen is the essence of Digital India. To implement next generation reforms, the Hon'ble Prime Minister of India in his Independence speech on 15th August 2021 emphasized the need for good and smart governance.

To encourage innovation and progress for government services in the country, there is a need to assess and benchmark e-Governance service delivery across the Central, State and UT governments. Towards this goal, DARPG has entrusted NASSCOM to formulate a framework and conduct a study to assess the State, Union Territory and Central Ministries with regards to their delivery of e-Governance services. The National e-Governance Service Delivery Assessment (NeSDA) Study, the first of its kind benchmark exercise was undertaken in 2018-19 and the NeSDA Report 2019 was released during the 23rd National Conference on e-Governance in February 2020. The overall objective of the NeSDA study is to assess the State, UT and Central Ministries on the depth and effectiveness of e-Governance service delivery.

DARPG intends to conduct the NeSDA study biennially. In line with this, DARPG embarked on the journey of second edition of NeSDA Study in the first quarter of 2021. DARPG conducted a consultative workshop on NeSDA 2021 Framework with States, UTs and Central Ministries on 16th March 2021 for feedback on NeSDA 2021 Framework. The trial runs of the NeSDA 2021 portal with States, UTs and Ministries were held in April and May 2021. The NeSDA 2021 Portal, was launched on 9th June 2021 by the Secretary, DARPG. This is an online system developed to assist DARPG in carrying out all 4 stages of the NeSDA 2021 assessment.

In 2021, the NeSDA framework covered G2C and G2B services across seven sectors, viz., Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare (including Health, Agriculture & Home Security), Environment (including Fire) and Tourism sectors. *A total of 56 mandatory services were assessed for every State & UT and 27 services were assessed for Central Ministries*.

All Government Portals assessed during NeSDA 2021 were classified into one of two categories viz *(i) State / UT / Central Ministry Portal* and *(ii) State / UT / Central Ministry Services Portals*. State / UT / Central Ministry Portal is the official portal of the respective State / UT / Central government entity that provides a single window access to the information and links to the services being provided by that government entity for the citizens and other stakeholders. *State / IT / Central Ministry Services Portals* are official government portals that focus primarily on the delivery of services online and also provide all relevant information related to the respective services for the citizens and other stakeholders.

The NeSDA framework has assessed all the State / UT / Central Ministry Portals on four key parameters, namely *Accessibility, Content Availability, Ease of Use, and Information Security & Privacy*. The Services Portals have been assessed on an additional three parameters viz. *End-service Delivery, Integrated Service Delivery, and Status & Request Tracking*.

In the NeSDA 2021 study, 1400 services across all States and UTs were evaluated, an increase of over 60% from that in 2019. In 2021, *Punjab and Tamil Nadu are the leading States providing all 56 mandatory services online.* This shows a clear trend towards digital government and digital governance.

1. Executive Summary

1.1 Key Takeaways of NeSDA 2021

The NeSDA study promotes participation of all departments and ministries at State, UT and Central levels towards improving their digital service delivery across India in every spectrum of the socio-economic sphere. The NeSDA 2021 assessment found improvement on multiple dimensions for e-Governance services across the country, the key takeaways from which are –

1. Increased delivery of e-Services

NeSDA 2019		NeSDA 2021
872 Services	*Over 60% more services evaluated*	**1,400 Services**

69% of all possible mandatory e-Services# have been delivered by States and UTs, up from 48% in NeSDA 2019

74% respondents for nation-wide Citizen Assessment Survey are Satisfied / Very Satisfied with e-Services

2. Rise of Integrated / Centralized Portals

Trend for e-Services delivery shifting from single silo departmental portals to integrated portals / centralized portals, driving higher citizen satisfaction

State and UTs that deliver services through integrated / centralized portals can focus more on service delivery and citizen outreach instead of system development and achieve better user satisfaction. Governments leveraging common application platforms can quickly roll out services online and provide a consistent experience which improves end user satisfaction.

3. Improvement across Parameter Scores

In NeSDA 2021, scores have improved for –
- **All 4 parameters** for State / UT / Central Ministry Portals
- **All 7 parameters** for State / UT / Central Ministry Services Portals
- **28 State and UT Portals** and **22 State and UT Services Portals**
- **4 Central Ministry Portals** and **6 Central Ministry Services Portals**

Information Security & Privacy **was the most improved aspect across all Portals**

Note: # The maximum possible number of mandatory services that could have been assessed in NeSDA 2021 was 2016 services *(56 mandatory services x 36 States and UTs) and in 2019, it was 1908 services (53 mandatory services x 36 States and UTs).*
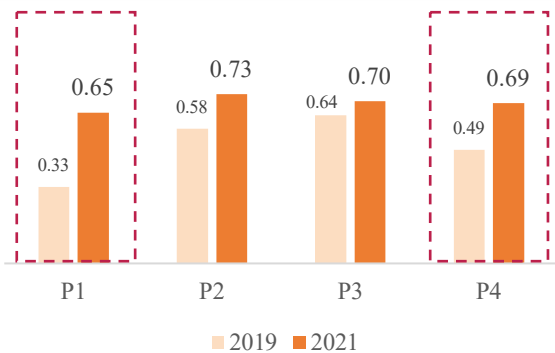
1. Executive Summary
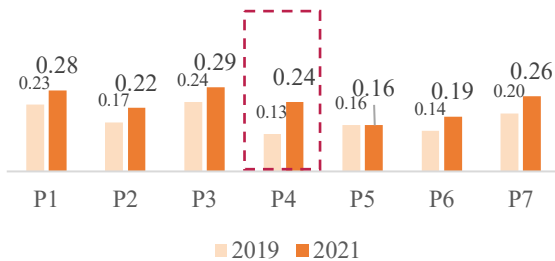
1.2 NeSDA 2021 – Improvement across all Portals

1.2.1 North-East and Hill States

Scores have improved across all four parameters for State portals and across all seven parameters for State Services portals

State Portal	Services Portal

- *Accessibility* and *Information Security & Privacy* are the most improved aspects across portals

- *Information Security & Privacy* is the most improved aspect across portals

1.2.2 Union Territories

Scores have improved across all parameter for the UT Services portals, increasing by more than 100% in all instances. Scores have also improved across all four parameter for the UT portals

UT Portal	Services Portal

- *Content Availability* and *Information Security & Privacy* are the most improved aspect across portals

- *Status & Request Tracking* is the most improved aspect across portals

P1 → Accessibility | P2 → Content Availability | P3 → Ease of Use | P4 → Information Security and Privacy | P5 → End Service Delivery | P6 → Integrated Service Delivery | P7 → Status & Request Tracking

1. Executive Summary

1.2 NeSDA 2021 – Improvement across all Portals

1.2.3 Remaining States (includes both Group A and Group B)

Scores have improved across all four parameters for State portals and across all seven parameters for State Services portals
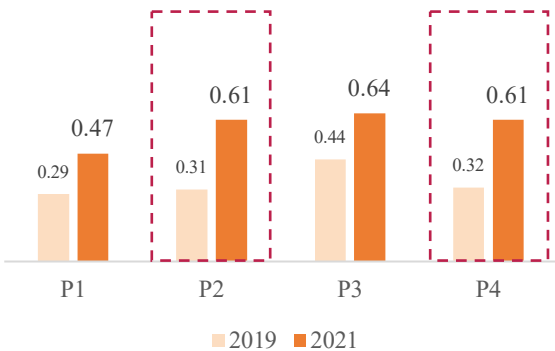
State Portal

- 2019
- 2021

Services Portal

- 2019
- 2021

- *Content Availability* and *Information Security & Privacy* are the most improved aspects

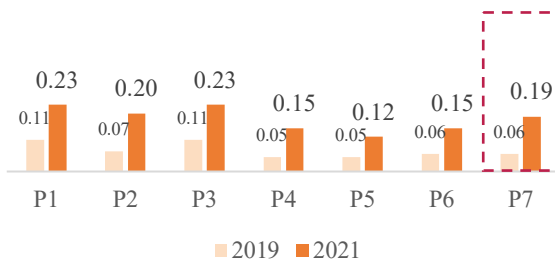- *Information Security & Privacy* is the most improved aspect

1.2.4 Central Ministries

Scores have improved across four parameters for Central Ministry Portals and across all seven parameters for Central Ministry Services portals.

Ministry

- 2019
- 2021

Services Portal

- 2019
- 2021
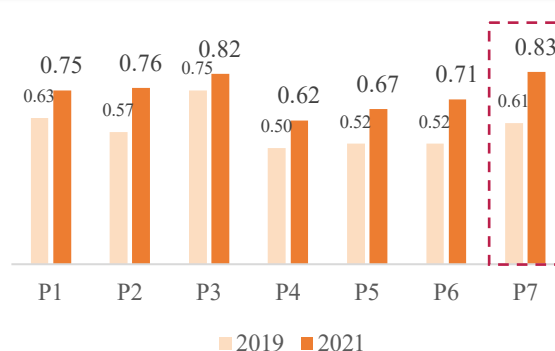
- *Information Security & Privacy* is the most improved aspect across portals
- *Ease of Use* is highest scoring parameter

- *Status & Request Tracking* is the most improved aspect as well as the highest scoring aspect across portals

P1 → Accessibility | P2 → Content Availability | P3 → Ease of Use | P4 → Information Security and Privacy | P5 → End Service Delivery | P6 → Integrated Service Delivery | P7 → Status & Request Tracking

1. Executive Summary

1.3 Ranking of State / UT Portals

North-East and Hill States

State Name	Rank
Nagaland	1
Meghalaya	2
Assam	3
Sikkim	4
Tripura	5
Himachal Pradesh	6
Uttarakhand	7
Mizoram	8
Arunachal Pradesh	9
Manipur	10

Remaining States – Group A

State Name	Rank
Kerala	1
Tamil Nadu	2
Punjab	3
Karnataka	4
Telangana	5
Goa	6
Haryana	7
Andhra Pradesh	8
Maharashtra	9
Gujarat	10

Union Territories

UT Name	Rank
Jammu & Kashmir	1
Andaman & Nicobar Islands	2
Puducherry	3
Delhi	4
Chandigarh	5
Ladakh	6
Dadra & Nagar Haveli and Daman & Diu	-
Lakshadweep	-

Remaining States – Group B

State Name	Rank
Odisha	1
Uttar Pradesh	2
Bihar	3
Jharkhand	4
West Bengal	5
Madhya Pradesh	6
Chhattisgarh	7
Rajasthan	8

Note:

- *In 2021, the UTs of Lakshadweep and Dadra & Nagar Haveli and Daman & Diu have not provided adequate data for assessment of their UT Portals. and hence they are not considered for analysis.*

1. Executive Summary

1.4 Ranking of State / UT Services Portals

North-East and Hill States

State Name	Rank
Meghalaya	1
Tripura	2
Assam	3
Uttarakhand	4
Himachal Pradesh	5
Nagaland	6
Arunachal Pradesh	7
Mizoram	8
Manipur	9
Sikkim	10

Remaining States – Group A

State Name	Rank
Punjab	1
Tamil Nadu	2
Haryana	3
Telangana	4
Gujarat	5
Kerala	6
Karnataka	7
Goa	8
Andhra Pradesh	9
Maharashtra	10

Union Territories

UT Name	Rank
Jammu & Kashmir	1
Andaman & Nicobar Islands	2
Delhi	3
Chandigarh	4
Puducherry	5
Ladakh	6
Dadra & Nagar Haveli and Daman & Diu	7
Lakshadweep	-

Remaining States – Group B

State Name	Rank
Rajasthan	1
Uttar Pradesh	2
Madhya Pradesh	3
Odisha	4
West Bengal	5
Jharkhand	6
Bihar	7
Chhattisgarh	8

Note:

- *In 2021, the UT of Lakshadweep has not provided adequate data for assessment of their UT Services Portals and hence it is not considered for analysis.*

1. Executive Summary

1.5 Ranking of Central Ministry Portals

Central Ministry Portals	
Ministry Name	**Rank**
Home Affairs	1
Rural Development	2
Education	3
Environment, Forest & Climate Change	4
Personnel, Public Grievances & Pensions	5
Commerce & Industry	6
Labour & Employment	7
Social Justice & Empowerment	8
Health & Family Welfare	9
Finance	10
Agriculture	11

Central Ministry Services Portals	
Ministry Name	**Rank**
Finance – Central Public Procurement Portal (CPPP)	1
Home Affairs - Digital Police	2
Personnel, Public Grievances & Pensions – Bhavishya Portal	3
Finance – Central Board of Direct Taxes (CBDT)	4
Environment, Forest & Climate Change	5
Finance - Central Board of Indirect Taxes and Customs (CBIC)	6
Commerce & Industry - Government e-Marketplace (GeM)	7
Labour & Employment	8
Education	9
Health & Family Welfare	10
Rural Development	11
Agriculture	12
Social Justice & Empowerment	-

Note: The Ministry of Social Justice & Empowerment has not provided adequate data for assessment of their services portal in 2021.

1. Executive Summary
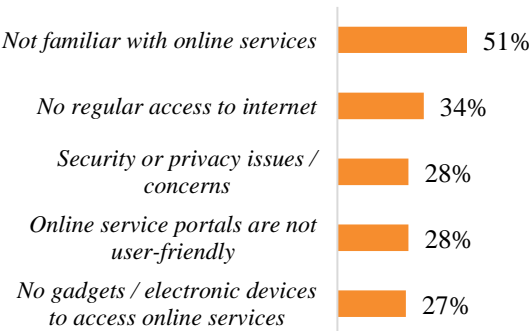
1.6 Citizen Survey Assessment 2021

NeSDA 2021 also featured a Citizen Survey to determine the satisfaction levels of respondents based on their experience in availing e-services from their respective States and UTs. The focus areas for the survey were:

- *Awareness of e-Governance Services*
- *Usage of e-Governance Services*
- *Identification of e-Services availed*
- *Channels to avail e-Services*
- *Intermediary to avail e-Services*
- *Rating of e-Services*
- *Choice between e-Services and Manual Service*
- *Belief that e-Services can be used to improve Service Delivery*
- *Feedback on e-Service Delivery*

The survey was conducted online from 01st August 2021 to 15th November 2021. Key observations of the survey include –

- The survey covered 26,425 respondents across all States and UTs, of which 69.6% of respondents had availed e-Services.

- On average, 74% of respondents have rated their general assessment of e-Services as *Satisfied* or *Very Satisfied.*

- Portals that have higher satisfaction levels are those which implement features such as –
  - *Online payment facility of the portal*
  - *Password recovery and reset facility on the portal*
  - *Ability of the portal to support multiple languages*
  - *Access to the portal through multiple devices*

- 87% of respondents agreed that e-Governance services can be used to deliver better services to citizens. And over 90% of respondents stated that e-Services are better than manual services for cost, time and effort.

- e-Services of Finance and Local Governance & Utility Services were the ones most used by the respondents.

- The top 5 used e-Services among the respondents' sample were –
  - *Online application of Caste Certificate*
  - *Online application of Income Certificate*
  - *Domicile Certificate*
  - *E-Payment of Electricity Bills (Citizen)*
  - *Online application for Scholarship*

- A noticeably higher usage was seen for Labour and Employment services in NeSDA 2021 compared to the 2019 survey.

- Respondents have chosen *'Internet on devices like computer, mobile, tablet, etc'* as the most preferred option to avail government services.

- Compared to 2019, a lower preference was seen for kiosks and government departments, a reflection of the success of digital literacy programs of governments.

- Around 30% of respondents across all States and UTs are those who have not availed e-Services and they have provided various reasons for the not availing the e-Services.

- Top reasons for not availing e-Services were as follows –

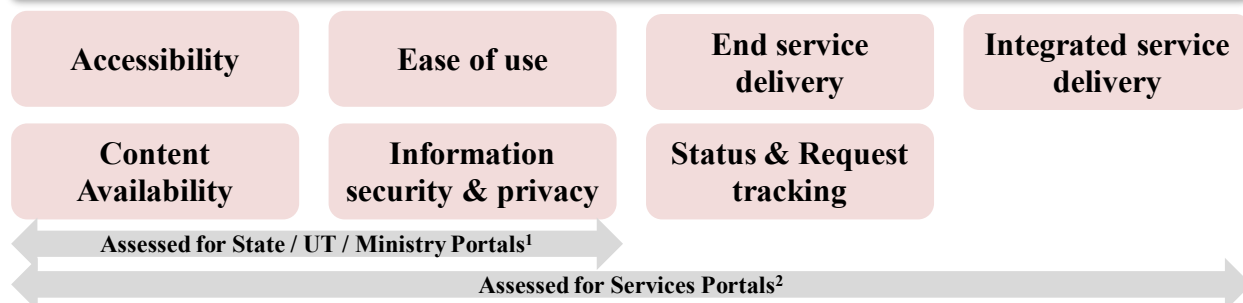|	
Not familiar with online services	51%
No regular access to internet	34%
Security or privacy issues / concerns	28%
Online service portals are not user-friendly	28%
No gadgets / electronic devices to access online services	27%

These are the key findings that need to be worked upon the State and UT governments to increase the uptake of the e-Services.

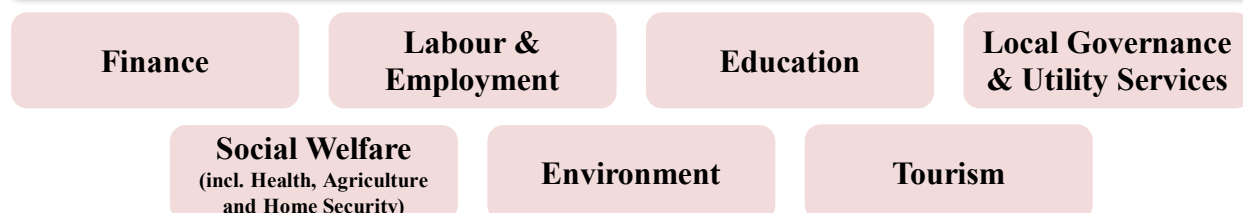# 1. Executive Summary
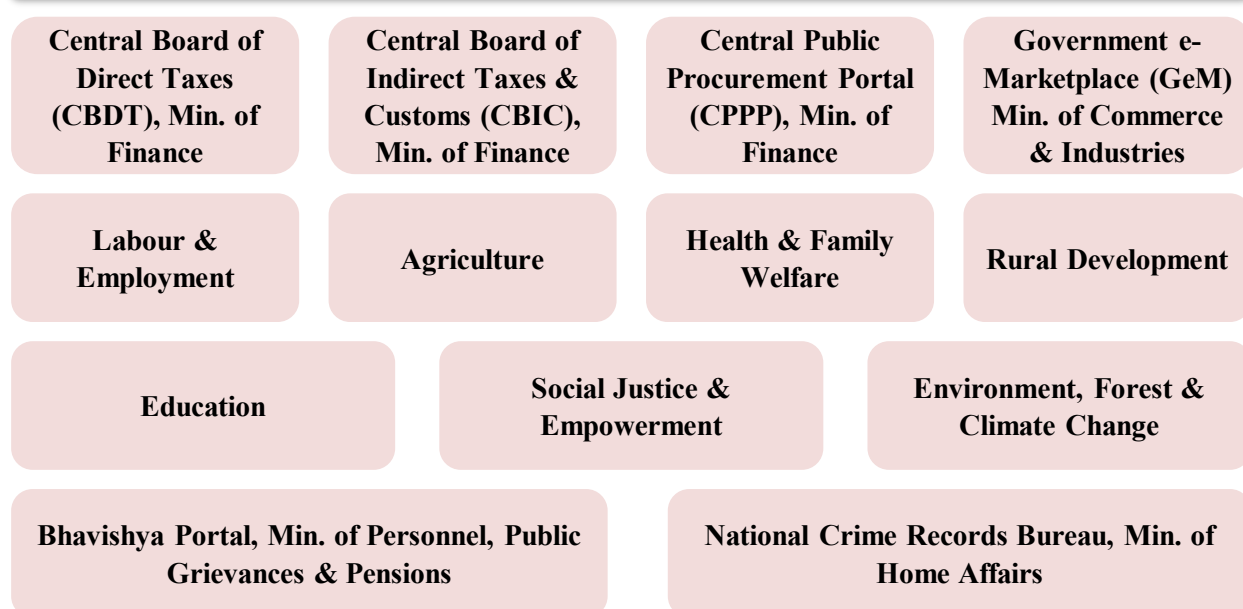
1.7 Overview of the NeSDA 2021 Framework

Parameters Assessed

Accessibility	Ease of use	End service delivery	Integrated service delivery

| Content Availability | Information security & privacy | Status & Request tracking | |

Assessed for State / UT / Ministry Portals¹

Assessed for Services Portals²

Sectors covered in States and Union Territories

Finance	Labour & Employment	Education	Local Governance & Utility Services

Social Welfare (incl. Health, Agriculture and Home Security)	Environment	Tourism

Central Ministries Covered

Central Board of Direct Taxes (CBDT), Min. of Finance	Central Board of Indirect Taxes & Customs (CBIC), Min. of Finance	Central Public Procurement Portal (CPPP), Min. of Finance	Government e-Marketplace (GeM) Min. of Commerce & Industries
Labour & Employment	Agriculture	Health & Family Welfare	Rural Development
Education	Social Justice & Empowerment	Environment, Forest & Climate Change	
Bhavishya Portal, Min. of Personnel, Public Grievances & Pensions		National Crime Records Bureau, Min. of Home Affairs	

¹ *State / UT / Central Ministry Portal* is the official portal of the respective State / UT / Central government entity that provides a single window access to the information and links to the services being provided by that government entity for the citizens and other stakeholders.

² *State / IT / Central Ministry Services Portals* are official government portals that focus primarily on the delivery of services online and also provide all relevant information related to the respective services for the citizens and other stakeholders.

1. Executive Summary

1.7.1 NeSDA 2021 Framework – What has changed

A. Service List expanded to include additional services

For State and UT services, the services list for NeSDA 2021 was revised based on the feedback received from States and UTs. five of the mandatory services assessed in NeSDA 2019 were now availed through Central Ministry portals and hence have been removed from NeSDA 2021 assessment. Further, Eight additional services were included in the list of mandatory services for States and UTs in NeSDA 2021. Thus, a total of 56 mandatory services were assessed for every State and UT.

Additionally, under the Central Ministry services, 4 additional services were included in the NeSDA 2021 assessment. A total of 27 services were assessed for Central Ministries.

State / UT Services

Focus Sectors

Finance	Labour & Employment	Environment
Home & Security	Education	**Tourism**
Local Governance & Utility Services	Social Welfare (incl. Health, Agriculture)	**Public Procurement**

G2C and G2B Online Services

48 Services
(assessed in NeSDA 2019)

+

Public Procurement	• Online Bidder Enrolment • Online Bid Submission • Tender Result Announcement
Home & Security	• Complaint Registration • Missing Person Registration • Request for FIR Copy
Tourism	• Certificate issuance as Approved State Tour Operator • Registration of Hotels Guest houses etc.

Addition in NeSDA 2021

1. Executive Summary

1.7.1 NeSDA 2021 Framework – What has changed

A. Service List expanded to include additional services

State / UT Services

State / UT Government Departments

Revenue Dept.	Commissionerate of Labour	Dept. of Health
Sub Registrar Office / Registrar of Societies	Employment & Training Dept.	Social Welfare Dept./ Rural Development Dept.
Dept. of Commercial Taxes	Dept. of School Education / Higher Education	Dept. of Water Resources / Relevant Depts.
Dept. of Urban Development / Local Self Govt.	Dept. of Power / Electricity Board	Fire Services
Finance Dept. - State Public Procurement	Home Dept.	Tourism Dept.

Central Ministry Services

Focus Sectors

Finance	Education	Labour & Employment	Environment
Home & Security	Social Welfare (incl. Health, Agriculture)		Public Procurement

G2C and G2B Online Services

23 Services
(assessed in NeSDA 2019)

+

Public Procurement	• Central Public Procurement Portal • Government e-Marketplace (GeM)
Home & Security	• Digital Police Citizen Services (NCRB)
Social Welfare	• BHAVISHYA (Pension)

Addition in NeSDA 2021

1. Executive Summary

1.7.1 NeSDA 2021 Framework – What has changed

A. Service List expanded to include additional services

Central Ministry Services

Central Ministries

Min. of Finance (Central Board of Direct Taxes)	**Min. of Labour & Employment**	**Min. of Education (formerly Min. of Human Resource Development)**
Min. of Finance – (Central Board of Indirect Taxes and Customs)	**Min. of Social Justice & Empowerment**	**Min. of Agriculture & Farmers' Welfare**
Min. of Rural Development	**Min. of Health & Family Welfare**	**Min. of Environment, Forest & Climate Change**

Min. of Finance - Central Public Procurement Portal	**Min. of Home Affairs - NCRB**
Min. of Personnel, Public Grievances and Pensions – BHAVISHYA (Pensions)	**Min. of Commerce & Industry- GeM**

Addition in NeSDA 2021

B. Categorization of States updated basis Good Governance Index 2021

To account for the variations in the size and diversity of the States and UTs, they have been categorized in four groups in 2021 – adopting the grouping as followed for Good Governance Index 2021. In 2019, the States and UTs had been categorized into three groups.

Categories - 2021	Categories - 2019
• North-East & Hill States (10 Nos.) • Union Territories (8 Nos.) • Remaining States – Group A (10 Nos.) • Remaining States – Group B (8 Nos.)	• North-East & Hill States (10 Nos.) • Union Territories (8 Nos.) • Remaining States (18 Nos.)

C. NeSDA 2021 Framework – What has continued

- State / UT / Central Ministry Portal are assessed on **4 Parameters**
- State / UT / Central Ministry Services Portals are assessed on **7 parameters**
- Assessment is carried out across **4 stages** of assessment on NeSDA Portal
- Binary evaluation methodology continues to be the calculation Methodology
- Only Mandatory services considered for scoring and ranking of State, UT and Central Ministries

1. Executive Summary

1.8 Review of NeSDA 2019 Way Forward Recommendations

The NeSDA 2021 study analyzed the progressive journey of India's e-Governance from both an absolute perspective as well as relative to the 2019 assessment. The improvement of the country's e-Governance landscape was captured in three key takeaways of increase in in number of e-Services delivered across all States and UTs, rise in use of integrated / centralized Portals for delivery of e-Services and improvement in scores of all seven assessment parameters of NeSDA framework.

Several improvements in 2021 have resulted directly from the implementation of recommendations from NeSDA 2019. Particularly, greater efforts towards making an inclusive digital ecosystem have been seen across all levels of government The increase in delivery of e-Services across the focus sectors aligns with the objective of attaining SDG goals towards sustained development and improving the quality of life of the citizens. Improved scores across all parameters reflects the work done towards adoption of standards for uniformity in governance. A positive trend has been seen in NeSDA 2021 for the adoption of integrated service delivery. This provides multiple benefits including faster rollout of services, consistent interfaces, reduced friction, and increased trust which to an overall better experience for citizens. Further, the citizen assessment survey has shown a high uptake of services as well as good levels of satisfaction with e-services in general – proof of the good work being done towards the Digital India mission and creating an Atmanirbhar Bharat.

1.9 Way Forward

While NeSDA 2021 has provided encouraging findings for the journey of e-Services excellence across India, there continues to be room to improve. In Chapter 7, suggestions have been provided for the way forward for further improvement in the depth and effectiveness of e-Governance service delivery. A summary of the suggestions provided for the way forward is presented here.

1.9.1 Recommendations to improve assessment parameters

Recommendations have been provided for all seven assessment parameters based on the findings of NeSDA 2021. These recommendations are provided to enhance the usability and utility of the portals, which would increase the acceptance and usage of portals among citizens. The recommendations build on the suggestions that had been provided during NeSDA 2019 but are yet to see widespread adoption across the country. In particular, work still needs to be done for embracing new age technologies. Also, more promotional campaigns need to be undertaken for e-Literacy to reduce the digital divide.

This report has shed light on how high-scoring States have implemented the suggestions. Chapter 2 takes a look at what has driven the improvements at the parameter level and highlights some good examples that may be emulated. A variety of case studies have also been provided in Annexures 8.1, 8.2, and 8.3 to highlight good practices in e-governance service delivery across the country. The onus now lies on the respective State, UT and Central governments to continue build on the learnings from each other as seen during NeSDA 2021 and improve their performance on the assessment parameters and overall service delivery.

1. Executive Summary

1.9 Way Forward

1.9.2 Learnings from Global Digital Government Trends

Government across the world have innovated on their service delivery in a variety of ways and digital governance has evolved at an increasingly rapid pace in the information era. To keep pace with global trends, the following suggestions are made in terms of digital government trends that governments are encouraged to adopt.

- **Integrated Service Delivery:** The whole-of-government is an integrated approach that allows for collaboration across departments and between levels through institutional arrangements which create a robust system of holistic, synergistic and coordinated delivery of public services. This needs to be supported through political and administrative will.

- **Data Centric e-Government:** Data is increasing in importance as a strategic asset and governments need to adopt a strategic approach to the use of data and technology to strengthen government intelligence, support policy making, service design, and services delivery.

- **Policy Framework for adoption of New Age Technologies:** In order to encourage adoption of new age technologies, the Government needs to provide a policy framework for adopting new technologies in delivery of government services.

- **Continuous Monitoring, Evaluation and Improvement:** Seeking user feedback is essential, but it is equally important to share results and let citizens know they are being heard and their input is guiding meaningful changes.

- **Cyber resilience:** Government websites need to adopt a harmonized set of security policies and technology against the misuse of information, thereby establishing minimum security criteria and accreditation schemes for software applications and systems

- **Future Workforce for Governments:** Every Government's strategy roadmap for a digital government should also incorporate plans for talent retention, knowledge development, overcoming talent shortages and enhancing the delivery of public services. The Government officer of the future should be able to build on people's values and ambitions and drive a culture of people-first governance

- **e-Literacy for Inclusiveness:** While a variety of measures are undertaken, governments must ensure that content and trainings are available in local languages.

- **Prescriptive Analytics:** Services that can anticipate user needs and prescribe the right course of action should become a standardized experience

- **Mobile-First Approach:** Governments should prioritize a mobile-first design for service delivery to leverage the high levels of mobile device usage across the country.

- **Service Affordability:** Services such as quality education, health care, energy, and water supply should be made affordable to citizens across all socio-economic levels. Approaches that do not involve the government to bear all the costs should also be explored.

1. Executive Summary

1.9 Way Forward

1.9.3 Evolving the NeSDA Framework

To make NeSDA framework more robust and align with global digital government trends, it is suggested to evolve the NeSDA Framework to incorporate additional assessment parameters. Based on the assessment of evolving domestic and global trends for e-Governance, the following additional assessment parameters may be included in the next version of NeSDA Framework.

- **Open Government Data:** Is proactive access being provided to government owned shareable data along with its usage information? Do frameworks such as policies, rules, or acts exist to enable and govern access to public domain data?

- **E-Participation:** Have online tools and platforms been provisioned to promote interaction between the government and its people? Are citizens empowered to engage with governments and co-design policies and services?

- **Leveraging Emerging Technologies:** Is the strategic adoption of new and emerging technologies for digital government development and enhanced service delivery encouraged by the government?

- **Alignment to India Enterprise Architecture (IndEA):** Is the created Enterprise Architecture aligned to EA and notified? Is a single digital ID created for availing all government services? Is the API for integrated created with its services and published in public domain? Is the Architecture Governance Committee constituted and notified?

- **Cyber Resilience:** What assurances have been provided to citizens on the use of electronic platforms? What measures have been taken to create awareness among the general public on cyber security and data protection?

- **Alignment to SDG:** Are the e-Services aligned with India's national indicators? What is the level and type of progress monitoring? Is this information accessible to the general public?

In NeSDA 2021, these parameters were introduced as a heads-up to the States / UTs to align their efforts towards these aspects while designing and delivering government services to the citizens but were not included in the overall scoring for NeSDA 2021.

The current NeSDA framework has addressed several requirements of e-Governance assessment from an efficiency and effectiveness perspective. Going forward, DARPG would enhance the framework to address the current challenges of the Governments. Considering that DARPG intends to conduct the NeSDA study biennially, the next edition of NeSDA would be planned in 2023.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2. e-Services Excellence Journey: Progress from 2019 to 2021

The NeSDA study assesses States, UTs and Central Ministries across India on the depth and effectiveness of their e-Governance service delivery. This exercise encourages all Departments and Ministries at State, UT, and Central level to adopt good governance practices in their day-to-day functioning. The NeSDA framework drives innovation, enhances service quality and encourages capacity building towards improving public service delivery across the nation.

NeSDA 2019 had made several recommendations for the way forward towards improving e-Governance service delivery in the country. The recommendations of NeSDA 2019 had covered each of the seven assessment parameters with an overall goal of enhancing the usability and utility of government portals. Further, the way forward suggestions encouraged innovation and set a vision for stakeholders to work towards. Chief amongst this was the encouragement for governments to work towards integrated service delivery through the adoption of the IndEA framework for a ONE Government experience. These suggestions included creating an inclusive digital ecosystem, improvising accessibility of portals for higher uptake, focussing on security and privacy of public data, and embracing new age technology for improved service delivery.

NeSDA 2021 has seen clear progress for e-Governance services across the country. Several of these improvements have resulted directly from the implementation of recommendations from NeSDA 2019. The first NeSDA study of 2019 provided clarity on the quality of e-Services in India and motivated governments to take a proactive approach to improving on all the NeSDA parameters. The improvement of the country's e-Governance landscape can be summarized in the following key takeaways –

Increase in e-Service Delivery	**Rise of Integrated / Centralized Portals**	**Improvement across Parameter Scores**
Over 60% increase in number of e-Services offered across India	*Higher usage of integrated / centralized portals for delivery of e-Services*	*Higher scores across all seven assessment parameters*

These findings demonstrate the journey of e-Services towards excellence. The greater number of e-Services offered results from governments across the country putting a stronger emphasis on integrated service delivery. This is frequently achieved through integrated / centralized portals that provide unified access to services, improving accessibility and usability. By building these portals on sound technical architecture, governments can roll out services faster while ensuring robust information security and privacy. Such portals also provide a uniform digital experience to users, creating ease of use through intuitive navigation, uniform look and feel, and simplified authentication. With an eye towards good governance, several portals across the country have also implemented improved content availability, status updates, and request tracking features . These factors have led to improved scores across assessment parameters for NeSDA 2021.

The above-mentioned key takeaways are further highlighted in the next sub-sections.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.1 Increase in e-Service Delivery

There is always an emphasis to increase e-Service delivery on the journey to excellence in e-Governance. The number of services delivered online to the citizens is one of the key barometers to assess the spread of e-Governance in a country. The increase in e-Services illustrates increased adoption of technology towards automation and facilitation of business processes across Ministries / Departments who provide services to the citizens.

However, progress towards e-Services excellence is not just a technological achievement but also a social one as governments continue to endeavour to provide equitable access to all services for all citizens across all strata of society. Delivering government services through digital channels enhances inclusivity and reduces the digital divide amongst citizens. An increase in e-Services offerings leads to increased convenience for citizens, reduces procedural friction, and saves their time and effort to avail government services. All of this ultimately leads to improved trust and satisfaction with a higher quality of governance.

One of the key takeaways of NeSDA 2021 has been an increase in mandatory services delivered online by the States and UTs. In 2019, 872 mandatory e-Services across all States and UTs were evaluated whereas in 2021, 1400 mandatory e-Services across all States and UTs have been evaluated. The increase in mandatory e-Services delivered in 2021 is visible across all focus sectors and across all States and UTs.
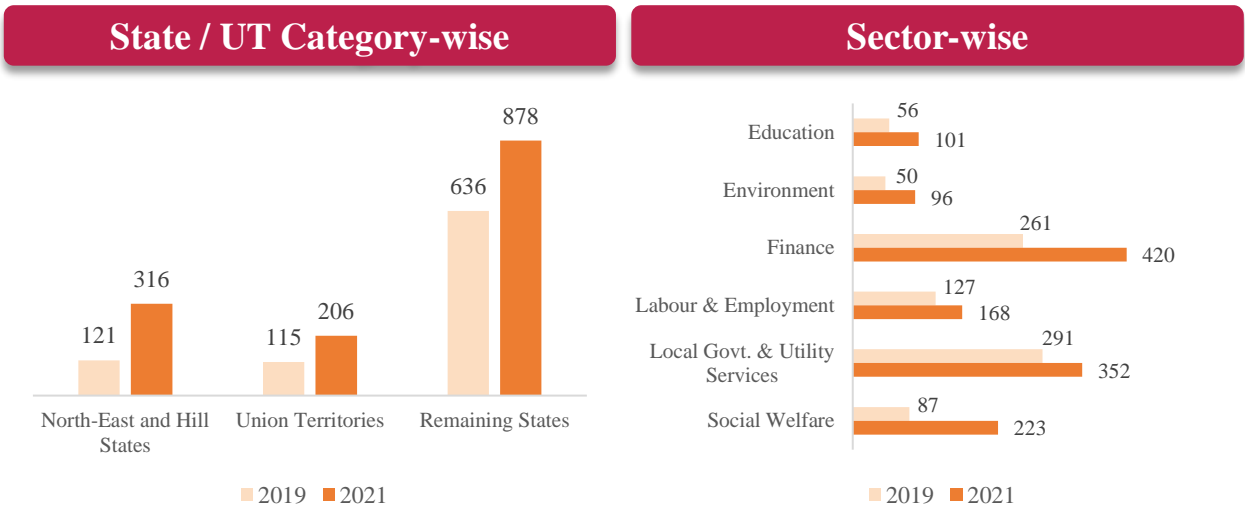
Of course, more services do not automatically lead to better e-Governance. In India, digital literacy and accessibility have been significant challenges and governments have been working hard to address such issues. Improvement along these dimensions was seen in the Citizen Survey Assessment (refer Chapter 3) wherein nearly 70% of the respondents stated that they had availed e-Services. As seen in the charts above, the highest number of services are offered in the Finance and Local Governance & Utility Services sectors and the Citizen Survey Assessment corroborated a higher uptake for these services. Additionally, 78% of respondents stated that they prefer accessing services through Internet on devices, a reflection of both the increased internet penetration across the country and the improved digital literacy of citizens.

2. e-Services Excellence Journey: Progress from 2019 to 2021

Key Observations on Increase in e-Service Delivery

Overall Progress of e-Service Delivery

- In NeSDA 2021, an increase in mandatory e-Services was seen across all categories of States and UTs and across all focus sectors when compared to 2019.

- State and UT governments across the country cumulatively provided 69% of all possible mandatory services. This is an appreciable jump over 46% for the same metric in 2019. The maximum possible number of mandatory services that could have been assessed in NeSDA 2021 was 2016 [#] services.

- A total of 1400 mandatory e-Services across all States and UTs have been evaluated in NeSDA 2021. This is an increase of over 60% over the previous study as in 2019, only 872 mandatory e-Services had been evaluated.

Note: # - Total mandatory services across all States and UTs in 2021 is 2016 (56 mandatory services x 36 States and UTs) and in 2019, it is 1908 services (53 mandatory services x 36 States and UTs)

Progress across States and UTs

- North-East and Hill States saw the largest percentage increase in number of services compared to 2019. Meghalaya has shown the biggest increase in services followed by Arunachal Pradesh and Himachal Pradesh.

- The next largest increase was seen for Union Territories. Andaman & Nicobar Islands had the biggest increase in number of services followed by Chandigarh.

- Amongst the Remaining States, the maximum increase in number of services has been observed in Goa followed by Punjab, Odisha and Tamil Nadu.

Progress across Focus Sectors

- In NeSDA 2021, the Social Welfare sector has seen the biggest percentage increase in number of services followed by Environment sector and Education sector.

Enabler for increase in e-Service Delivery

As observed during the NeSDA 2021 study, many States and UTs are using integrated / centralized portals to deliver mandatory e-Services, implementing a key recommendation from NeSDA 2019.

Notable examples include the Seva Sindhu portal in Karnataka, Digital Punjab Portal in Punjab, e-Mitra Portal in Rajasthan, MeeSeva Portal in Andhra Pradesh and Telangana among several others. The use of such integrated / centralized portals has enabled States and UTs to roll out services faster and provide access to a greater number of e-Services. It was also observed that such portals score better across all parameters of the NeSDA framework.

Next, the rise in use of such portals is looked at in greater detail.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.2 Rise of Integrated Portals

The NeSDA 2019 study had noted that most services are not delivered through centralized portals of States / UTs but through independent sites. This led to increased overheads at the citizen's end. Governments were encouraged to offer integrated services to citizens and businesses to reduce friction and improve the overall user experience. States, UTs, and Central Ministries were suggested to adopt the IndEA framework that would enable a ONE Government Experience across ministries & departments and between levels to provide integrated services to citizens.

In NeSDA 2021, a trend has been observed towards usage of integrated / centralized portals for e-Service delivery by several States and UTs. These integrated portals provide users a unified access point for a variety of services and tie into the best practices that NeSDA encourages. By seamlessly integrating services across departments and jurisdictions, they enable better governance. Improved service availability through such portals helps ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also spearheaded the digital transformation of services to enhance the ease of doing business at the State / UT level. With an eye towards the future, many governments have integrated a variety of technologies, both established and emerging, to support planning, decision making, and development activities.

Integrated delivery of services is a core tenant of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens. These portals embody vision areas of Digital India and have been notable during the NeSDA assessment for their adherence to best practices for e-Governance and digital service delivery. Some of the notable integrated portals implemented by States / UTs are listed below and a deeper look is taken at them in Annexure 8.2.1.

S. No.	Initiative Name	S. No.	Initiative Name
1	Ease of Doing Business Portal of Assam	6	e-Mitra portal of Rajasthan
2	E-District Portal of Delhi	7	e-Sevai Portal of Tamil Nadu
3	Antyodaya Saral portal of Haryana	8	MeeSeva portal of Telangana
4	Seva Sindhu portal of Karnataka	9	Swaagat portal of Tripura
5	Digital Punjab portal	10	Nivesh Mitra of Uttar Pradesh

Outcome of rise in use of integrated portals

As mentioned earlier, the use of such integrated / centralized portals has enabled States and UTs to roll out services faster and provide access to a greater number of e-Services.

The integrated portals provide intuitive navigation, uniform look and feel, unified access point for multiple services, better service availability, robust information security and privacy governance, easier integration with other platforms / external applications, etc. These factors enhance overall digital experience for the users thereby leading to improved scores of the assessment parameters that evaluate the quality of portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.3 Improvement across Parameter Scores

NeSDA 2021 study saw an improvement in scores across all 7 parameters – Accessibility, Content Availability, Ease of Use, Information Security & Privacy, End-service Delivery, Integrated Service Delivery and Status & Request Tracking – for State, UT and Central Ministry Services Portals. Improvement was also seen for the scores of all 4 parameters for the State, UT and Central Ministry Portals.

The improvements were driven by the implementation of NeSDA 2019 recommendations coupled with increased delivery of e-Services across the country and a greater uptake of integrated / centralized portals by all governments. The improvement across all parameter scores illustrates the progressive journey of States, UTs and Central Ministries towards e-Governance service delivery excellence.

The below sections takes a deeper look into the improvements for each of the assessment parameters and factors that led to an improvement in scores. It may be noted Group A and Group B of Remaining States have been considered together under a unified 'Remaining States' category for the sake of comparison of between 2021 and 2019. Group A and Group B categorization did not exist in 2019.
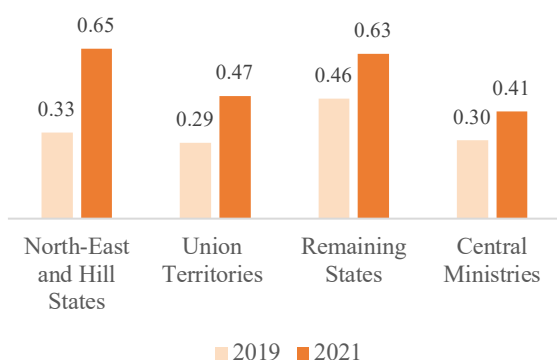
2.3.1 Assessment Parameter – Accessibility

Accessibility is the extent to which a user is able to access a portal and its services irrespective of the device in use, technology or ability. Accessibility covers indicators related to the availability of multiple navigation routes for services and information, availability of features for users to create personal login on the portal, availability of information about compatible browsers and best screen resolutions, listing of service links on State portal, and availability of features to enable access for people with physical disabilities among others.
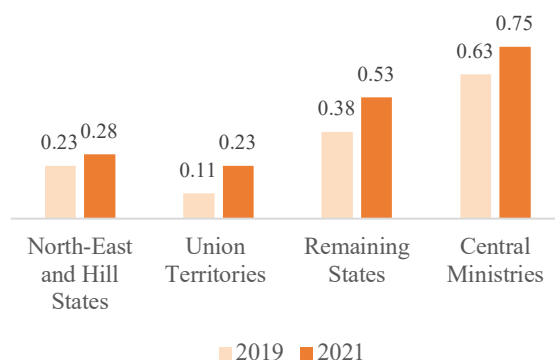
> *Improving on accessibility is important to enhance user perceptions and improve citizen participation for e-Services*

Improvement of Accessibility across State, UT and Ministry Portals and Services Portals is as below –

State / UT / Ministry Portals

North-East and Hill States: 0.33 (2019), 0.65 (2021)
Union Territories: 0.29 (2019), 0.47 (2021)
Remaining States: 0.46 (2019), 0.63 (2021)
Central Ministries: 0.30 (2019), 0.41 (2021)

■ 2019 ■ 2021

State / UT / Ministry Services Portal

North-East and Hill States: 0.23 (2019), 0.28 (2021)
Union Territories: 0.11 (2019), 0.23 (2021)
Remaining States: 0.38 (2019), 0.53 (2021)
Central Ministries: 0.63 (2019), 0.75 (2021)

■ 2019 ■ 2021

2. e-Services Excellence Journey: Progress from 2019 to 2021

In NeSDA 2021, noticeable improvement has been seen for Accessibility scores

- 26 State and UT Portals and 7 Central Ministry Portals have improved on Accessibility.

- Improvement was also seen for 26 State and UT Services Portals and 11 Central Ministry Services Portals.

- Significant progress on this parameter has been seen for Meghalaya and Nagaland among North-East and Hill States and for Andaman & Nicobar Islands and Puducherry among Union Territories.

- Among the Remaining States, greatest improvement was seen for Tamil Nadu across both State Portals and State Services Portals. Andhra Pradesh, Goa, Kerala and Odisha were the other States to show significant improvement.

- Amongst the focus Central Ministries, the biggest improvement was seen for the Ministry Portal of the Ministry of Rural Development and for the Services Portal of Ministry of Finance – CBIC.

Improvement in Accessibility scores was driven by various factors as discussed below

A key recommendation of NeSDA 2019 was improving Accessibility for higher uptake and better user satisfaction. Government portals across the country have taken significant strides towards implementing this recommendation. Key observations on factors driving better Accessibility include –

- Government portals are providing details related to availing services across channels along with contact information of relevant officials / agencies

- An integrated approach has been seen for many high-scoring portals like those of Punjab, Tamil Nadu and Jammu & Kashmir wherein the State / UT / Ministry Portal provides a direct link to the services, saving citizens the effort of searching for the right portals.

- Many portals have been designed using auto format to adjust to various mobile services such as mobile phones and tablets, making it convenient for users to access them across a variety of form factors.

- Well performing States and UTs such as Punjab, Tamil Nadu, Rajasthan and Haryana have improved the login experience through facilities such as allowing users to create personalized logins and enabling signing in through an integrated authentication channel such as Aadhar based login and State-level single sign on. For example, Rajasthan has implemented the Rajasthan Single Sign On facility that allows their citizens to use the same login across multiple departments.

- Central Ministries have also demonstrated strong performance on the Accessibility parameter. Nearly all the Central Ministry service portals have a provision for users to check details of previously availed services and transaction history, which also increases the transparency of government services.

While many portals have improved on Accessibility, further improvement is required. Noticeably, GIGW compliance was low across all portals. Additionally, portals need to have better multilingual support, providing their services in both English and the local language. There is also a need to work towards greater inclusivity and features to enable access for people with special needs across the country.

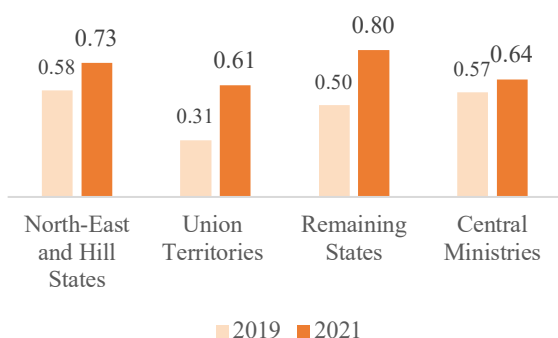# 2. e-Services Excellence Journey: Progress from 2019 to 2021

2.3.2 Assessment Parameter – Content Availability

Content Availability refers to the availability of updated, authentic, relevant and user-friendly information in different / local languages, which can be easily understood and shared through multiple sources such as email and social media. Assessment of Content Availability covers questions related to the availability of correct information, availability of statistics about website usage by users, services information, information about policies of privacy and open data, availability of search engine optimization techniques for better content rating, among others.
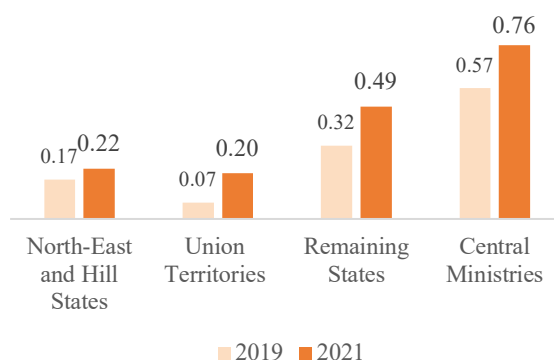
> *Content availability helps enhance user satisfaction with e-Services and improves citizen participation. Opening up government data can lead to more efficient use of resources and improved service delivery.*

Improvement of Content Availability across State, UT and Ministry Portals and Services Portals is as below –

State / UT / Ministry Portals

	North-East and Hill States	Union Territories	Remaining States	Central Ministries
2019	0.58	0.31	0.50	0.57
2021	0.73	0.61	0.80	0.64

State / UT / Min. Services Portal

	North-East and Hill States	Union Territories	Remaining States	Central Ministries
2019	0.17	0.07	0.32	0.57
2021	0.22	0.20	0.49	0.76

In NeSDA 2021, noticeable improvement has been seen for Content Availability scores

- More than 80% of the State and UT Portals have improved on Content Availability. Improvement was also seen for 27 State and UT Services Portals

- Nearly all the Central Ministry Services Portals have scored better on Content Availability. Among Central Ministry Portals, 8 portals scored better on this parameter

- In the North-East and Hill States grouping, Mizoram showed the biggest improvement amongst State Portals. Amongst the State Services Portals, Arunachal Pradesh and Meghalaya had improved the most. Among Union Territories, Andaman & Nicobar Islands was the most improved for the Services Portal while Puducherry was the most improved for their UT Portal.

- When assessing the Remaining States, Tamil Nadu and Odisha showed the most noticeable improvement for their respective State Portals. Tamil Nadu also showed the biggest jump in scores for their State Services Portal. Kerala, Andhra Pradesh, and Goa also made significant improvements for their State Services Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

- Amongst the focus Central Ministries, biggest improvement was seen for the Ministry Portal of the Ministry of Rural Development. Services Portals of the Ministry of Labour and Employment and the Ministry of Environment, Forest And Climate Change showed the most improvement.

Improvement in Content Availability scores was driven by various factors as discussed below

Towards transforming India to a digitally empowered society and knowledge economy, citizens must be able to participate in the economy through digital channels. Hence, the ability to understand and use the content on Government portals is crucial for the Digital India mission. Content Availability was evaluated across five dimensions of quality, presentation, understandability, local language, and ease of sharing to improve the consistency and usability of portals. Key observations on steps undertaken for Content Availability include –

- Most respondents self-reported that the website had relevant and updated content. This was assessed to be true across the many State, UT and Central Ministry portals. By adding a last updated timestamp, governments have kept users abreast of the recency and relevance of the information presented.

- Digital solutions often remove the human element from service delivery, and this can lead to users feeling disconnected from the service provider. It is important that government portals provide the facility for users to provide their comments and feedback regarding e-Services. By collecting feedback directly from citizens and taking prompt actions on it, governments are becoming more responsive. For example, the School Education Department of Jammu & Kashmir encouraged users to provide their feedback directly to the Commissioner or Secretary via email or fax.

- Many portals featured a separate section for Help and Frequently Asked Questions which facilitate users in availing the services. States and UTs that did well on this parameter include Punjab, Rajasthan, Tamil Nadu and Jammu & Kashmir.

- Many Central Ministries add another dimension to the quality of content available on government portals by providing statistics for the transactions availed by users. Seeing this information updated on a regular basis reinforces the belief that the government is active and working continuously towards the benefit of citizens.

As governments progress towards e-Services excellence, there exist areas for improvement. With an increasing number of services becoming digital, awareness of fundamental processes such as digital signatures are important. While not a new technology, the awareness of such digital mechanisms is still growing, and governments should provide information on their portals regarding how users can avail of such facilities. As India progresses towards an increasingly participatory and inclusive democracy, government departments and ministries can foster a culture of greater transparency by displaying information about results and action taken based on user feedback for e-Services.

2. e-Services Excellence Journey: Progress from 2019 to 2021
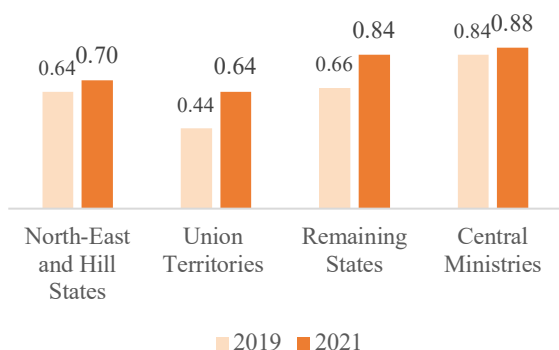
2.3.3 Assessment Parameter – Ease of Use

Ease of Use reflects the degree to which a user believes that using the system shall be free from effort or difficulty. It includes easy content exploration, findability, task efficiency and automation. Assessment of Ease of Use encompasses different aspects like system usability, flexibility, system control, user adaptability to the system, etc. To evaluate portals on Ease of Use, indicators that were covered related to the existence of a separate 'Contact us' section on the Portal, portal availability on different web-browsers, availability of multiple portal navigation routes for services and information, disclosure of service delivery timelines on the website, among others.
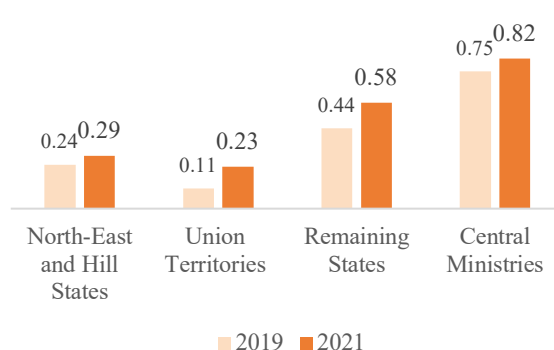
Ease of Use of a portal significantly influences user satisfaction, their perception on benefits of the system, and subsequently their intention to use the system.

Improvement of Ease of Use across State, UT and Ministry Portals and Services Portals is as below –

State / UT / Ministry Portals

	North-East and Hill States	Union Territories	Remaining States	Central Ministries
2019	0.64	0.44	0.66	0.84
2021	0.70	0.64	0.84	0.88

State / UT / Min. Services Portal

	North-East and Hill States	Union Territories	Remaining States	Central Ministries
2019	0.24	0.11	0.44	0.75
2021	0.29	0.23	0.58	0.82

In NeSDA 2021, noticeable improvement has been seen for Ease of Use scores

- Ease of use has generally been the highest-scoring of the seven NeSDA parameters. In particular, the Central Ministry Portals, Central Ministry Services Portals, and State Portals score high on this parameter.

- 26 of the State and UT Portals have improved on the Ease of Use Parameter. Among the State and UT Services Portals, improvement was seen for 24 of the States and UTs

- For the focus Central Ministries, improved performance was seen for 9 of the Central Ministry Portals as well as for 9 of the Central Ministry Services Portals. For Central Ministry Portals, this was the joint best improvement for the assessed parameters.

- Among the Union Territories, the UT Portal of Puducherry and the UT Services Portal of Andaman & Nicobar Islands showed the biggest jump in scoring. Within the North-East and Hill States, the State Portal of Manipur and the State Services Portals of Meghalaya showed the most improvement among the North-East and Hill States. The State Services Portals of Tripura also showed significant progress for this parameter.

2. e-Services Excellence Journey: Progress from 2019 to 2021

- Tamil Nadu was once again the most improved among the Remaining States for both State Portal assessment and State Services Portals assessment. Andhra Pradesh, Kerala and Uttar Pradesh were other states from this grouping showing significant improvement over NeSDA 2019.

- Amongst the focus Central Ministries, biggest improvement from NeSDA 2019 was seen for the Ministry Portal of the Ministry of Rural Development which scored full marks. Ministry of Commerce & Industry and Ministry of Home Affairs were assessed for the first time in NeSDA 2021 and have also scored full marks. Among Services Portal of Central Ministries, the Ministry of Health and Family Welfare was the most improved from the previous assessment.

Improvement in Ease of Use scores was driven by various factors as discussed below

Ease of use is a significant parameter for service quality measurement in any sector, government or private. Portals that score high on ease of use will be see higher usage, better user satisfaction and in general are likely to be more effective at achieving their purpose. In NeSDA 2021 portals have generally done well on this parameter. Key factors driving high scores for Ease of Use include -

- Ease of service discovery is the fundamental tenet of ease of use. Websites should be easy to find through top search engines and many governments have implemented search engine optimization to improve discoverability. They should also work across a variety of front-end tools and not force users into a limited subset of browsers.

- Upon arriving at the portal, e-Services should be available within two clicks from the home page. Jammu & Kashmir, Tamil Nadu, Punjab, and Rajasthan are some of the States that have done taken significant efforts to comply with this requirement. High-scoring portals have also implemented a search feature on the portal itself to provide further assistance to users. Consider the Punjab Connect portal which provides more than 90 services. By providing filtering for citizen services offered through the portal, users can quickly arrive at the right destination to avail their desired services.

- A differentiator for portals that did well on ease of use was the availability of user manuals to guide users. Central Ministry Services Portals did particularly well on this aspect with nearly 95% compliance across the portals assessed. Most of these portals also had defined internal workflows to process a service request and capturing these in the user manual facilitated users in availing services with ease

NeSDA 2021 observed that significant strides have been made on the Ease of Use aspects of e-Services. With many portals having achieved good scores on this parameter, they should now look to innovate on the user experience. NeSDA 2019 had encouraged embracing new age technologies for improved service delivery. Adoption of such technologies shall help government portals improve on the one aspect where they had generally scored poorly – a built-in facility to populate content relevant to the user's recent activity and interests. Governments can also improve on providing a what's new section and keeping it updated so that users are abreast of the changes in the website.

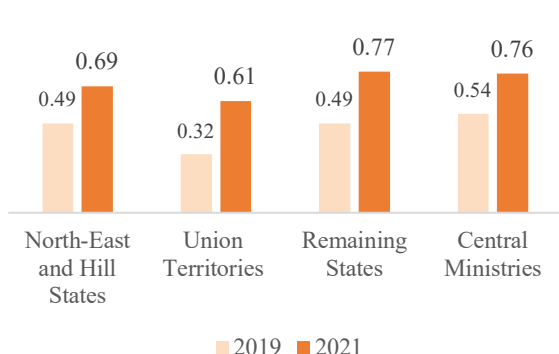# 2. e-Services Excellence Journey: Progress from 2019 to 2021

2.3.4 Assessment Parameter – Information Security & Privacy

Information Security & Privacy refers to collection and dissemination of information, technology systems and architecture, citizen expectation of privacy and the legal and regulatory structure that binds it all together. For NeSDA 2021 assessment, Security covers the safety and integrity of information during transactions on government portals while Privacy covers the strength of government platforms to eliminate any threats to information. The parameters evaluated under this pillar hold significance in developing a robust and secure e-Governance delivery portal, one that citizens can trust, is simple to use, and does not allow any threats to citizen data.
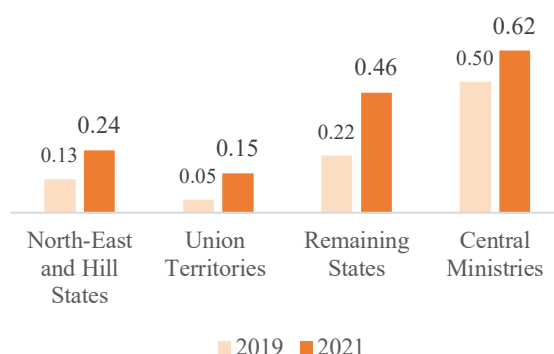
Strength in the Information Security and Privacy pillar immediately increases the trust of citizens in any e-Government service delivery, which in turn increases adoption and helps improve reach and coverage of the portal.

Improvement of Information Security & Privacy across State, UT and Ministry Portals and Services Portals is as below –

State / UT / Ministry Portals

	2019	2021
North-East and Hill States	0.49	0.69
Union Territories	0.32	0.61
Remaining States	0.49	0.77
Central Ministries	0.54	0.76

State / UT / Ministry Services Portal

	2019	2021
North-East and Hill States	0.13	0.24
Union Territories	0.05	0.15
Remaining States	0.22	0.46
Central Ministries	0.50	0.62

Amongst all NeSDA 2021 parameters, the most significant improvement across all portals was seen for the Information Security & Privacy scores.

- More than 80% of the State and UT Services Portals showed improvement for this parameter. This was the biggest improvement amongst all State / UT Services Portals. Among State / UT Portals, 27 of the portals had performed better.

- 11 of the Central Ministry Services Portals had better scores for this parameter compared to NeSDA 2019. Among the Central Ministry Portals, 9 portals had shown an improvement, the joint-most across all assessed parameters.

- Several of the North-East and Hill States showed commendable improvement on this parameter. Notably, Meghalaya, Arunachal Pradesh, and Himachal Pradesh had shown the biggest jump for their respective Services Portal. The State Portal of Mizoram was the most improved in its grouping.

- The UT Portal of Delhi and the UT Services Portals of Chandigarh showed the most improvement for their respective categories amongst the Union Territories.

2. e-Services Excellence Journey: Progress from 2019 to 2021

- The State Portals of Uttar Pradesh followed by Punjab showed the most improvement on this parameter in the Remaining States grouping. Among the State Services Portals, Tamil Nadu followed by Punjab showed the biggest improvement. Odisha, Jharkhand, and Karnataka also showed noticeable improvement.

- The Central Ministry Portal of the Ministry of Environment, Forest And Climate Change showed the biggest improvement for this parameter and achieved full marks. Ministry of Education and Ministry of Rural Development also received full marks for their respective Ministry Portals. The Ministry of Health and Family Welfare showed the most improvement among Central Ministry Services Portals.

Improvement in Information Security & Privacy scores was driven by various factors as discussed below

NeSDA 2019 had emphasized the importance of cybersecurity and privacy of information as governments become more resilient and trustworthy in the digital sphere. A globally recognized key action area of e-Governance, Information Security & Privacy was the most improved amongst all seven parameters assessed in NeSDA 2021. Key observations on steps taken towards Information Security & Privacy include –

- Priority was given to secure digital communications as most e-Services were hosted on HTTPS protocol. Clear indications of online security measures were implemented through the adoption of best practices such as the lock symbol on the browser and symbols for third party security alliances. Widespread adoption was seen across State and UT governments and Central Ministries.

- In a demonstration of good governance practices, high-scoring States such as Tamil Nadu and Punjab took measures to ensure that the personal data of citizens is safeguarded through the security policy of the Government. For example, the Tamil Nadu Cyber Security Policy 2020 sets forth the planning, implementation and continuous security controls and measures to protect information assets and systems. This policy is applicable not only to all government departments and associated agencies but also applicable private agencies when entrusted with specific work of the state government.

- Another IT best practice that is implemented by portals that have performed well on this parameter is the mandating of multi-factor authentication. Towards user security, many portals have also implemented features to intimate users by email on password change or expiry.

With the progress of technology, Information Security & Privacy shall continue to evolve. Governments need to remain proactive in adopting global best practices and stay abreast of emerging trends in this field. In addition to email alerts, governments should also provide mobile alerts for unauthorized access and password change on their portals which will enable users to react faster to any security breaches that may arise. While high scoring portals have adopted multi-factor authentication, the overall rate of adoption is fairly low and needs to improve to enhance the security of e-Services. TPA assessment should also be carried out from time to time to assess and update the security of the portals. e-Literacy is another recommendation of NeSDA towards improved e-Governance and tutorials, guidance, videos on cyber security awareness for users may also be made available to foster self-reliance.

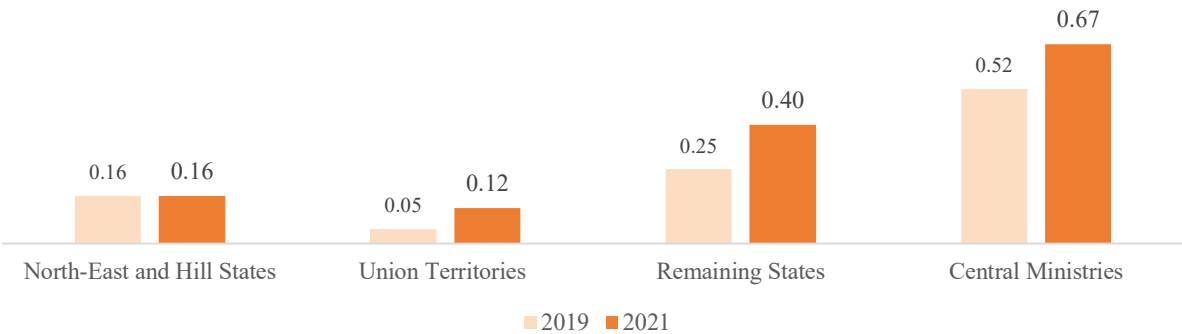# 2. e-Services Excellence Journey: Progress from 2019 to 2021

2.3.5 Assessment Parameter – End Service Delivery

End Service Delivery is a measurement of user satisfaction with faster delivery of end services, elimination of manual processes, and the reduction of time, effort and costs to obtain a particular service. End service delivery assessment covered questions such as whether end services are available online or available upon visit to respective Centre / Department, whether service delivery timelines are published on the website and whether manual processes have been completely done away with.

> *End Service Delivery is significant to build trust between citizen and Government through transparency, inclusion and collaboration.*

Improvement of End Service Delivery across Services Portals of State, UT and focus Central Ministries is as below –

State / UT / Ministry Services Portal

Bar chart comparing 2019 and 2021 scores:
- North-East and Hill States: 2019 = 0.16, 2021 = 0.16
- Union Territories: 2019 = 0.05, 2021 = 0.12
- Remaining States: 2019 = 0.25, 2021 = 0.40
- Central Ministries: 2019 = 0.52, 2021 = 0.67

Legend: ■ 2019 ■ 2021

In NeSDA 2021, noticeable improvement has been seen for End Service Delivery scores

- For the Services Portals of the focus Central Ministries, 9 of the portals had shown progress over the previous assessment.

- Among the States and UT Services Portals, 23 of the portals had improved their performance on this metric.

- For the North-East and Hill States, Meghalaya's State Services Portals were the most improved on this parameter. Tripura and Sikkim were other States from this grouping whose State Services Portals had made noticeable progress. Among Services Portals of Union Territories, Jammu & Kashmir showed the greatest improvement for end service delivery.

- Among the Remaining States, the biggest improvement was seen for Tamil Nadu and Punjab which were also the highest scoring State Services Portals for the end service delivery parameter. Other states that had shown significant progress on this parameter include Rajasthan, Andhra Pradesh, Karnataka and Kerala.

2. e-Services Excellence Journey: Progress from 2019 to 2021

- Among Central Ministry Services Portals, the Ministry of Health and Family Welfare was the most improved on this parameter. Additionally, full marks were scored by the Bhavishya Portal and Central Procurement Portal.

Improvement in End Service Delivery scores was driven by various factors as discussed below

The End Service Delivery parameters are aligned with the overall vision of Digital India particularly for the areas of digital infrastructure as a core utility to every citizen and governance & services on demand. Improvement on this parameter was seen across several portals and key observations on the progress for end service delivery are as follows –

- Several portals had put systems in place to ensure that the output of the e-Service is available through a digital channel – whether as a downloadable file or as an email to the recipient. This particularly helps do away with the manual processes at the end of service delivery and ensures that citizens can utilize the service output as per their convenience.

- States whose Services Portals achieved high scores for this parameter include Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh. Significant improvement was also seen for the State Services Portals of Andaman & Nicobar Islands, Andhra Pradesh, and Meghalaya. For Punjab, the portals of four of its focus sectors scored close to full marks for this parameter while three of Tamil Nadu's Services Portals scored more than 0.90 for end service delivery.

- A key aspect of end service delivery was ensuring that service delivery timelines are published on the website. The Karnataka Seva Sindhu portal is a good example of implementation on this front as clearly defined timelines are provided for services of more than 80 government departments and agencies.

- Among Central Ministries, the biggest improvement was seen for the Ministry of Health and Family Welfare. Additionally, three Central Ministry Services Portals scored full marks viz Central Procurement Portal, Ministry of Home Affairs – Digital Police, and Bhavishya Portal.

The End Service Delivery parameters set forth ambitious goals for government portals on their journey to e-Service excellence. To achieve full marks on this aspect, they must completely do away with the manual provision of services and ensure that the final output of e-Services is available for users as per their convenience. To improve their scores on this parameter, governments need to make significant investments in their digital infrastructure .

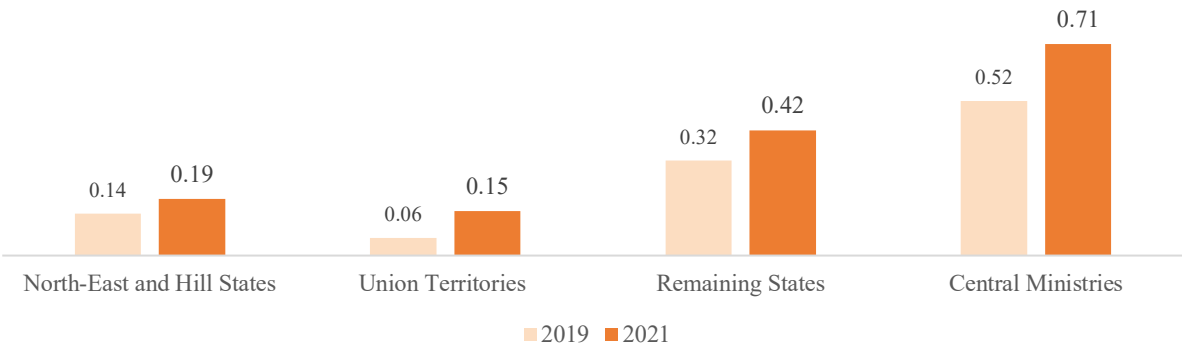# 2. e-Services Excellence Journey: Progress from 2019 to 2021

2.3.6 Assessment Parameter – Integrated Service Delivery

Integrated Service Delivery targets a sophisticated level of e-Governance in which government services are integrated together and accessible to users across departments and ministries and between various levels of governments. Providing effective and efficient e-services requires the integration of e-services across government agencies and ensuring they collaborate with each other. Questions covered during parameter assessment included whether the website allows multiple channel access for services at different levels, whether service specific content is integrated with data from dependent Departments / data sources and auto-populated while submitting service application details online, among others.

Integrated Service Delivery leads to better cooperation between Government agencies, efficient services, and engagement with citizens.

Improvement of Integrated Service Delivery across Services Portals of State, UT and focus Central Ministries is as below –

State / UT / Ministry Services Portal

	North-East and Hill States	Union Territories	Remaining States	Central Ministries
2019	0.14	0.06	0.32	0.52
2021	0.19	0.15	0.42	0.71

In NeSDA 2021, noticeable improvement has been seen for Integrated Service Delivery scores

- Over 80% of the Services Portals of the focus Central Ministries had improved their performance on this metric.

- When assessing the State and UT Services portals, it was found that 22 of the portals had better scores than NeSDA 2019.

- Arunachal Pradesh, Meghalaya, Sikkim and Tripura are the North-East and Hill States which have improved significantly on this parameter. Among Union Territories, Andaman & Nicobar Islands showed the biggest improvement.

- Among the Remaining States, the biggest jump in scores was seen for Tamil Nadu. Goa, Andhra Pradesh, Kerala and Kerala are other states who have made significant improvement compared to their performance for NeSDA 2019. Punjab, Rajasthan and Tamil Nadu had the highest overall scores for this parameter across all State Services Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

- The Services Portals of the Ministry of Health and Family welfare had improved the most compared to NeSDA 2021. Significant improvement was also shown by the Services Portals of the Ministry of Finance – CBIC and Ministry of Rural Development. For this parameter, the highest scoring Central Ministry Services Portal was of the Ministry of Home Affairs – Digital Police.

Improvement in Integrated Service Delivery scores was driven by various factors as discussed below

Integrated Service Delivery was assessed across fourteen aspects, the second highest for any parameter in NeSDA 2021. Scoring well on this parameter also required collaboration across branches and levels of Government agencies for the common goal of providing high-quality services through digital channels. NeSDA 2019 had also encouraged greater implementation of integrated service delivery and highlighted that achieving this would require high levels of political and administrative will. It is hence commendable that improvement was seen for this parameter across Services Portals of State, UT and Central Ministries. Key observations on the progress for this parameter is as follows –

- Strong compliance was seen across portals for the feature to submit service forms online, whether through submission of web forms or by uploading documents. The NeSDA framework also emphasizes that services can be availed without the need for a physical touch point. Such touch points are usually for submission or verification of documents but mandating that all applications are submitted online is a practice followed by high-scoring State and UT Services Portals and Central Ministries.

- Another important aspect of integrated service delivery was the ability to make payments through various payment options when availing a service. Implementing this feature would improve user convenience and ensure that the payment mechanism would not be an impediment to availing e-Services. High scoring portals also provided a single payment gateway for all channels. Punjab, Tamil Nadu, and Haryana are among the State Services Portals that have done well on this front. The implementation of Unified Payments Interface and its widespread adoption across the country have also helped strengthen this aspect of e-Services.

- Digital lockers have become an important enabler for e-Governance across the country and linking citizen services with such facilities can facilitate a higher uptake of e-Services. While this facility needs greater adoption across the country, the majority of Services Portal of Punjab and Haryana have implemented this feature and provide a model for emulation.

- Many Central Ministries have taken steps to improve the user experience when submitting applications by auto-populating content and performing relevant auto-calculations. By integrating with the relevant departments and data sources, other portals can also implement this functionality.

Significant improvements have been made across all governments to improve on Integrated Service Delivery. As seen during the NeSDA 2021 assessment, there are a number of measures that governments can provide to improve their performance for integrated service delivery. For example, facilities such as digital signature, digital lockers, single sign on need to see more widespread adoption. With the widespread proliferation of mobile devices, it is important to ensure that services can be availed end-to-end on such devices, including the ability to make payments. To further improve the user experience, governments should also enhance the form

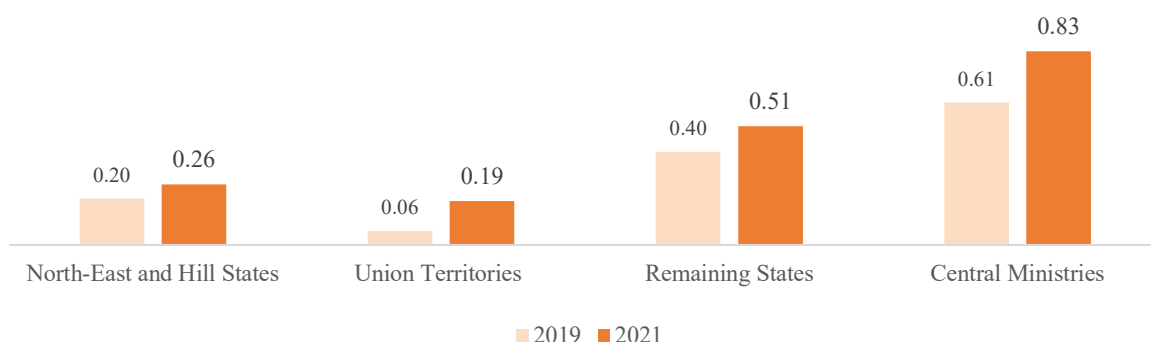# 2. e-Services Excellence Journey: Progress from 2019 to 2021

2.3.7 Assessment Parameter – Status and Request Tracking

For every service request submitted by a user, whether manually or online, a unique identifier should be issued to the citizen for the application / service request. Users should then be able to track their application / service request through this identifier and remain apprised of its status. Status and Request tracking parameter analyzed features such as ability to track service requests, facility to log complaints, ability to generate and share tickets, availability of feedback mechanisms such as SMS alerts, online support, and call centre for users, availability of information about helpline for issues, alerts for services updates, information on availability of alert features, and grievance and users getting response for their complaints through email or calls.

> *Status and Request Tracking plays a pivotal role to increase satisfaction among the citizens about the Government's service delivery, thereby fostering active citizen participation.*

Improvement of Status and Request Tracking across Services Portals of State, UT and focus Central Ministries is as below –

State / UT / Ministry Services Portal

	North-East and Hill States	Union Territories	Remaining States	Central Ministries
2019	0.20	0.06	0.40	0.61
2021	0.26	0.19	0.51	0.83

In NeSDA 2021, noticeable improvement has been seen for Status and Request Tracking scores

- For the focus Central Ministries, improved performance was seen for 9 of the Central Ministry Services Portals.

- Assessment of the State and UT Services Portals showed that 24 of the portals had increased their scores.

- The UT Services Portal of Andaman & Nicobar Islands and Chandigarh showed the biggest improvement for their grouping. Among North-East and Hill States, Arunachal Pradesh, Meghalaya and Tripura were the most improved for this parameter.

- Among the Remaining States, the State Services Portals of Tamil Nadu had the biggest jump from its 2019 score. Significant improvement was also seen for the portals of Andhra Pradesh, Kerala, Punjab and Goa.

2. e-Services Excellence Journey: Progress from 2019 to 2021

- The Services Portal of the Ministry of Health and Family Welfare showed the most improvement among Central Ministry Services Portals. Full marks were scored by the Services Portals of Ministry of Environment, Forest And Climate Change, Ministry of Finance – CBIC, Ministry of Home Affairs – Digital Police, and Bhavishya Portal

Improvement in Status and Request Tracking scores was driven by various factors as discussed below

Providing Status and Request Tracking empowers both the government and citizens. For governments, it reduces transaction costs, provides better transparency and improves efficiency. From the citizen's perspective, they save on cost and efforts and can have greater trust in the government. Improvement has been seen for this parameter for Services Portals of States, UTs and Central Ministries. Some of the key observations on factors leading to improvement in Status and Request Tracking Score are as below –

- Most governments have implemented the functionality to track service applications and requests online. A good example of implementation is the Antyodaya-SARAL platform of Haryana. On the portal home page, options are displayed to track an application, submit an appeal, track a ticket. The portal also provides instruction on tracking through SMS which provides another convenient channel for users.

- To further strengthen the service and request tracking features, ticket numbers should be provided to facilitate follow ups. Portals should also provide a web page with relevant contact details such as help desk or call centre to aid users and complement the online tracking systems, Online support systems are also implemented in many instances to help users with their application / request status. States and UTs that have done well in this regard include Punjab, Tamil Nadu, Haryana, Rajasthan, and Jammu & Kashmir.

- Central Ministries have demonstrated strong compliance across a variety of aspects for status and request tracking, improving on their good scores from NeSDA 2019. Several Central Ministry Services Portals have implemented are providing a helpline to support users on issues regarding online payments.

NeSDA 2019 had seen that initial steps have been taken by governments across the country to provide Status and Request Tracking. In NeSDA 2021, improvement has been observed across all groupings for this parameter and key aspects of this are covered above. To further improve on this parameter, governments need to be more proactive in providing information to citizens on each stage of the service lifecycle. This should be done through the preferred communication channel of the user – phone, SMS, email or other similar offerings. Further, governments should also endeavour for greater transparency by providing feedback to the user on their complaint. Undertaking these measures will build greater trust in governments and digital service delivery and encourage greater adoption of e-Services across the country.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.4 Progress across State / UT Services Portals

As highlighted in previous sections, it has been observed that there has been an improvement across State and UT Services Portals in NeSDA 2021 compared to the 2019 assessment. In the following sub-sections, it is intended to depict the incremental changes observed for Services Portals of the States and UTs across India. Along with presenting the change in the overall scores for the respective Services Portals, the focus sectors that have resulted in improvement of scores in NeSDA 2021 have also been highlighted.

2.4.1 North-East and Hill States

The below table provides a comparison of the 2021 and 2019 scores of Services Portals for North-East and Hill States.

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	**2021**	
1	Arunachal Pradesh	0.04	0.13	• Finance • Local Gov. & Utility Services • Environment
2	Assam	0.28	0.36	• Finance • Labour & Employment • Education • Local Gov. & Utility Services • Environment
3	Himachal Pradesh	0.19	0.30	• Labour & Employment • Education • Social Welfare • Environment
4	Manipur	0.23	0.03	• No significant improvement seen
5	Meghalaya	0.14	0.52	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	**2021**	
6	Mizoram	0.08	0.09	• Labour & Employment • Education • Environment
7	Nagaland	0.47	0.16	• No significant improvement seen
8	Sikkim	0.03	0.03	• Finance • Education • Social Welfare
9	Tripura	0.18	0.40	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
10	Uttarakhand	-	0.31	• No baseline data of 2019 for comparison

Key Observations for Services Portals of North-East and Hill States

- Overall score of Services Portals has increased for majority of the States under North-East and Hill States category.

- Meghalaya's overall score has increased the most in 2021 compared to the 2019. This is followed by Arunachal Pradesh where the overall score has increased by over 200% compared to 2019.

- Education, Environment, Finance, and Labour & Employment are the key sectors that have improved in 2021 which has led to increased scores of the State's Services Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.4.2 Union Territories

The below table provides a comparison of the 2021 and 2019 scores of Services Portals for Union Territories.

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	2021	
1	Andaman & Nicobar Islands	0.06	0.32	• Finance • Education • Social Welfare • Local Gov. & Utility Services • Environment
2	Chandigarh	0.14	0.15	• Local Gov. & Utility Services • Environment
3	Dadra & Nagar Haveli and Daman & Diu	0.09	0.01	• No significant improvement seen
4	Delhi	0.18	0.18	• Finance • Labour & Employment
5	Jammu & Kashmir	-	0.53	• No baseline data of 2019 for comparison
6	Ladakh	-	0.01	• No baseline data of 2019 for comparison
7	Lakshadweep	0.04	-	• Adequate data not provided for assessment in 2021
8	Puducherry	0.07	0.07	• Finance • Labour & Employment • Local Gov. & Utility Services

Key Observations for Services Portals of Union Territories

• The overall score of Services Portals of Andaman & Nicobar Islands has increased the most in 2021 as compared to that in 2019.

• Finance, Local Governance & Utility Services, Labour & Employment, and Environment are the key sectors that have improved in 2021 which has led to increased scores of the UT's Services Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.4.3 Remaining States – Group A

The below table provides a comparison of the 2021 and 2019 scores of Services Portals for Group A of Remaining States.

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	2021	
1	Andhra Pradesh	0.16	0.40	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
2	Goa	0.19	0.41	• Finance • Labour & Employment • Social Welfare • Environment
3	Gujarat	0.40	0.48	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
4	Haryana	0.63	0.54	• Local Gov. & Utility Services • Environment
5	Karnataka	0.24	0.43	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
6	Kerala	0.19	0.46	• Finance • Labour & Employment • Education • Social Welfare • Environment

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	2021	
7	Maharashtra	0.24	0.38	• Labour & Employment • Local Gov. & Utility Services • Environment
8	Punjab	0.36	0.87	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
9	Tamil Nadu	0.10	0.83	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
10	Telangana	0.36	0.49	• Finance • Labour & Employment • Local Gov. & Utility Services • Environment

Key Observations for Services Portals of Remaining States – Group A

• Overall score of Services Portals has increased for majority of the States under Group A of Remaining States category.

• The overall score of Tamil Nadu has increased the most in 2021 as compared to that in 2019. This is followed by that of Andhra Pradesh, Kerala, Punjab and Goa where the overall score has increased by more than 100% compared to 2019.

• Environment, Labour & Employment, Finance, and Local Governance & Utility Services are the key sectors that have improved in 2021 which has led to increased scores of the State's Services Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.4.3 Remaining States – Group B

The below table provides a comparison of the 2021 and 2019 scores of Services Portals for Group B of Remaining States.

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	2021	
1	Bihar	0.35	0.21	• Finance
2	Chhattisgarh	0.38	0.16	• No significant improvement seen
3	Jharkhand	0.24	0.40	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment
4	Madhya Pradesh	0.41	0.48	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services
5	Odisha	0.27	0.46	• Finance • Labour & Employment • Social Welfare • Local Gov. & Utility Services • Environment
6	Rajasthan	0.61	0.76	• Finance • Labour & Employment • Education • Local Gov. & Utility Services • Environment
7	Uttar Pradesh	0.43	0.56	• Finance • Labour & Employment • Education • Social Welfare • Local Gov. & Utility Services • Environment

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	State Name	Services Portals Overall Score		Improved Sectors
		2019	2021	
8	West Bengal	0.43	0.42	• Environment

Key Observations for Services Portals of Remaining States – Group B

• Overall score of Services Portals has increased for majority of the States under Group B of Remaining States category.

• The overall score of Services Portals of Odisha has increased the most in 2021 as compared to that in 2019.

• Finance, Environment, Labour & Employment, and Local Governance & Utility Services are the key sectors that have improved in 2021 which has led to increased scores of the State's Services Portals.

2.5 Progress across State / UT Portals

In the following sub-sections, it is intended to depict the incremental changes observed for Portals of the States and UTs. Along with presenting the change in overall scores, assessment parameters that have resulted in improvement of scores have also been highlighted.

2.5.1 North-East and Hill States

The below table provides a comparison of the 2021 and 2019 scores of State Portals for North-East and Hill States.

S. No.	State Name	State Portal Overall Score		Improved Assessment Parameters
		2019	2021	
1	Arunachal Pradesh	0.56	0.52	• Information Security & Privacy
2	Assam	0.64	0.78	• Accessibility • Content Availability • Ease of Use
3	Himachal Pradesh	0.69	0.71	• Accessibility
4	Manipur	0.22	0.34	• Accessibility • Ease of Use • Information Security & Privacy

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	State Name	State Portal Overall Score		Improved Assessment Parameters
		2019	2021	
5	Meghalaya	0.44	0.90	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
6	Mizoram	0.27	0.60	• Accessibility • Content Availability • Information Security & Privacy
7	Nagaland	0.57	0.93	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
8	Sikkim	0.52	0.74	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
9	Tripura	0.68	0.73	• Accessibility • Ease of Use
10	Uttarakhand		0.67	• No baseline data of 2019 for comparison

Key Observations for State Portal of North-East and Hill States

- Overall score of State Portal has increased for all states under the North-East and Hill States category

- The overall score of Mizoram has increased the most in 2021 as compared to that in 2019. This is followed by that of Meghalaya where it has increased by more than 100%.

- Accessibility, Ease of Use, and Information Security & Privacy are the key parameters that have improved in 2021 which has led to increased scores of the State Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.5.2 Union Territories

The below table provides a comparison of the 2021 and 2019 scores of UT Portals

S. No.	UT Name	UT Portal Overall Score		Improved Assessment Parameter
		2019	2021	
1	Andaman & Nicobar Islands	0.55	0.77	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
2	Chandigarh	0.44	0.59	• Content Availability • Ease of Use • Information Security & Privacy
3	Dadra & Nagar Haveli and Daman & Diu	0.17	-	• Adequate data not provided for assessment in 2021
4	Delhi	0.23	0.59	• Content Availability • Ease of Use • Information Security & Privacy
5	Jammu & Kashmir	-	0.89	• No baseline data of 2019 for comparison
6	Ladakh	-	0.52	• No baseline data of 2019 for comparison
7	Lakshadweep	0.54	-	• Adequate data not provided for assessment in 2021
8	Puducherry	0.10	0.73	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy

Key Observations for UT Portal of North-East and Hill States

- The overall score of UT Portal of Puducherry has increased the most in 2021 as compared to that in 2019. This is followed by that of Delhi where it has increased by over 150%

- Content Availability, Ease of Use, and Information Security & Privacy are the key parameters that have improved in 2021 which has led to increased scores of the UT Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.5.3 Remaining States – Group A

The below table provides a comparison of the 2021 and 2019 scores of State Portals for Group A of Remaining States.

S. No.	State Name	State Portal Overall Score 2019	State Portal Overall Score 2021	Improved Assessment Parameter
1	Andhra Pradesh	0.48	0.65	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
2	Goa	0.74	0.77	• Content Availability • Ease of Use • Information Security & Privacy
3	Gujarat	0.56	0.60	• Content Availability • Ease of Use
4	Haryana	0.68	0.70	• Accessibility • Content Availability
5	Karnataka	0.53	0.90	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
6	Kerala	0.83	1.00	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
7	Maharashtra	0.55	0.62	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
8	Punjab	0.56	0.94	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
9	Tamil Nadu	0.13	0.96	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	State Name	State Portal Overall Score		Improved Assessment Parameter
		2019	**2021**	
10	Telangana	0.63	0.82	1. Accessibility 2. Content Availability 3. Ease of Use 4. Information Security & Privacy

Key Observations for State Portal of Remaining States – Group A

- Overall score of State Portal has increased for all states under Group A of Remaining States Category.

- The overall score of State Portal of Tamil Nadu has increased the most in 2021 as compared to that in 2019. This is followed by Karnataka and Punjab where scores have increased by nearly 70%.

- All 4 parameters, viz. Accessibility, Content Availability, Ease of Use, and Information Security & Privacy have improved in 2021 which has led to increased scores of the State Portals.

2.5.4 Remaining States – Group B

The below table provides a comparison of the 2021 and 2019 scores of State Portals for Group B of Remaining States.

S. No.	State Name	State Portal Overall Score		Improved Assessment Parameter
		2019	**2021**	
1	Bihar	-	0.79	• No baseline data of 2019 for comparison
2	Chhattisgarh	0.63	0.62	• Content Availability
3	Jharkhand	0.50	0.71	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
4	Madhya Pradesh	0.54	0.62	• Content Availability • Information Security & Privacy
5	Odisha	0.38	0.98	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	State Name	State Portal Overall Score		Improved Assessment Parameter
		2019	**2021**	
6	Rajasthan	0.36	0.50	• Content Availability • Information Security & Privacy
7	Uttar Pradesh	0.26	0.86	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
8	West Bengal	0.67	0.70	• Accessibility • Content Availability

Key Observations for State Portal of Remaining States – Group B

• Overall score of State Portal has increased for majority of the states under the Group B of Remaining States category

• The overall score of State Portal of Uttar Pradesh has increased the most in 2021 as compared to that in 2019. This is followed by that of Odisha where it has increased by over 150%.

• Content Availability and Information Security & Privacy are the key parameters that have improved in 2021 which has led to increased scores of the State Portals.

2.6 Progress across Central Ministry Services Portals

In the following sub-section, the incremental changes observed for Services Portals of the focused Central Ministries between 2019 and 2021 is depicted. Along with presenting the change in overall scores, assessment parameters that have resulted in improvement of scores have also been highlighted.

S. No.	Ministry Name	Services Portals Overall Score		Improved Assessment Parameters
		2019	**2021**	
1	Agriculture	0.58	0.56	• Content Availability • Information Security & Privacy • End Service Delivery • Integrated Service Delivery

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	Ministry Name	Services Portals Overall Score		Improved Assessment Parameters
		2019	2021	
2	Commerce & Industry – Government e-Marketplace (GeM)	-	0.68	• No baseline data of 2019 for comparison
3	Education	0.74	0.63	• Accessibility • Ease of Use • Information Security & Privacy
4	Environment, Forest and Climate Change	0.61	0.77	• Accessibility • Content Availability • End Service Delivery • Integrated Service Delivery • Status & Request Tracking
5	Finance – CBDT	0.77	0.83	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy • Integrated Service Delivery
6	Finance – CBIC	0.59	0.77	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy • End Service Delivery • Integrated Service Delivery • Status & Request Tracking
7	Finance – CPPP	-	0.94	• No baseline data of 2019 for comparison
8	Health & Family Welfare	0.37	0.61	• Accessibility • Ease of Use • Information Security & Privacy • End Service Delivery • Integrated Service Delivery • Status & Request Tracking

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	Ministry Name	Services Portals Overall Score		Improved Assessment Parameters
		2019	2021	
9	Home Affairs – NCRB - Digital Police	-	0.92	• No baseline data of 2019 for comparison
10	Labour & Employment	0.67	0.68	• Accessibility • Content Availability • Information Security & Privacy • Integrated Service Delivery • Status & Request Tracking
11	Personnel, Public Grievances and Pensions – Bhavishya Portal	-	0.86	• No baseline data of 2019 for comparison
12	Rural Development	0.56	0.60	• Accessibility • Content Availability • Integrated Service Delivery • Status & Request Tracking
13	Social Justice & Empowerment	0.37	-	• Adequate data not provided for assessment in 2021

Key Observations for Central Ministry Services Portals

• Overall score of Services Portals have increased for majority of the Central Ministries assessed in NeSDA 2021.

• The overall score of Ministry Services Portals of Health & Family Welfare has increased the most in 2021 as compared to that in 2019.

• Accessibility, Integrated Service Delivery, Content Availability, and Information Security & Privacy are the key parameters that have improved in 2021 which has led to increased scores of the Central Ministry Services Portals.

2. e-Services Excellence Journey: Progress from 2019 to 2021

2.7 Progress across Central Ministry Portals

In the following sub-section, the incremental changes observed for Portals of the focused Central Ministries between 2019 and 2021 is depicted. Along with presenting the change in overall scores, assessment parameters that have resulted in improvement of scores have also been highlighted.

S. No.	Ministry Name	Ministry Portal Overall Score		Improved Assessment Parameters
		2019	2021	
1	Agriculture	0.54	0.33	• No significant improvement seen
2	Commerce & Industry	-	0.68	• No baseline data of 2019 for comparison
3	Education	0.63	0.82	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
4	Environment, Forest and Climate Change	0.48	0.80	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy
5	Finance	-	0.42	• No baseline data of 2019 for comparison
6	Health & Family Welfare	0.68	0.51	• No significant improvement seen
7	Home Affairs	-	1.00	• No baseline data of 2019 for comparison
8	Labour & Employment	-	0.59	• No baseline data of 2019 for comparison
9	Personnel, Public Grievances and Pensions	-	0.70	• No baseline data of 2019 for comparison
10	Rural Development	0.52	0.97	• Accessibility • Content Availability • Ease of Use • Information Security & Privacy

2. e-Services Excellence Journey: Progress from 2019 to 2021

S. No.	Ministry Name	Ministry Portal Overall Score		Improved Assessment Parameters
		2019	2021	
11	Social Justice & Empowerment	0.52	0.58	• Ease of Use • Information Security & Privacy

Key Observations for Central Ministry Portals

• The overall score of Ministry Portal of Rural Development has increased the most in 2021 as compared to that in 2019. This is followed by that of the Ministry of Environment, Forest and Climate Change.

• The scores of all 4 parameters viz, Accessibility, Content Availability, Ease of Use and Information Security & Privacy have improved in 2021 which has led to increased scores of the Central Ministry Portals.

The section has presented the various perspectives that may be taken to show the improvement in the digital service delivery across India. While there exists room for growth, governments have shown that they have taken concrete steps to enhance and adopt good governance practices in their day-to-day functioning, thereby driving innovation and enhancing their capacity to improve public service delivery across the nation.

In Chapter 6, a closer look is taken at scores across parameters for the State, UT and Central Ministry Portals. The chapter also provides more granular details on the sector-wise performance of State and UT Services Portals for each of the seven focus sectors viz., Finance, Labour & Employment, Education, Social Welfare including Health, Agriculture and Home Security, Local Governance & Utility Services, Environment and Tourism.

3. Citizen Survey Assessment

3. Citizen Survey Assessment

3.1 Purpose of the Survey

The Citizen Survey was conducted to determine the satisfaction levels of respondents based on their experience in availing e-services from their respective States and UTs. The prime objective of conducting the survey was to understand first-hand experience of respondents to improve the quality of e-service delivery. Insights obtained from the perspective of the respondents will help the Departments plug the gaps in the system and streamline the e-service process efficiency. The end goal of the assessment findings are to sensitize and promote the adoption of the e-governance framework across all Departments, Ministries, States, and UTs in the country.

3.2 Survey Focus Areas

The focus areas for the survey were as below:

3.2.1 For respondents who availed eServices:

I. **Awareness of e-Governance Services:** Respondents were enquired about their awareness of e-governance services. If they were aware, subsequent questions included whether or not they have availed e-governance services and the below areas were covered under the survey.

II. **Usage of e-Governance Services:** Respondents were enquired whether they had availed e-governance services offered by their respective State or UT Governments. The subsequent part of the survey included - sections on the State/UT portal from which services were availed, e-services previously availed, options to avail e-services, intermediary to avail e-services, rating of e-governance services, preference between e-governance and manual services, belief in e-services improving Government service delivery and feedback on how e-services could be improved.

III. **State/UT Online Portal from which e-Services were availed**: Respondents were asked about the State / UT and District from which they had availed e-Services.

III. **Identify the e-Services availed from Respective State/UT Online Portal:** Respondents were requested to mark the e-Services that they had used from the Finance, Social Welfare (Health, Agriculture & Home Security), Local Governance & Utility Services, Labour & Employment, Education, Environment and Tourism sectors.

IV. **Channels to avail e-Services:** The respondents were requested to choose the mode through which they had accessed e-Services such as through internet on devices, Common Service Centres (CSCs), Government offices, etc.

V. **Intermediary to avail e-Services:** The respondents were requested to indicate whether or not they had used an agent to avail e-governance services.

VI. **Rating of e-Services:** The respondents were requested to rate the following criteria for the assessment of e-services:
1. Ability of the portal to support multiple languages
2. Updated information on the portal
3. Search feature on the portal
4. Online payment facility of the portal
5. Tracking of e-Service applications and grievances logged
6. Alerts due to unauthorized changes in user profile
7. Availability of e-Services within specified timelines on the portal
8. Access to the portal through multiple devices
9. User feedback facility on the portal
10. E-Services User Manual on the portal
11. Social media integration of the portal
12. Status updates and alerts for e-Services
13. Password recovery and reset facility on the portal
14. Availability of end service online without manually visiting a Government office / kiosk

3. Citizen Survey Assessment

VIII. Choice between e-Services and Manual Services (cost, time, effort): The respondents were requested to compare and choose between e-Service and Manual Services based on cost, time and effort minimization considerations.

IX. Belief that e-Services can be used to improve Service Delivery: The respondents were asked whether they believe that e-services can be used to deliver better services to the respondents.

X. Feedback on e-Service Delivery: The respondents were requested to provide feedback on how e-governance service delivery could be improved based on their experience in availing e-services.

3.2.2 For respondents who did not avail e-Services:

If the citizen did not avail the services online, they were enquired about their reasons on not availing the e-governance services. This included parameters such as not being familiar with online services, security or privacy concerns, trust in online services, lack of proficiency in using in computer, bad past experiences, portals were not user-friendly, security concerns about online payments, irregular access to internet, unavailability of gadgets to access e-services and other such concerns.
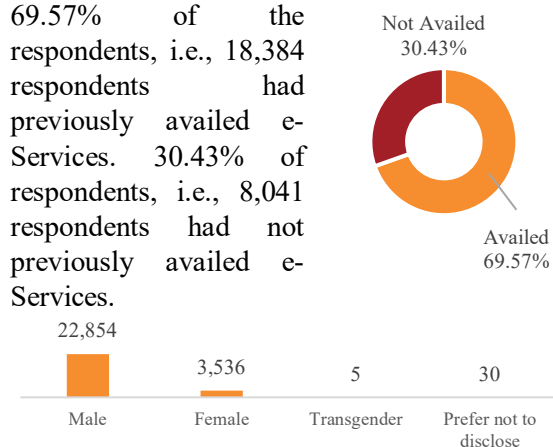
3.3 Survey administration

The online survey was circulated among the respondents of all States and UTs. The SPOCs from respective State and UTs shared the survey link with respondents selected on a random basis.

Along with the questions specified earlier, basic details of the citizen respondents was were collected such as name, mobile no., email, gender, age group, education, occupation, annual income range and State/UT in which they were residing.

The citizen survey questionnaire details are provided in Annexure 8.5. The survey was launched on 1st August 2021 and closed on 15th November 2021. The sample size of the survey covering online service users and non-users was over 26,425 respondents covering all States and UTs.
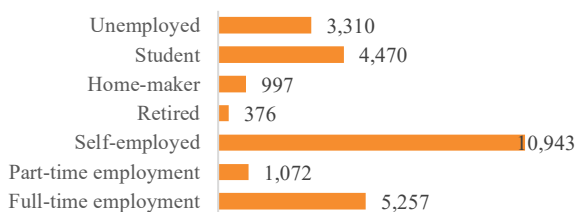
3.4 Survey Demographics

69.57% of the respondents, i.e., 18,384 respondents had previously availed e-Services. 30.43% of respondents, i.e., 8,041 respondents had not previously availed e-Services.

Not Availed 30.43%
Availed 69.57%

| 22,854 | 3,536 | 5 | 30 |
| Male | Female | Transgender | Prefer not to disclose |

86.5% of the respondents identified as male while 13.4% of respondents identified as female. 5 of the respondents identified as transgender.

| 3,586 | 5,484 | 11,935 | 5,420 |
| Up to 10th | Up to 12th | Graduate | Post Graduate |
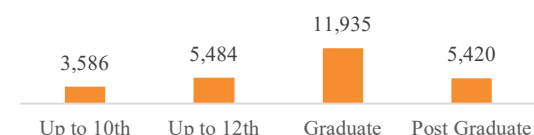
Majority of the respondents had studied up to graduate level (45.2%) with 20.5% having studied up to post-graduate level. 13.6% of respondents had studied up to 10th standard while 20.8% of respondents had studied up to 12th standard.

Unemployed	3,310
Student	4,470
Home-maker	997
Retired	376
Self-employed	10,943
Part-time employment	1,072
Full-time employment	5,257

Majority of those surveyed were self-employed (41.4). 19.9% of respondents were employed full-time while 4% were employed part-time. Students made up 16.9% of the respondents while 12.5% of the respondents were unemployed.

3. Citizen Survey Assessment

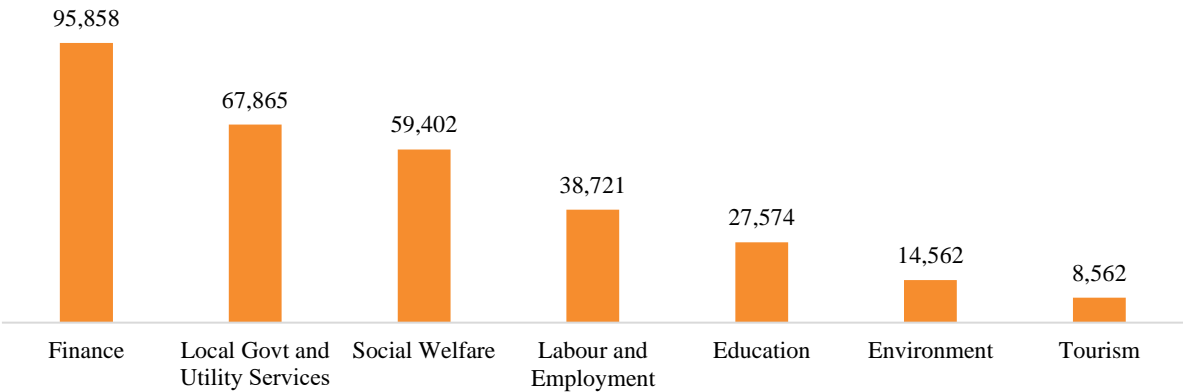## Distribution of Respondents for Citizen Survey Assessment
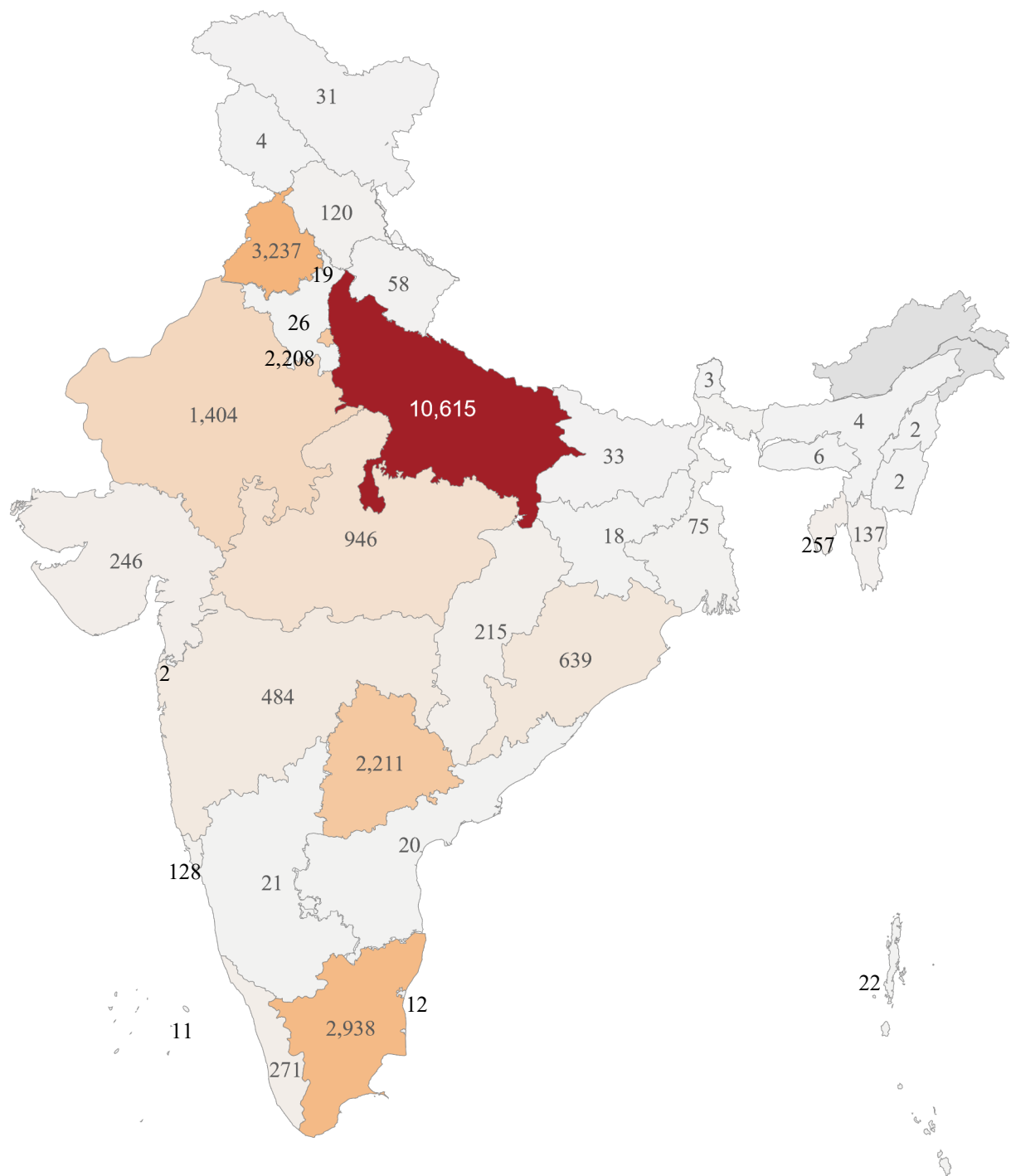
Majority of the respondents were from the States of Uttar Pradesh, Punjab, Tamil Nadu, Telangana and the national capital territory of Delhi. Key inferences of this survey is highlighted in the next sections.
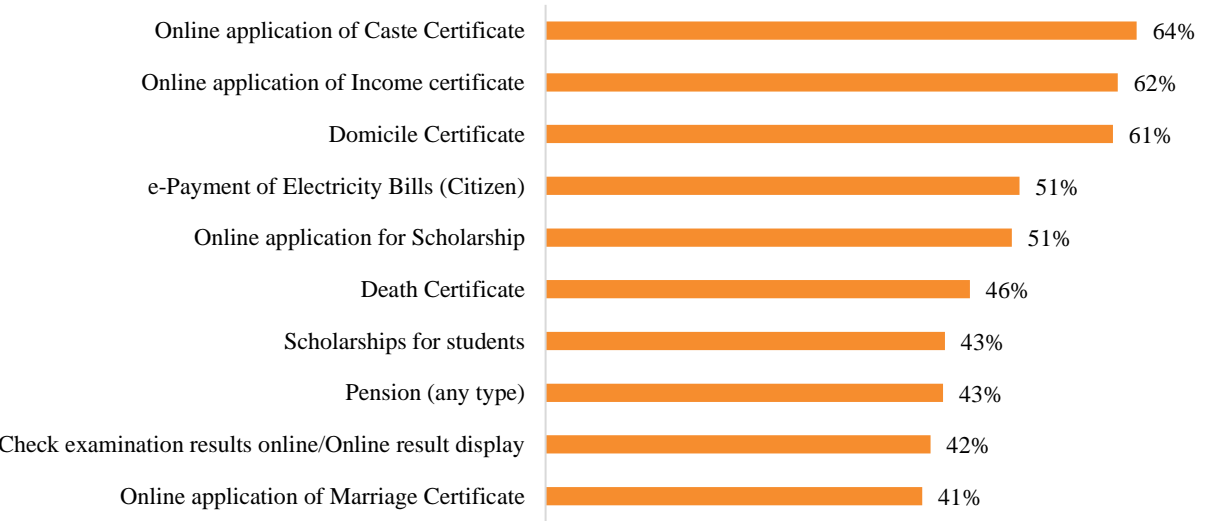
3. Citizen Survey Assessment

3.5 Key Inferences on e-Services Availed by the Respondents

Sector-wise total number of identified mandatory e-Services availed by the respondents is graphically depicted below. e-Services of Finance and Local Governance & Utility Services sectors turned out to be most used by the respondents.

Finance	95,858
Local Govt and Utility Services	67,865
Social Welfare	59,402
Labour and Employment	38,721
Education	27,574
Environment	14,562
Tourism	8,562

The top 10 e-Services availed by the respondents is depicted below.

e-Service	Percentage
Online application of Caste Certificate	64%
Online application of Income certificate	62%
Domicile Certificate	61%
e-Payment of Electricity Bills (Citizen)	51%
Online application for Scholarship	51%
Death Certificate	46%
Scholarships for students	43%
Pension (any type)	43%
Check examination results online/Online result display	42%
Online application of Marriage Certificate	41%

It was observed that more than 60% of the respondents have availed the e-Services of 'Online application of Caste Certificate', 'Online application of Income Certificate' and 'Domicile Certificate'. Over 40% of the respondents have availed the top 10 services listed above. These top 10 services are from the core sectors of Finance, Local Governance & Utility Services, Education and Social Welfare.

3. Citizen Survey Assessment

The top e-Services availed by the respondents in terms of percentage of total respondents under the core sectors is highlighted below.

1. Finance
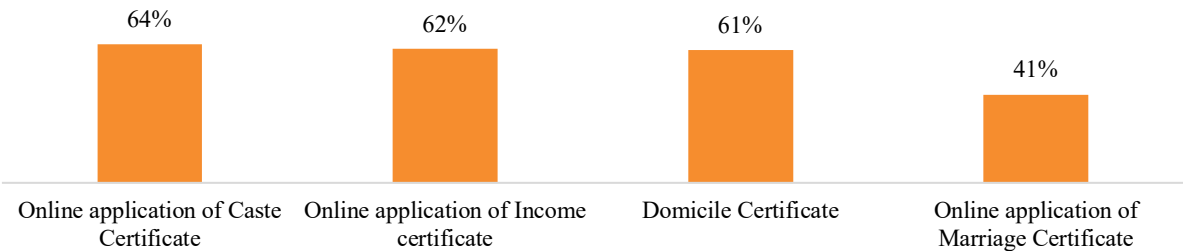
is observed that the top 4 e-Services pertain to Certificates issued by the Revenue Department, viz., *Caste Certificate*, *Income Certificate*, *Domicile Certificate* and *Marriage Certificate*. More than 40% of the respondents have availed Marriage Certificate e-Service and over 60% of the total respondents have availed the other 3 e-Services.

2. Labour and Employment
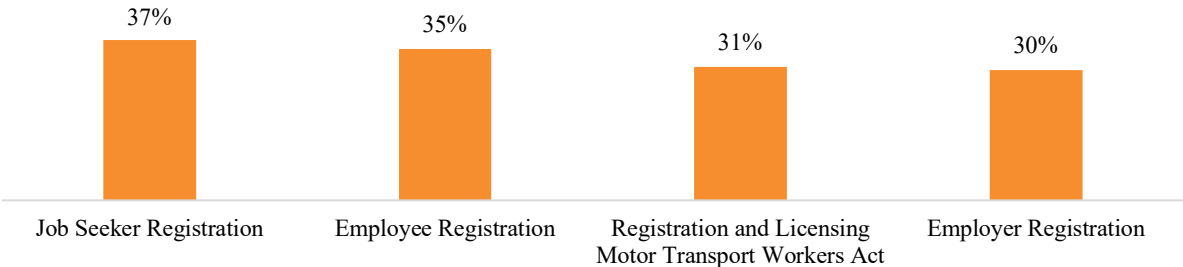
It is observed that the *Job Seeker Registration* is the top e-Service availed by the respondents in this sector. 37% of the total respondents have availed this service. The top four e-Services highlighted above are availed by the 30% to 37% of the total respondents for this sector.
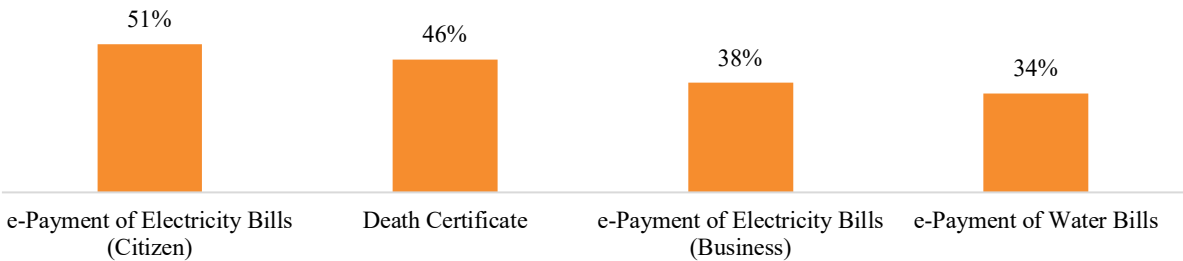
3. Education
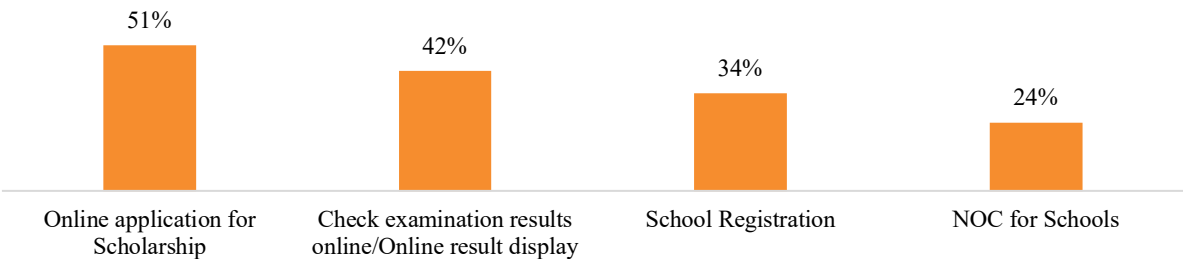
It is observed that the *Online application for Scholarship* is the top e-Service availed by respondents in this sector with over 51% of the total respondents. *Check Examination Results Online* is another top e-Service availed by the respondents in this sector.
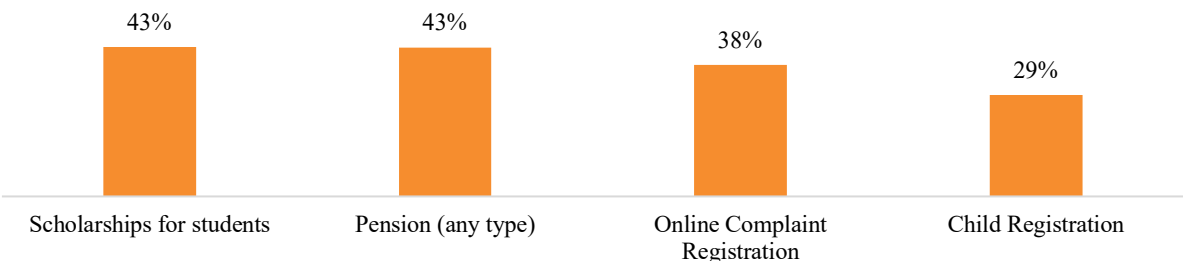
3. Citizen Survey Assessment

4. Local Governance and Utility Services

51% e-Payment of Electricity Bills (Citizen)
46% Death Certificate
38% e-Payment of Electricity Bills (Business)
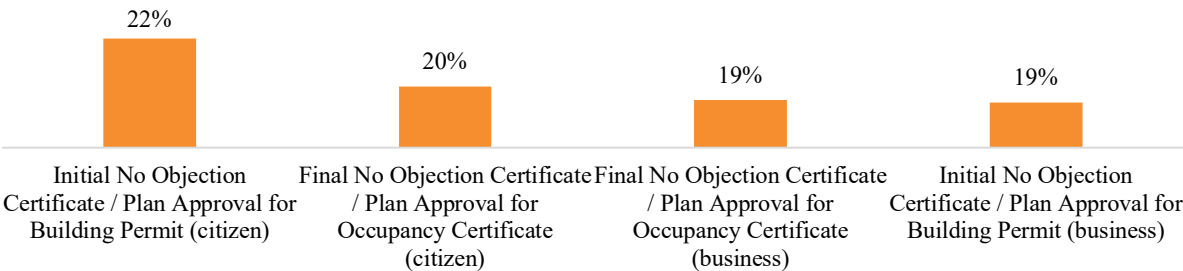**34%** e-Payment of Water Bills

The *e-Payment of Electricity Bills* and *e-Payment of Water Bills* are among the top 4 e-Services availed by the respondents in this sector. These four e-Services highlighted above are availed by 34% to 51% of the total respondents.

5. Social Welfare (including Health, Agriculture and Home Security)

43% Scholarships for students
43% Pension (any type)
38% Online Complaint Registration
29% Child Registration

It is observed that the *Scholarships for students* and *Pension (any type) services* are the top e-Services availed by the respondents in this sector. 43% respondents have availed these services.
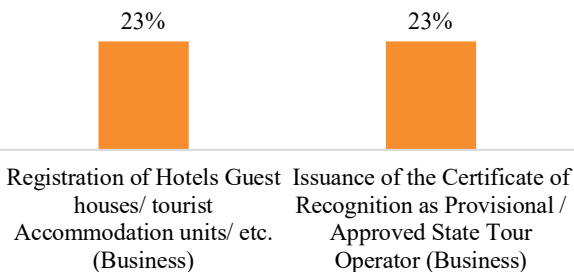
6. Environment (including Fire)

22% Initial No Objection Certificate / Plan Approval for Building Permit (citizen)
20% Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen)
19% Final No Objection Certificate / Plan Approval for Occupancy Certificate (business)
19% Initial No Objection Certificate / Plan Approval for Building Permit (business)

The four e-Services under this sector are availed by 19% to 22% of the total respondents.

7. Tourism

It is observed that both the e-Services in this sector have been availed by 23% of the total respondents.

23% Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (Business)
23% Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator (Business)

3. Citizen Survey Assessment

3.6 Key Inferences on options used to avail government services

As part of the survey, the citizens were requested to provide information on which the following options have they used to avail government services. Citizens could choose more than one option.

• Internet on devices like computer, mobile, tablet, etc.

• CSCs (Common Services Centres) / Public Kiosk

• Government / Department Office

The options availed by the respondents is graphically depicted below:
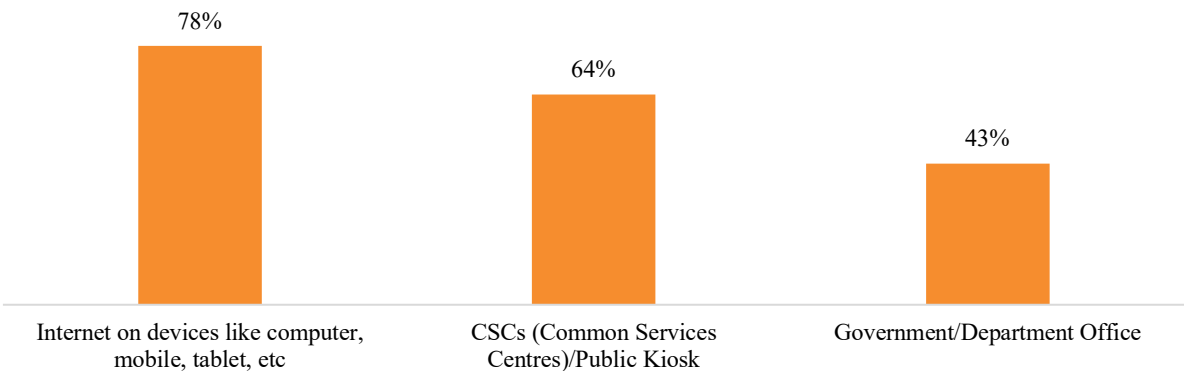
It is observed that respondents have chosen *'Internet on devices like computer, mobile, tablet, etc'* as the most preferred option to avail government services. 64% respondents choose the option of *'CSCs (Common Service Centres) / Public Kiosk'* to avail government services suggesting that this is also a popular channel for delivery of Government services. *'Government / Department Offices'* continue to be popular with 43% respondents stating they have used this channel to avail government services.

In the survey, the citizens were requested to provide information on whether they have used any Agent / Agency / Intermediary to avail e-Governance services. The response to this survey question is depicted alongside.
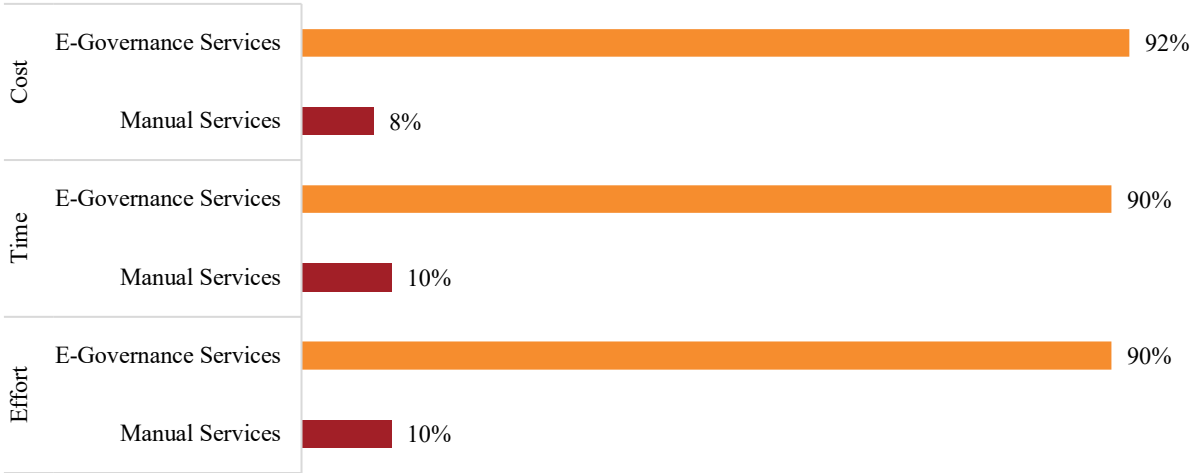
It is observed that 66% respondents have used Agent / Agency / Intermediary whereas 34% have not used Agent / Agency / Intermediary to avail e-Governance services.
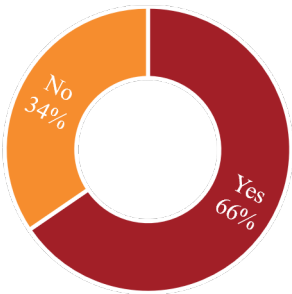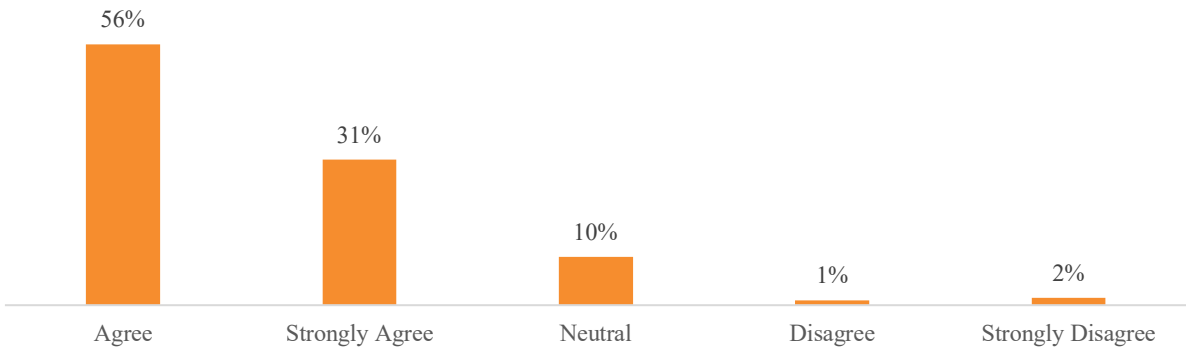
3. Citizen Survey Assessment

3.7 Key Inferences on choice of e-Governance Services or Manual Services

As part of the survey, the citizens were requested to provide information on whether they would choose e-Governance Services or Manual Services when it comes to cost, time and effort. The responses of the survey is graphically depicted below:

It is observed that respondents have chosen *'e-Governance Services'* over *'Manual Services'* on all three factors – cost, time and effort. The preference has been 90% or above for 'e-Governance Services' for each of the three factors.

In the survey, the citizens were requested to provide their response to whether they believe 'e-Governance services can be used to deliver better services to citizens'. The responses provided by the citizens is graphically depicted

It is observed that 87% respondents either 'Agree' or 'Strongly Agree' that e-Governance services can be used to deliver better services to citizens whereas only 3% respondents 'Disagree' or 'Strongly Disagree' with this.

3. Citizen Survey Assessment

## 3.8 Key Inferences on Rating / Satisfaction level of e-Services

In the survey, citizens were requested to assess their satisfaction level regarding e-Governance services across 14 parameters on a 5-point scale – Very Dissatisfied, Dissatisfied, Neutral, Satisfied, and Very Satisfied. The key inferences of the responses is provided below:

- The *'Online payment facility of the portal'* has the highest satisfaction rating ('Satisfied' or 'Very Satisfied') by 79% of the respondents whereas the criteria of *'User feedback facility on the portal'* has the highest dissatisfaction rating ('Dissatisfied' or 'Very Dissatisfied') from 9% respondents 76% of the respondents have expressed that they are 'Satisfied' or 'Very Satisfied' with the *'Ability of the portal to support multiple languages'.*

- For the criteria regarding availability of *'Updated information'* and *'Search feature'* on the portal, 74% respondents have voiced their opinion as 'Satisfied' or 'Very Satisfied'.

- 79% respondents have stated their satisfaction level as 'Satisfied' or 'Very Satisfied' for *'Online payment facility of the portal'.*

- The feature of *'Tracking of eService application and grievances logged'* has been rated as 'Satisfied' or 'Very Satisfied' by 74% respondents

- 70% respondents have stated that they are 'Satisfied' or 'Very Satisfied' with the feature of sending *'Alerts due to unauthorized changes in user profile'* whereas 23% respondents are 'Neutral' regarding this feature.

- 74% respondents have expressed their satisfaction level as 'Satisfied' or 'Very Satisfied' for the criteria of *'Availability of eServices within specified timelines on the portal'*

- 75% respondents are either 'Satisfied' or 'Very Satisfied' with the *'Access to the portal through multiple devices'* criteria

- The facility of User feedback on the portal has been rated as 'Satisfied' or 'Very Satisfied' by 70% respondents whereas 21% have rated as 'Neutral'.

- For the criteria related to availability of *'eServices User Manual on the portal'*, 74% respondents have rated their satisfaction level as either 'Satisfied' or 'Very Satisfied'

- *'Social media integration of the portal'* feature has been rated as 'Satisfied' or 'Very Satisfied' by 70% respondents and 23% have expressed as 'Neutral' rating

- The feature of sending *'Status updates and alerts for eServices'* has been rated as 'Satisfied' or 'Very Satisfied' by 73% of the respondents

- The feature of *'Password recovery and reset facility'* on the portal has been rated either as 'Satisfied' or 'Very Satisfied' by 76% respondents

- For the criteria related to the *'availability of end service online without manually visiting a Government office / Kiosk'*, 74% respondents have expressed their satisfaction level as either 'Satisfied' or 'Very Satisfied'

- On an overall basis, 70% to 79% respondents have rated the above-mentioned criteria as 'Satisfied' or 'Very Satisfied'. Respondents in the range of 15% to 23% have given the rating of 'Neutral' whereas 5% to 9% of the respondents have provided the rating of 'Dissatisfied' or 'Very Dissatisfied' for the above-mentioned criteria related to e-services.

3. Citizen Survey Assessment

The average rating / satisfaction level across the 14 criteria specified for assessment of e-services is depicted graphically below. It is observed that

- On an average 74% respondents have rated as 'Satisfied' or 'Very Satisfied', and

- 19% respondents have rated as 'Neutral'
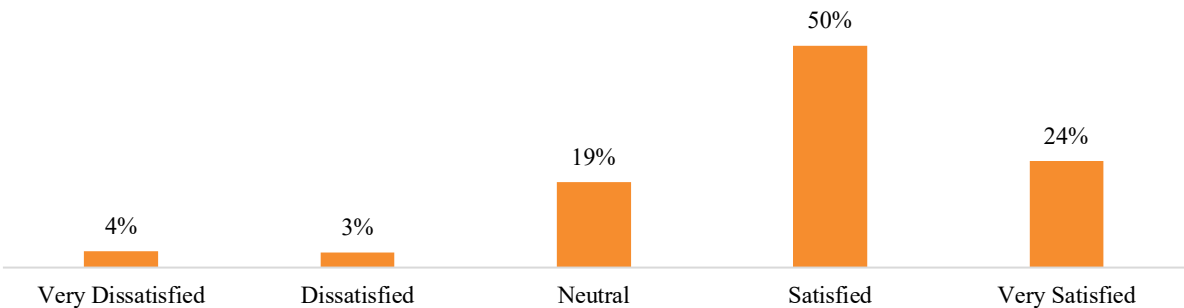
3.9 Key Inferences on Respondents who did not avail e-Services

For citizens who did not avail e-Services, the survey requested citizens to provide reasons for not availing e-Services. The key inferences from the responses provided in mentioned below:

- The top two reasons expressed by the respondents for not availing e-Services are (a) Not familiar with online services and (b) No regular access to internet. These are the key findings that need to be worked upon the State and UT governments.

- The least common two reasons for not availing e-Services are (a) Lack of proficiency in using a computer and (b) Do not trust / believe in online services.
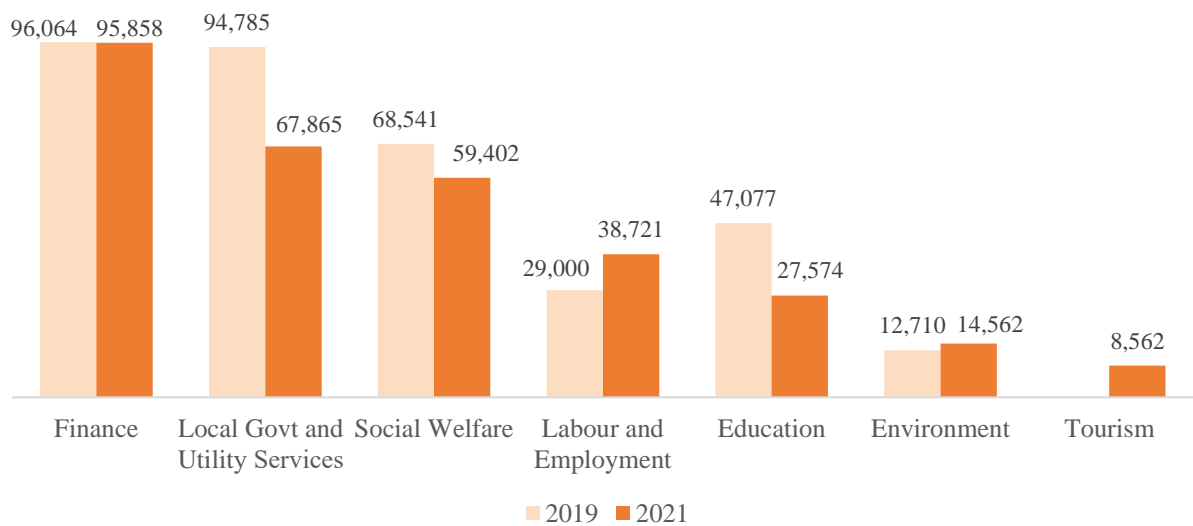
The percentage of respondents specifying the listed reasons for not availing e-Services is graphically depicted below:
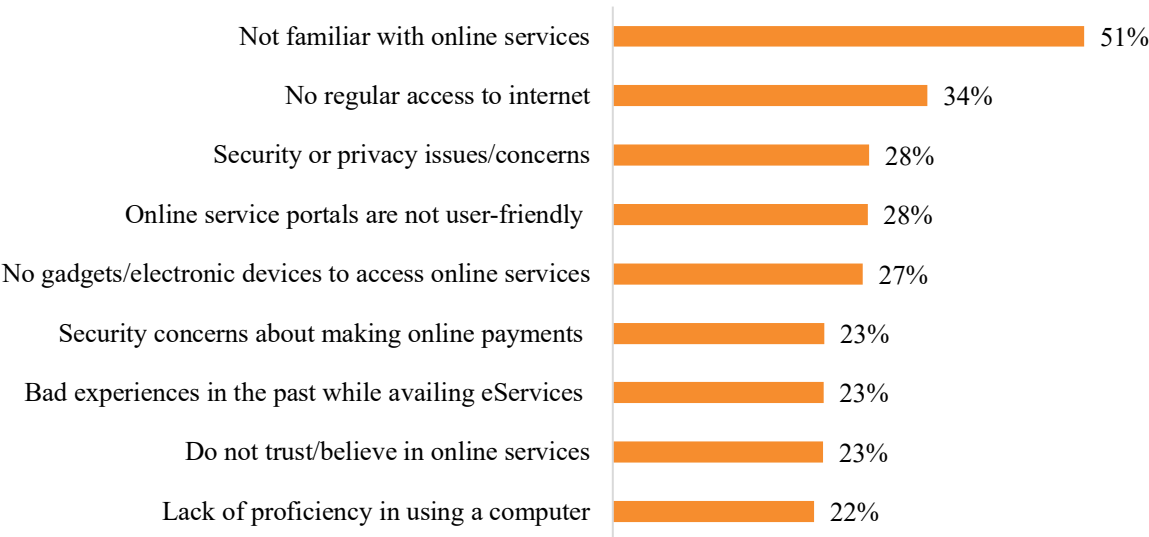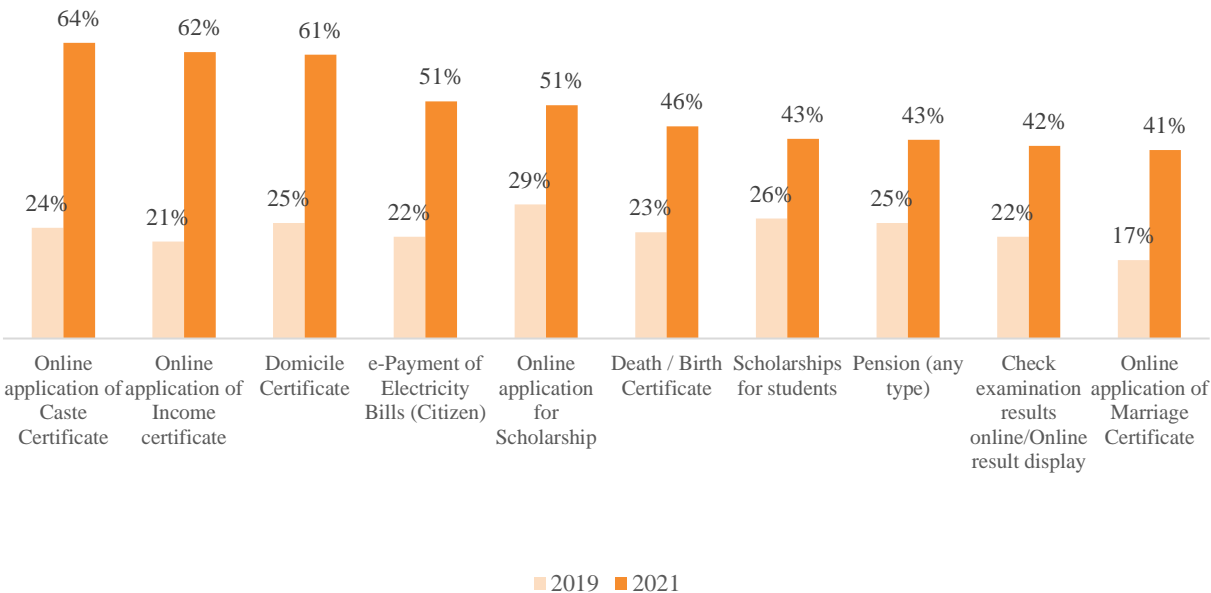
3. Citizen Survey Assessment

3.10 Comparative Analysis between Citizen Survey Assessment 2021 and 2019

In both 2019 and 2021, e-Services of Finance and Local Governance & Utility Services sectors have been most used by the respondents
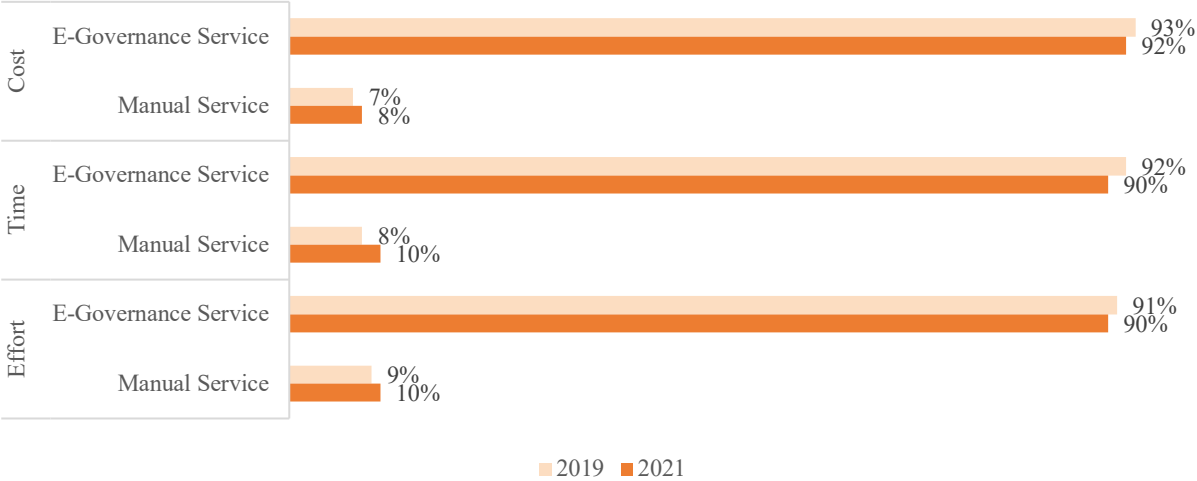

Percentage of respondents availing Top 10 services of 2021 were relatively lower in 2019
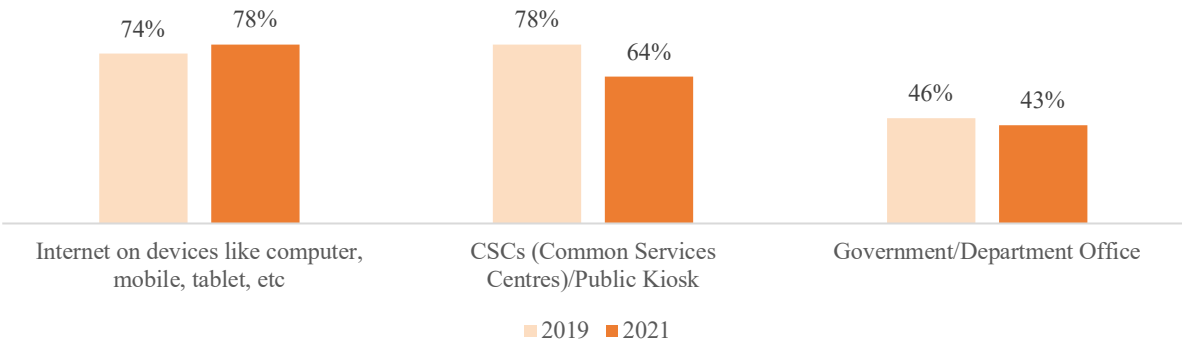
3. Citizen Survey Assessment

In both 2019 and 2021, 90% or above respondents have chosen *'e-Governance Services'* over *'Manual Services'* on all three factors – cost, time and effort

Cost	E-Governance Service — 93% / 92%
	Manual Service — 7% / 8%
Time	E-Governance Service — 92% / 90%
	Manual Service — 8% / 10%
Effort	E-Governance Service — 91% / 90%
	Manual Service — 9% / 10%

■ 2019 ■ 2021

In 2021, the most preferred access mode is *'Internet on devices'* as compared to *'CSCs / Public Kiosks'* in 2019.

Internet on devices like computer, mobile, tablet, etc	CSCs (Common Services Centres)/Public Kiosk	Government/Department Office
74% / 78%	78% / 64%	46% / 43%

■ 2019 ■ 2021

4. NeSDA Framework

4. NeSDA Framework

4.1 Objective of the Assessment

DARPG has designed the National e-Governance Services Delivery Assessment (NeSDA) Framework in line with the focus areas of Digital India as envisioned by the Hon'ble Prime Minister of India.

While Central and State Governments are taking utmost care and importance to improve their service delivery through digital channels, it is imperative to have a benchmark across the country to measure their performance on common parameters. Benchmarking of available online e-Governance services will help States, UTs and Central Ministries understand and improve the quality, features, and efficiency of existing e-Governance services. Learnings from such an assessment will enable governments to improve upon their existing service models and customize service delivery to citizen's requirements.

With this intent, DARPG had entrusted NASSCOM to formulate a framework and conduct a study to assess States, Union Territories and Central Ministries with regard to their delivery of e- Governance services. This led to the genesis of the NeSDA study.

The overall objective of the study is to assess the States, UTs and Central Ministries on the depth and effectiveness of e-Governance service delivery. This exercise would also promote participation of all Departments and Ministries at State, UT, and Central level to enhance and adopt good governance practices in their day-to-day functioning, thereby driving innovation and capacity creation to improve public service delivery across the nation. The details of the approach and methodology of NeSDA 2021 is provided in Chapter 5.

While some of the elements of the study apply across all States / UTs, due care has been taken to consider State specific conditions and requirements. This is being addressed by considering the mandatory and optional services being provided by the States and UTs.

While the first of its kind benchmark exercise was undertaken in the year 2018-19, DARPG intends to **conduct the NeSDA study biennially.**

4.2 Overview of NeSDA 2021 Framework and What has Changed

The NeSDA 2021 study covers G2C and G2B segments in seven identified sectors of Finance, Labour & Employment, Education, Social Welfare (including Health, Agriculture and Home & Security), Local Governance & Utility Services, Environment (including Fire), and Tourism. In 2021, the NeSDA framework has been extended to cover one additional sector – Tourism.

Based on the feedback and suggestions of the States and UTs, 5 of the mandatory services assessed in NeSDA 2019 were removed as these are now availed through Central Ministry portals. Further, 8 additional services were included in the mandatory services list in NeSDA 2021 viz. Online Bidder Enrolment, Online Bid/ Proposal Submission, Tender Result Announcement, Online Complaint registration, Missing Person Registration, Request for FIR copy, Issuance of Certificate of Recognition for approved tour operators and Registration of Hotels/Guest Houses. In NeSDA 2021, a total of 56 mandatory services were assessed for States and UTs.

Under the Central Ministry services, 4 additional services (viz., Central Public Procurement portal, Government e-Marketplace, Bhavishya portal, and Digital Police) were included in the NeSDA 2021 assessment. A total of 27 services were assessed for Central Ministries.

NeSDA 2021 has assessed State, UT and Central Ministry Portals on 4 parameters, namely, Accessibility, Content Availability, Ease of Use, and Information Security & Privacy. The Services Portals of States, UTs Central Ministries were assess on the aforementioned four parameters as well as 3 additional parameters viz. End-service Delivery, Integrated Service Delivery and Status & Request Tracking. These parameters have remained the same from NeSDA 2019 to facilitate assessment of the e-services excellence journey across India. The following section provides a detailed overview of each of these parameters.

4. NeSDA Framework

4.3 Key Assessment Parameters

Accessibility

With respect to e-Governance services, accessibility may be defined as the extent to which a user is able to access a portal and its services irrespective of the device in use, technology or ability.

Content Availability

Availability of updated, authentic, relevant and user-friendly information in different/ local languages, which can be easily understood and shared through multiple sources such as portal, email and social media.

Ease of Use

Degree to which a user believes that usage of a system shall be free from effort or difficulty. It includes easy content exploration, findability, task efficiency and automation.

Information Security & Privacy

Relationship between the collection and dissemination of information, technology, citizen expectation of privacy and the legal and regulatory structure that binds it all together.

End Service Delivery

End Service Delivery measures the citizens' satisfaction with faster delivery of end services, elimination of manual processes, reduction of time/ manual effort to obtain a particular service.

Integrated Service Delivery

A sophisticated level of e-Government in which Government services are integrated together and accessible to citizens irrespective of the Government agency or agencies.

Status and Request Tracking

A mechanism through which the citizen can get to know the stage at which his / her service request is at using the unique Service Request Number or Application Number.

4. NeSDA Framework

4.3.1 Accessibility

Accessibility is a necessary element for good transactional user experiences, including two- way communication. In the case of Government web-sites, these experiences can include enabling users to create personal login on the portal, availability of Single Sign-on feature for users to sign-in through an integrated authentication initiative and availability of installable mobile applications for providing information and services.

Significance

Allows people with a diverse range of hearing, movement, sight, cognitive, linguistic and technological abilities to equally access, understand and navigate through a portal and its services without any restrictions.

Standards

MeitY, Government of India has come up with GIGW standards for adoption by all Central Ministries / State Governments/ UTs for e-Governance. Placement of GIGW logo or W3C logo on websites is necessary to be compliant.

4.3.2 Content Availability

The ability to understand and use the content on Government portals determines the extent to which people can participate in the economy through electronic media. Therefore, the definition embeds five key dimensions – quality, presentation, understandability, local language and ease of sharing.

Significance

Providing relevant and useful information to citizens on Government portals is important as this enables better user experience, means of communication, confidence, loyalty and repeat visits.

Standards

MeitY, Government of India has come up with Content Management Framework which aims to improve the presentation, usability and consistency for the portals. It is advisable to adopt this framework.

4.3.3 Ease of Use

Ease of Use encompasses different aspects like system usability, flexibility, system control, user adaptability to the system, etc. This is a decisive factor on which the adoption and satisfaction of e-Government services by users depends. It significantly influences user satisfaction, their perception regarding benefits of the system and subsequently their intention to use the system.

Significance

It is a significant determinant in the ambit of e-service quality measurement both in business and public sectors. It aids in reducing digital divide as well as provides better accessibility of the e-Government services to its citizen.

Standards

- Browser Compatibility
- Ease of finding portal
- Portal loading speed
- Easy access and identification of services
- Search Mechanism
- Grievance Redressal
- User manual and procedure for Users

4.3.4 Information Security & Privacy

'Information Security' is the safety and integrity of information transacted upon e-Government platforms at all times (Achieved through a robust technical architecture while ensuring ease of access at the user interface level.) 'Information Privacy' is the strength of e-Government platforms to eliminate any threats to information.

4. NeSDA Framework

Significance

Increases the trust of citizens in any e-Government service delivery, which in turn increases adoption and helps improve reach and coverage.

Standards

MeitY has come up with e-Pramaan framework for e-Authentication for user identification and authentication. In addition, as per the direction from MeitY, all State / UT / Central Government portals are to be audited by STQC or third-party assessors.

4.3.5 End Service Delivery

End Service Delivery includes important parameters such as:
- Whether end services are available online or available upon visit to respective centre/Department
- Whether service delivery timelines are published on the website
- Whether manual processes have been completely eliminated in service delivery

Significance

This pillar is significant to build trust between citizen and Government through transparency, inclusion and collaboration. It leads to increased citizen satisfaction, thereby fostering participation of all citizens, including the most vulnerable and socially excluded.

4.3.6 Integrated Service Delivery

The term "integrated service" consists of two parts: service and integration. In e-Government parlance, 'service or e-service' is a set of activities delivered by Government agencies that is facilitated by information technology. Providing effective and efficient e-services requires the integration of e-services across levels and branches of Government agencies collaborating with each other.

Significance

It leads to a connected Government or whole-of-Government approach which is aimed at improving co-operation between Government agencies and deepening engagement with citizens, along with reduction in costs.

Standards

MeitY has come up with India Enterprise Architecture (IndEA) and notified the same for adoption by all Central Ministries / State Governments for better interoperability between applications and integrated service delivery concept.

4.3.7 Status and Request Tracking

For every service request submitted by citizen, either, manually or online, a unique service request or application number should be issued to the citizen. In reference to this unique number, the status of the request can be tracked by the citizen through various channels such as website, SMS, call-center, emails, etc. Further, the Government agency should proactively communicate the status to the citizens through the choice of channel opted by the citizen.

Significance

Government:
- Reduces transaction costs
- Improves efficiency
- Increase transparency

Citizen:
- Empower citizens
- Savings in cost
- Increases trust in Government

5. NeSDA Approach and Methodology

5. NeSDA Approach & Methodology

5.1 Objective of the Assessment

The overall objective of the study is to measure the depth and effectiveness of existing e-Governance service delivery mechanisms of the Central and State/ UT Governments. This assessment is envisaged to help the States and UTs understand the critical role of ICT in e-Governance services development, emulate and learn from best practices of each other, identify areas of strength and challenges in e-Governance service delivery and outline future policies and strategies in these areas. The exercise would also promote participation of all Departments and Ministries at State/UT and Central level to enhance and adopt good Government practices in their day-to-day functioning and thereby drive innovation and capacity creation to improve public service delivery across the nation.

5.2 Approach Adopted

DARPG conducted a consultative workshop on NeSDA 2021 Framework with States, UTs and Central Ministries on 16th March 2021. These stakeholders were requested to share their comments / suggestions on NeSDA 2021 Framework. Trial run of the NeSDA 2021 portal with States, UTs and Ministries were held in April and May 2021. Subsequently, NeSDA 2021 Portal was launched on 9th June 2021 by the Secretary, DARPG.

The States, UTs and Ministries were sensitized about the National eServices Delivery Assessment including various stages of the assessment and process for data submission. Data and Proofs were submitted online into the NeSDA portal by the Single Point of Contact (SPOC) of the States/UTs.

The study primarily focuses on core sectors - Finance, Labour & Employment, Education, Social Welfare (including Health & Agriculture), Local Governance & Utility Services, Environment and Tourism.

The portals (State/UT/Central Ministry) have been assessed on four parameters (Accessibility, Content Availability, Ease of Use, and Information Security and Privacy), while the services portals have been assessed on seven parameters (Accessibility, Content Availability, Ease of Use, Integrated Service Delivery, Status and Request Tracking, Information Security and Privacy, and End Service Delivery). The feedback from the States was received on the framework, parameters and questions related to the parameters and has been incorporated into the final framework and populated on the online assessment tool.

5.3 The Online Portal and Processes

NeSDA Portal (https://www.nesda.gov.in) is an online system that was developed to assist DARPG in carrying out this assessment. The entire process of data entry, review, assessment, evaluation and scoring have been done online in this portal.

The National e-Governance Service Delivery Assessment (NeSDA) website (https://www.nesda.gov.in) presents the important information, components and factors playing a role in the assessment. The key sections presented on the website are discussed subsequently.
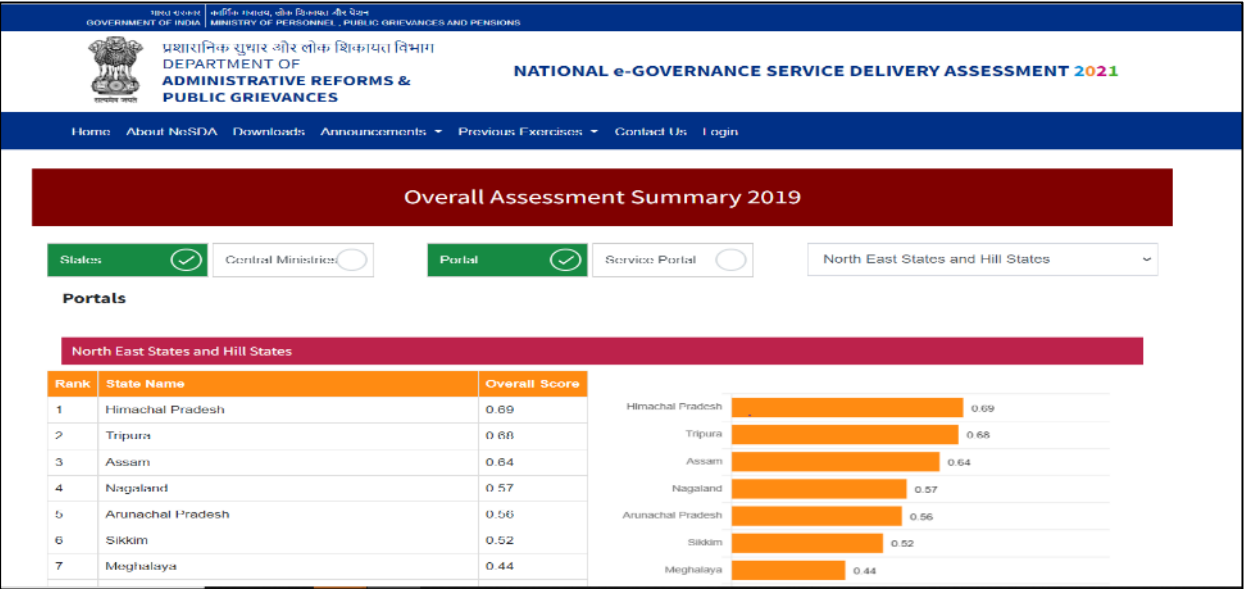
The portal provides basic features –

1. About NeSDA – provides overview of the study, information on the initiative with further details regarding the scope of the study across sectors.

2. The Downloads tab includes NeSDA 2019 report and note on NeSDA 2021 Framework

3. The Announcements tab comprised details of NeSDA 2021 – What's New and Timelines agreed with the stakeholders

4. The Citizen Survey tab provided the user access to proceed to the online Citizen Survey.

5. NeSDA Approach & Methodology

5. The Previous Exercises tab provides interactive dashboard of NeSDA 2019 results and link to NeSDA 2019 Report.

6. The Contact Us tab provided the contact details of the designated officials for the users to obtain details regarding the assessment.

7. The Login tab - is equipped with a login provision for relevant stakeholders of the assessment. Every State, UT and Ministry identified a SPOC for their respective entities who were in charge of uploading the necessary documents for the evaluation.

Rank	State Name	Overall Score
1	Himachal Pradesh	0.69
2	Tripura	0.68
3	Assam	0.64
4	Nagaland	0.57
5	Arunachal Pradesh	0.56
6	Sikkim	0.52
7	Meghalaya	0.44

5. Approach & Methodology

All the States, UTs and Central Ministries had to submit the links and participate in the assessment through the NeSDA portal. There are 4 stages of assessment in this portal. These are as detailed below:

Stage 1: Basic Data Entry

In this stage, all the States, UTs and Central Ministries were asked to upload the appropriate URLs for the 56 mandatory services from 7 identified sectors. The services considered for this stage of data entry were in the Government to Citizens (G2C) (Citizen Services) and Government to Business (G2B) (Small Business Services) categories.

Stage 2: Review & Acceptance of Basic Data Entry

The URLs uploaded by the SPOCs were checked by the NeSDA reviewer team to see if they were appropriate. The functional service links were approved and the service links with issues were sent back to the SPOCs for them to resubmit the appropriate service links based on the reviewer's comments. Once these URLs were re-submitted by the SPOCs, the reviewers then carried out a final validation of the service links submitted.

Stage 3: Submit Responses to the Portal / Services Questionnaire

In this stage, the SPOCs had to fill in the assessment questionnaires for the approved service links submitted by them in the previous stage. The assessment questionnaire for the States and UTs consisted of 41 questions for the portal and 74 questions for the services. For the Central Ministries, the assessment questionnaire consisted of 40 questions for the portal and 74 for services.

The SPOCs had the option to choose 'Yes', 'No' or 'Not Applicable' for each of the questions in the assessment questionnaire. If the SPOC had selected 'Yes' for a question, they were required to upload the relevant screenshot as a proof from the respective service link webpage. The detailed assessment questionnaire is provided in Annexure 8.4.

Stage 4: Review & Acceptance of Questionnaire Responses

In this stage, the validation of responses to questions submitted by the SPOCs in Stage 3 were reviewed by the NeSDA reviewer team. On the basis of the uploaded screenshots and accompanying comments, the questions of the assessment questionnaire were then either approved or sent back to the SPOCs for them to resubmit the appropriate screenshots for the particular service link question. Once these screenshots were resubmitted by the SPOCs, the reviewers proceeded with the final validation of responses for the approved service links in the assessment after verifying the uploaded screenshots.

5. NeSDA Approach & Methodology

5.4 The Calculation Methodology

National E-Governance service delivery framework followed a binary evaluation methodology for *the assessment.*

5.4.1 Core Sectors: The study identified the seven core sectors for evaluation of the State Portals, and associated Services Portals. These were Finance, Labour & Employment, Education, Social Welfare (including Health & Agriculture), Local Governance & Utility Services. Environment (including Fire) and Tourism.

5.4.2 Services for each sectors: The total mandatory services identified in each sectors were Finance (15 Nos), Labour & Employment (7 Nos), Education (4 Nos), Social Welfare (including Health, Agriculture & Home Security) (11 Nos), Local Governance & Utility Services (13 Nos), Environment & Fire (4 Nos) and Tourism (2 Nos.)

5.4.3 Focus area: The services were primarily focused on G2B (especially to small businesses) and G2C segments only.

5.4.4. Assessment Parameters: A detailed assessment was carried out to analyze the performance of these services across 7 parameters – Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status and Request Tracking (P7).

5.4.5 Binary Evaluation method: Each parameter had specific numbers of questions. The responses submitted (Yes, No, Not Applicable) were evaluated in the binary mode (Accept / Reject). The number of questions in each parameters for Services were Accessibility (18), Content Availability (11), Ease of Use (10), Information Security and Privacy (8), End Service Delivery (5), Integrated Service Delivery (14), and Status and Request Tracking (8). For the portal, it was Accessibility (11), Content Availability (7), Ease of Use (14), and Information Security and Privacy (9).

The below table indicates the scores when a particular response is accepted or rejected. When a 'Not Applicable' is accepted, the total count (base) gets reduced by one. The scores for a particular service, across all parameters, were calculated in this manner.

#	Response	Accept	Reject
1	Yes	1	0
2	No	0	-
3	Not Applicable	$C - 1$	0

C indicates the total number of questions for the respective parameter

The calculation steps for ranking of States / UTs / Central Ministries is explained in next sub-section:

5. NeSDA Approach & Methodology

A. Ranking of State / UT / Central Ministry Portals

Step 1: Calculation of Score of an Assessment Parameter 'P'

$$S_P == \frac{R_{P-Y}}{(Q_P - R_{P-NA})}$$

Where

S_P = *Score of Parameter 'P'*

Q_P = *No. of Questions under Parameter 'P'*

R_{P-Y} = *Sum of Responses with Yes (Yes = 1) under Parameter 'P'*

R_{P-NA} = *Total number of Responses with 'Not Applicable' under Parameter 'P'*

Step 2: Calculation of Overall Score of a Portal of State / UT / Central Ministry:

$$Overall\ Score == \frac{S_1 + S_2 + S_3 + S_4}{4}$$

Where

S_1 = *Score of Accessibility Parameter*

S_2 = *Score of Content Availability Parameter*

S_3 = *Score of Ease of Use Parameter*

S_4 = *Score of Information Security & Privacy Parameter*

Step 3: Ranking of Portals of States / UTs / Central Ministries:

a) Calculate the Overall Score of each State/UT Portals in State / UT group or each Ministry Portal of the Central Ministries.

b) Sort the States / UTs/ Central Ministries in descending order of the Overall Score with highest overall score ranked as '1', and so on.

5. NeSDA Approach & Methodology

B. Sector-wise Ranking of States/ UTs (Services Portals)

Step 1: Calculation of Score of an Assessment Parameter 'P' across all Services Portals of a sector

$$S_P = \frac{R_{P\text{-}Y}}{(Q_P - R_{P\text{-}NA})}$$

Where

S_P = *Score of Parameter 'P' of a sector*

Q_P = *No. of Questions under Parameter 'P' across all Services Portals of that sector*

$R_{P\text{-}Y}$ = *Sum of Responses with Yes (Yes = 1) under Parameter 'P' across all Services Portals of that sector*

$R_{P\text{-}NA}$ = *Total number of Responses with 'Not Applicable' under Parameter 'P' across all Services Portals of that sector*

Step 2: Calculation of Overall Score of a State / UT for a sector

$$\text{Overall Score (OS)} = \frac{S_1 + S_2 + S_3 + S_4 + S_5 + S_6 + S_7}{7}$$

Where

S_1 = *Score of Accessibility Parameter of that sector*

S_2 = *Score of Content Availability Parameter of that sector*

S_3 = *Score of Ease of Use Parameter of that sector of that sector*

S_4 = *Score of Information Security & Privacy Parameter of that sector*

S_5 = *Score of End Service Delivery Parameter of that sector*

S_6 = *Score of Integrated Service Delivery Parameter of that sector*

S_7 = *Score of State and Request Tracking Parameter of that sector*

Step 3: Ranking of States / UTs within a sector:

a) Calculate the Overall Score of each State / UT in State / UT group

b) Sort the States / UTs in descending order of the Overall Score with highest overall score ranked as '1', and so on.

5. NeSDA Approach & Methodology

C. Ranking of States/ UTs across all Sectors (Services Portals)

Step 1: Calculation of Score of an Assessment Parameter 'P' across all Services Portals of a sector

$$S_P = \frac{R_{P-Y}}{(Q_P - R_{P-NA})}$$

Where

S_P = Score of Parameter 'P' of a sector

Q_P = No. of Questions under Parameter 'P' across all Services Portals of that sector

R_{P-Y} = Sum of Responses with Yes (Yes = 1) under Parameter 'P' across all Services Portals of that sector

R_{P-NA} = Total number of Responses with 'Not Applicable' under Parameter 'P' across all Services Portals of that sector

Step 2: Calculation of Overall Score of an Assessment Parameter 'P' for a State / UT across all sectors

$$\text{Overall Score } (OS_P) = \frac{OS_{P-FN} + OS_{P-LE} + OS_{P-ED} + OS_{P-SW} + OS_{P-LG} + OS_{P-FN}}{6}$$

Where

OS_{P-FN} = Overall Score of Parameter 'P' for Finance Sector

OS_{P-LE} = Overall Score of Parameter 'P' for Labour and Employment Sector

OS_{P-ED} = Overall Score of Parameter 'P' for Education Sector

OS_{P-SW} = Overall Score of Parameter 'P' for Social Welfare Sector

OS_{P-LG} = Overall Score of Parameter 'P' for Local Governance and Utility Services Sector

OS_{P-EN} = Overall Score of Parameter 'P' for Environment Sector

5. NeSDA Approach & Methodology

C. Ranking of States/ UTs across all Sectors (Services Portals)

Step 3: Calculation of Overall Score of a State / UT across all parameters

$$\text{Overall Score (OS)} = \frac{OS_1 + OS_2 + OS_3 + OS_4 + OS_5 + OS_6 + OS_7}{7}$$

Where

OS_1 = Score of Accessibility Parameter across all sectors

OS_2 = Score of Content Availability Parameter across all sectors

OS_3 = Score of Ease of Use Parameter across all sectors

OS_4 = Score of Information Security & Privacy Parameter across all sectors

OS_5 = Score of End Service Delivery Parameter across all sectors

OS_6 = Score of Integrated Service Delivery Parameter across all sectors

OS_7 = Score of State and Request Tracking Parameter across all sectors

Step 4: Ranking of States / UTs across all sectors and across all parameters:

a) Calculate the Overall Score of each State / UT in State / UT group

b) Sort the States / UTs in descending order of the Overall Score with highest overall score ranked as '1', and so on.

5.5 Limitation of the Assessment Methodology

▪ The assessment scores has been derived basis the information provided by the States on the NeSDA portal and undergone through stages till Stage 4 - Review & Acceptance of Detailed Portal/Service Questionnaire Reponses. Scores have been calculated based on the data available on NeSDA portal as on 9th February 2022.

▪ States / UT / Central Ministries that have not provided adequate data for the assessment, have not been considered for assessment for that parameter / sector, etc.

5. NeSDA Approach & Methodology

5.6 Categorization of States

To account for the variations in the size and diversity of the States, they have been generally categorized into below mentioned three groups

1) North-East States and Hill States (10),

2) Union Territories (8), and

3) Remaining States (18)

One commonly expressed opinion by the States is to take a re-look at the grouping of States especially the group of Remaining States (18). This report has adopted the grouping of States that DARPG has followed for Good Governance Index (GGI) 2021. The eighteen States grouped under 'Remaining States' are now sub-grouped into two – Group A and Group B as mentioned below.

Remaining States – Group A		Remaining States – Group B	
S. No.	State Name	S. No.	State Name
1	Andhra Pradesh	1	Bihar
2	Goa	2	Chhattisgarh
3	Gujarat	3	Jharkhand
4	Haryana	4	Madhya Pradesh
5	Karnataka	5	Odisha
6	Kerala	6	Rajasthan
7	Maharashtra	7	Uttar Pradesh
8	Punjab	8	West Bengal
9	Tamil Nadu		
10	Telangana		

Considering the above, the States and UTs have been categorized into below mentioned four groups

1) North-East and Hill States (10),

2) Union Territories (8),

3) Remaining States – Group A (10), and

4) Remaining States – Group B (8)

Please refer Annexure 8.6 for the list of States under each group.

6. Assessment of States, Union Territories and Central Ministries

6.1 Assessment of States and Union Territories

6.1 Assessment of States and Union Territories

With the overall objective to assess the States and UTs in their effectiveness in e-Governance service delivery, the NeSDA assessment was conducted on the web portals of States and UTs. The assessment covers the G2C and G2B (especially the small businesses) segments in seven focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare (including Health and Agriculture), Local Governance & Utility Services, Environment and Tourism.

After discussions with States and UTs, a total of 56 mandatory services covering G2C and G2B segments were identified across seven focus sectors, namely Finance (15 services), Labour & Employment (7 services), Education (4 services), Social Welfare including Health, Agriculture and Home Security (11 services), Local Governance & Utility Services (13 services), Environment (4 services) and Tourism (2 services) which are currently delivered online. The details of the 56 identified mandatory services are provided in Annexure 8.3 of the Report.

The quality of the State and UT portals providing these services was assessed on seven parameters, namely, Accessibility, Content Availability, Ease of Use, Integrated Service Delivery, Status and Request Tracking, Information Security and Privacy, and End Service Delivery. Apart from the Services Portals, the quality of the State / UT portals was also assessed on four parameters, namely, Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. The details of these parameters is already covered in earlier chapter – NeSDA Framework.

The assessment analysis is provided under the below mentioned categorization of States and UTs :

1) Remaining States – Group A
2) Remaining States – Group B
3) Union Territories
4) North-East and Hill States

For each of the above categories, the assessment details are further provided under sub-sections mentioned below:

1) State/UT Portals
2) Services Portals of the seven focus sectors
3) Incremental Progress from 2019 to 2021

Note: The assessment scores have been derived basis the information provided by the States and Ministries on the NeSDA portal and undergone through stages till Stage 4 - Review & Acceptance of Detailed Portal/Service Questionnaire Reponses. Scores have been calculated based on the data available on NeSDA portal as on 9th February 2022. States / UT / Central Ministries that have not provided adequate data for the assessment, have not been considered for assessment for that parameter / sector, etc.

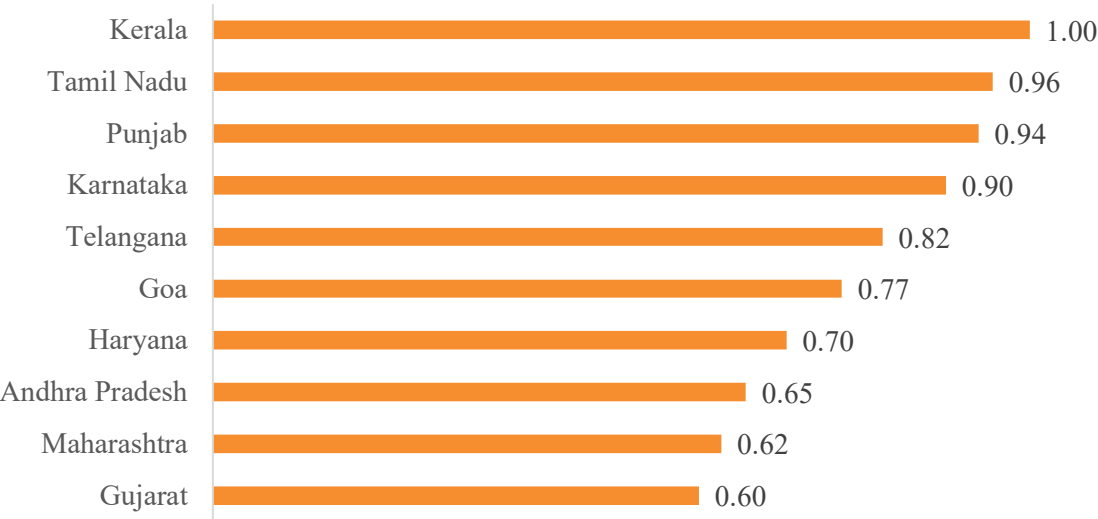# 6.1.1 Assessment of States – Remaining States – Group A

6.1.1 Assessment of States – Remaining States – Group A

A. Assessment of Remaining States' State Portals – Group A

The quality of State Portals have been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the States, the assessment scores for each the four parameters are mentioned below. Further, based on the overall score – average across all the four parameters, the States have been ranked accordingly.

State Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Kerala	1.00	1.00	1.00	1.00	**1.00**	1
Tamil Nadu	0.82	1.00	1.00	1.00	**0.96**	2
Punjab	1.00	0.86	1.00	0.89	**0.94**	3
Karnataka	0.73	0.86	1.00	1.00	**0.90**	4
Telangana	0.64	0.86	1.00	0.78	**0.82**	5
Goa	0.50	0.86	0.86	0.86	**0.77**	6
Haryana	0.67	0.57	0.86	0.71	**0.70**	7
Andhra Pradesh	0.55	0.71	0.79	0.56	**0.65**	8
Maharashtra	0.56	0.33	0.93	0.67	**0.62**	9
Gujarat	0.36	0.71	0.64	0.67	**0.60**	10

The overall assessment score for the State Portals of the Remaining States – Group A are graphically depicted below:

State	Score
Kerala	1.00
Tamil Nadu	0.96
Punjab	0.94
Karnataka	0.90
Telangana	0.82
Goa	0.77
Haryana	0.70
Andhra Pradesh	0.65
Maharashtra	0.62
Gujarat	0.60

6.1.1 Assessment of States – Remaining States – Group A

The key analysis of the State Portals of Remaining States – Group A on the aforesaid four assessment parameters are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Kerala and Punjab are the leading State Portals with 100% compliance to the criteria assessed under this parameter followed by Tamil Nadu with compliance of 82%. • All other State Portals have compliance in the range of 36% to 73% to the criteria assessed.
Content Availability	• Kerala and Tamil Nadu are the leading State Portals with 100% compliance to the criteria assessed under this parameter. • All other State Portals have compliance in the range of 33% to 86% to the criteria assessed.
Ease of Use	• Kerala, Tamil Nadu, Punjab, Karnataka and Telangana are the leading State Portals with 100% compliance to the criteria assessed under this parameter. • Apart from these, other State Portals have compliance in the range of 64% to 93% to the criteria assessed.
Information Security and Privacy	• Kerala, Tamil Nadu and Karnataka State portals have 100% compliance to the criteria assessed under this parameter. • All other State Portals have compliance in the range from 56% to 89% to the criteria assessed under this parameter.
Across all parameters	• State portal of Kerala is the leading portal with compliance of 100% followed by Tamil Nadu with 96% compliance to the criteria assessed across all the assessment parameters. • State Portals have higher compliance to the criteria assessed in Ease of Use followed by Information Security and Privacy and Content Availability parameters.

The average compliance score of the four assessment parameters across the State portals is depicted below:

Accessibility	Content Availability	Ease of Use	Information Security and Privacy
0.68	0.78	0.91	0.81

6.1.1 Assessment of States – Remaining States – Group A

B. Assessment of Remaining States' Services Portals – Group A

As already mentioned earlier, the quality of Remaining States – Group A's Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). The Services Portals cover the mandatory services delivered online in the seven focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health, Agriculture and Home Security, Local Governance & Utility Services, Environment and Tourism

Basis the information provided by the States, the analysis of the Services Portals on the aforesaid seven assessment parameters for each of the focus sectors are mentioned below:

1. Finance Sector

With regard to the identified 15 mandatory services, Punjab, Tamil Nadu, Haryana, Gujarat and Telangana and Kerala are the leading States delivering all the mandatory services online in this sector.
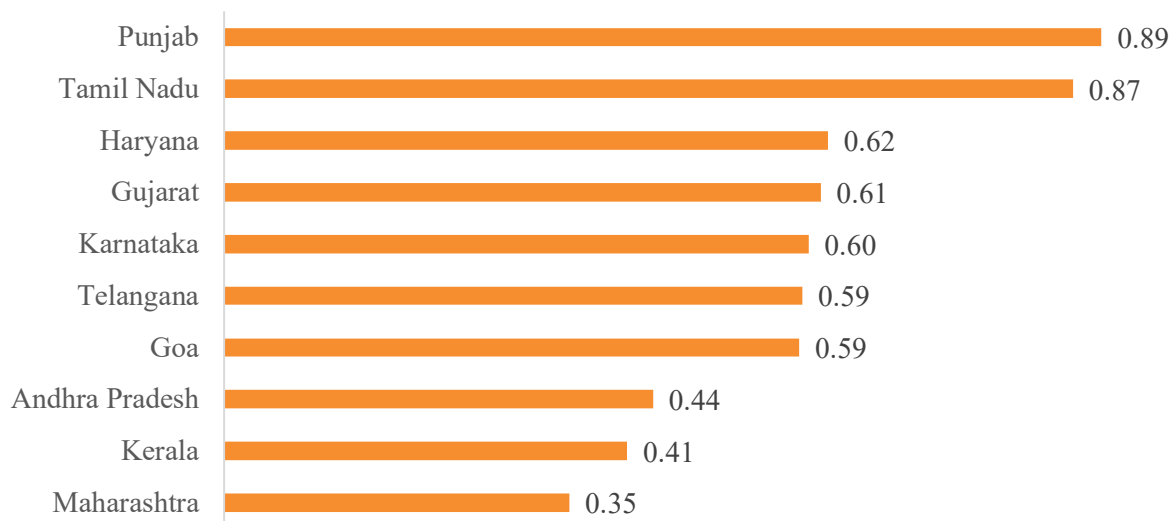
Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.
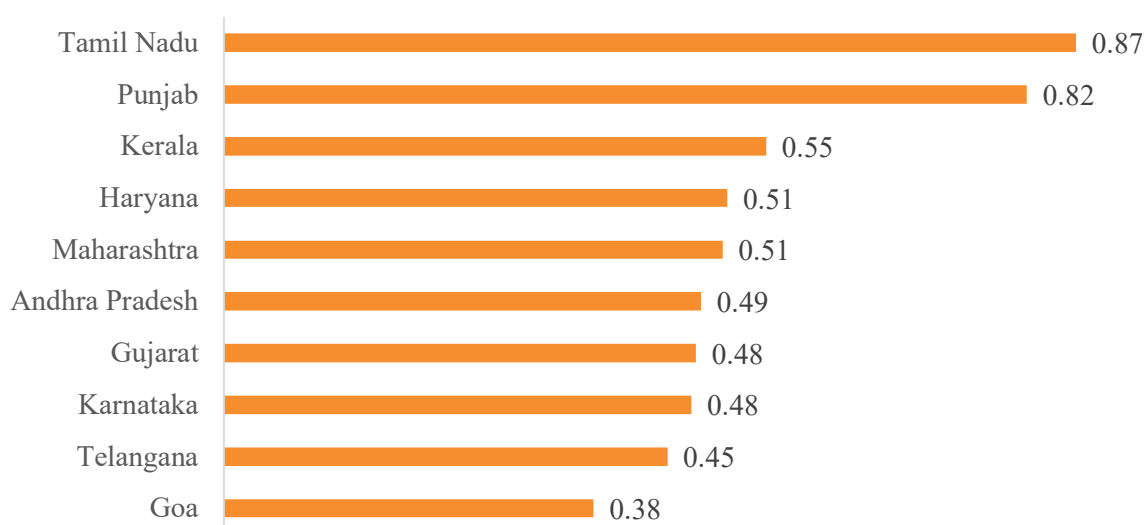
State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	15	0.89	0.90	0.94	0.90	0.92	0.82	0.90	0.89	1
Tamil Nadu	15	0.91	0.92	0.94	0.66	0.93	0.76	0.95	0.87	2
Haryana	15	0.59	0.65	0.70	0.68	0.51	0.51	0.66	0.62	3
Gujarat	15	0.66	0.64	0.76	0.64	0.38	0.59	0.60	0.61	4
Karnataka	14	0.61	0.55	0.74	0.55	0.59	0.54	0.60	0.60	5
Telangana	15	0.62	0.65	0.80	0.55	0.48	0.54	0.49	0.59	6
Goa	14	0.58	0.51	0.65	0.61	0.46	0.51	0.78	0.59	7
Andhra Pradesh	13	0.52	0.32	0.60	0.40	0.37	0.32	0.53	0.44	8
Kerala	15	0.55	0.52	0.70	0.28	0.20	0.22	0.40	0.41	9
Maharashtra	13	0.40	0.37	0.42	0.41	0.09	0.34	0.43	0.35	10

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Maharashtra and Karnataka have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

6.1.1 Assessment of States – Remaining States – Group A

The overall assessment score across all parameters for States in Finance sector is graphically depicted below.

2. Labour and Employment

With regard to the identified 7 mandatory services, Tamil Nadu, Punjab, Kerala, Haryana, Andhra Pradesh and Telangana are the leading States providing all the 7 identified services online in this sector.
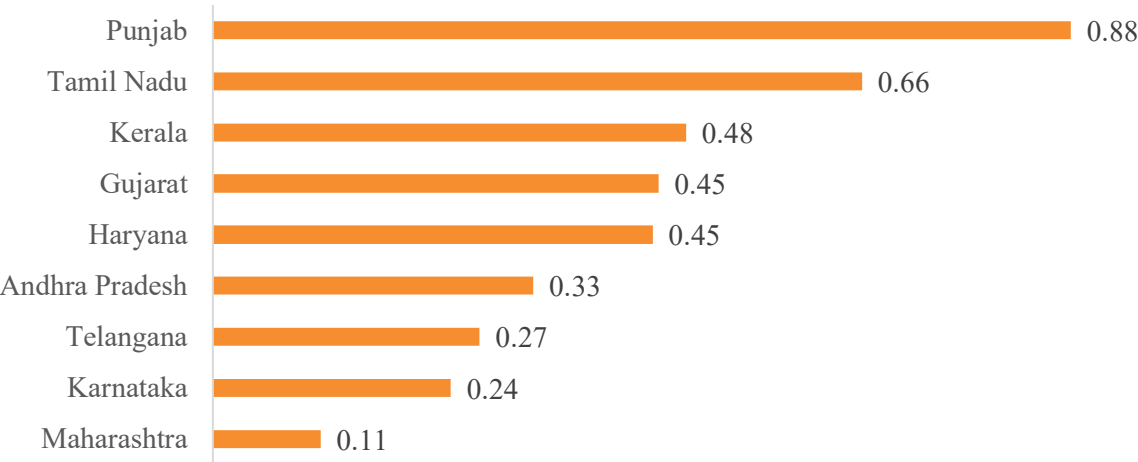
Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Tamil Nadu	7	0.89	0.99	1.00	0.59	0.82	0.82	0.98	**0.87**	**1**
Punjab	7	0.92	0.90	0.90	0.74	0.76	0.67	0.84	**0.82**	**2**
Kerala	7	0.64	0.62	0.74	0.34	0.49	0.47	0.57	**0.55**	**3**
Haryana	7	0.58	0.52	0.54	0.45	0.51	0.45	0.54	**0.51**	**4**
Maharashtra	6	0.56	0.52	0.56	0.55	0.26	0.45	0.66	**0.51**	**5**
Andhra Pradesh	7	0.59	0.34	0.74	0.50	0.40	0.25	0.59	**0.49**	**6**
Gujarat	6	0.57	0.48	0.71	0.59	0.31	0.22	0.48	**0.48**	**7**
Karnataka	5	0.47	0.43	0.51	0.35	0.51	0.44	0.63	**0.48**	**8**

6.1.1 Assessment of States – Remaining States – Group A

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Telangana	7	0.47	0.49	0.51	0.52	0.34	0.26	0.57	**0.45**	**9**
Goa	4	0.38	0.32	0.37	0.36	0.26	0.38	0.57	**0.38**	**10**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Punjab has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment score across all parameters for States in Labour and Employment sector are graphically depicted below.

State	Score
Tamil Nadu	0.87
Punjab	0.82
Kerala	0.55
Haryana	0.51
Maharashtra	0.51
Andhra Pradesh	0.49
Gujarat	0.48
Karnataka	0.48
Telangana	0.45
Goa	0.38

3. Education

With regard to the 4 identified mandatory services, Punjab, Tamil Nadu, Kerala, Gujarat, Haryana, Andhra Pradesh and Telangana are leading States providing all the identified 4 mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

6.1.1 Assessment of States – Remaining States – Group A

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	4	0.90	1.00	0.96	0.95	0.81	0.72	0.79	**0.88**	1
Tamil Nadu	4	0.67	0.69	0.69	0.67	0.50	0.56	0.85	**0.66**	2
Kerala	4	0.62	0.59	0.63	0.44	0.40	0.26	0.44	**0.48**	3
Gujarat	4	0.53	0.36	0.60	0.57	0.35	0.34	0.44	**0.45**	4
Haryana	4	0.50	0.34	0.49	0.34	0.45	0.54	0.48	**0.45**	5
Andhra Pradesh	4	0.43	0.20	0.53	0.53	0.20	0.10	0.30	**0.33**	6
Telangana	4	0.32	0.18	0.58	0.16	0.25	0.14	0.28	**0.27**	7
Karnataka	2	0.25	0.25	0.30	0.22	0.15	0.19	0.34	**0.24**	8
Maharashtra	2	0.08	0.05	0.23	0.22	0.10	0.04	0.06	**0.11**	9

Note: Goa has not provided adequate data for the assessment and hence, it is not considered for analysis here.

The overall assessment score across all parameters for States in Education sector are graphically depicted below.

6.1.1 Assessment of States – Remaining States – Group A

4. Social Welfare (including Health, Agriculture and Home Security)

With regard to the identified 11 mandatory services, Punjab, Tamil Nadu, Haryana and Gujarat are the leading States delivering all the 11 identified services online in this sector

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	11	0.89	0.87	0.93	0.81	0.79	0.77	0.81	0.84	1
Tamil Nadu	11	0.81	0.83	0.89	0.74	0.76	0.70	0.87	0.80	2
Haryana	11	0.71	0.66	0.53	0.64	0.47	0.57	0.85	0.63	3
Gujarat	11	0.60	0.47	0.59	0.59	0.35	0.34	0.51	0.49	4
Karnataka	7	0.50	0.50	0.51	0.30	0.47	0.46	0.52	0.47	5
Kerala	9	0.45	0.41	0.47	0.19	0.14	0.27	0.26	0.31	6
Maharashtra	10	0.36	0.25	0.46	0.44	0.16	0.06	0.20	0.28	7
Andhra Pradesh	7	0.29	0.18	0.39	0.30	0.08	0.20	0.14	0.23	8
Telangana	8	0.27	0.26	0.23	0.24	0.13	0.08	0.27	0.21	9
Goa	2	0.12	0.17	0.15	0.11	0.04	0.07	0.09	0.11	10

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Haryana, Kerala, Maharashtra and Punjab have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment scores across all parameters for States in Social Welfare sector are graphically depicted below
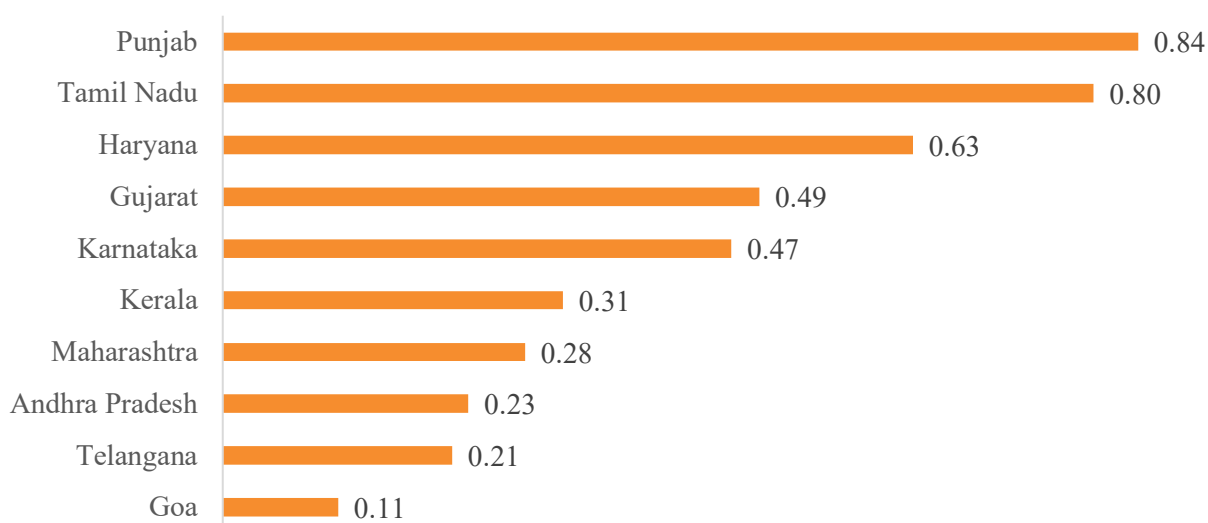
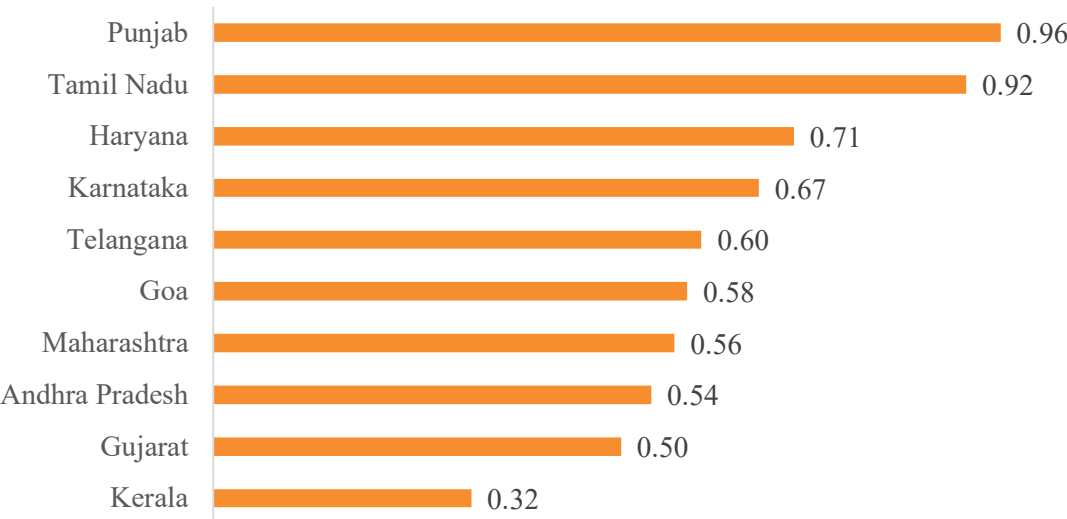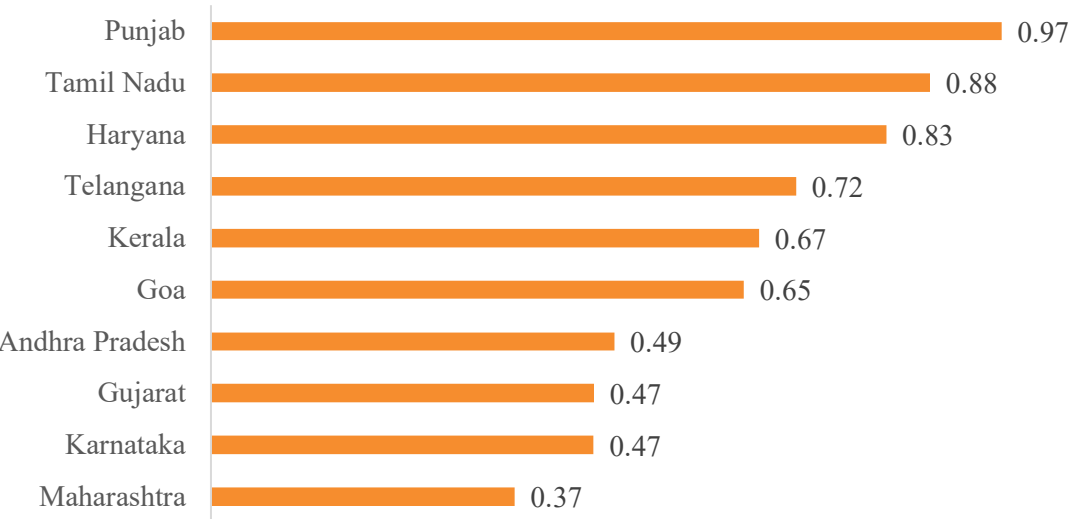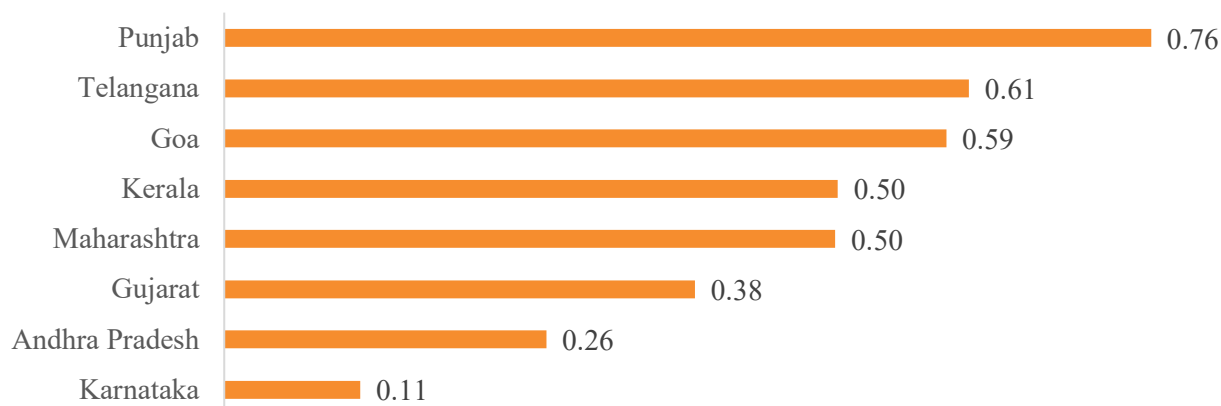# 6.1.1 Assessment of States – Remaining States – Group A

5. Local Governance and Utility Services

With regard to the 13 identified mandatory services, all States except Kerala are delivering all the 13 identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	13	0.97	0.92	1.00	0.97	0.97	0.94	0.97	**0.96**	1
Tamil Nadu	13	0.90	0.98	0.99	0.76	0.92	0.92	0.98	**0.92**	2
Haryana	13	0.68	0.72	0.65	0.68	0.61	0.72	0.91	**0.71**	3
Karnataka	13	0.75	0.75	0.79	0.42	0.61	0.62	0.72	**0.67**	4
Telangana	13	0.61	0.70	0.81	0.49	0.34	0.59	0.63	**0.60**	5
Goa	13	0.60	0.53	0.64	0.51	0.52	0.65	0.61	**0.58**	6
Maharashtra	13	0.63	0.56	0.59	0.59	0.28	0.53	0.77	**0.56**	7
Andhra Pradesh	13	0.62	0.57	0.61	0.47	0.23	0.51	0.74	**0.54**	8
Gujarat	13	0.55	0.42	0.56	0.57	0.32	0.45	0.62	**0.50**	9
Kerala	12	0.47	0.29	0.49	0.21	0.19	0.24	0.31	**0.32**	10

The overall assessment scores across all parameters for States in Local Governance and Utility Services sector are graphically depicted below

State	Score
Punjab	0.96
Tamil Nadu	0.92
Haryana	0.71
Karnataka	0.67
Telangana	0.60
Goa	0.58
Maharashtra	0.56
Andhra Pradesh	0.54
Gujarat	0.50
Kerala	0.32

6.1.1 Assessment of States – Remaining States – Group A

6. Environment

With regard to the 4 identified mandatory services, all States except Gujarat and Maharashtra are providing all the identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	4	1.00	0.93	1.00	1.00	1.00	0.85	1.00	0.97	1
Tamil Nadu	4	0.89	1.00	1.00	0.50	0.92	0.86	1.00	0.88	2
Haryana	4	0.84	0.86	0.78	0.75	0.70	0.86	1.00	0.83	3
Telangana	4	0.73	0.80	0.80	0.50	0.60	0.59	1.00	0.72	4
Kerala	4	0.63	0.75	0.90	0.38	0.60	0.57	0.88	0.67	5
Goa	4	0.64	0.55	0.75	0.81	0.50	0.57	0.75	0.65	6
Andhra Pradesh	4	0.49	0.60	0.74	0.13	0.36	0.39	0.74	0.49	7
Gujarat	3	0.49	0.36	0.45	0.56	0.25	0.48	0.69	0.47	8
Karnataka	4	0.54	0.27	0.64	0.00	0.70	0.53	0.59	0.47	9
Maharashtra	2	0.31	0.41	0.50	0.44	0.30	0.21	0.44	0.37	10

The overall assessment score across all parameters for States in Environment sector are graphically depicted below.

State	Score
Punjab	0.97
Tamil Nadu	0.88
Haryana	0.83
Telangana	0.72
Kerala	0.67
Goa	0.65
Andhra Pradesh	0.49
Gujarat	0.47
Karnataka	0.47
Maharashtra	0.37

6.1.1 Assessment of States – Remaining States – Group A

7. Tourism

With regard to the 2 identified mandatory services, all States except Karnataka are providing both the identified mandatory services online in this sector

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	2	0.78	0.58	0.80	0.75	1.00	0.68	0.71	**0.76**	**1**
Telangana	2	0.69	0.45	0.70	0.38	0.60	0.68	0.75	**0.61**	**2**
Goa	2	0.58	0.55	0.60	0.63	0.30	0.59	0.88	**0.59**	**3**
Kerala	2	0.61	0.45	0.65	0.38	0.33	0.83	0.26	**0.50**	**4**
Maharashtra	2	0.72	0.41	0.35	0.69	0.20	0.50	0.63	**0.50**	**5**
Gujarat	2	0.61	0.27	0.50	0.31	0.00	0.18	0.81	**0.38**	**6**
Andhra Pradesh	2	0.42	0.20	0.47	0.50	0.00	0.24	0.00	**0.26**	**7**
Karnataka	1	0.25	0.05	0.15	0.19	0.00	0.14	0.00	**0.11**	**8**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Tamil Nadu has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level. Further, Haryana has not provided adequate data for the assessment of services. Due to aforesaid reasons, these States are not considered for analysis here.

The overall assessment scores across all parameters for States in Tourism sector are graphically depicted below

State	Score
Punjab	0.76
Telangana	0.61
Goa	0.59
Kerala	0.50
Maharashtra	0.50
Gujarat	0.38
Andhra Pradesh	0.26
Karnataka	0.11

6.1.1 Assessment of States – Remaining States – Group A

8. Overall Assessment across all sectors

The average of assessment scores of Services Portals across all sectors are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Punjab	56	0.91	0.87	0.93	0.87	0.89	0.78	0.86	**0.87**	**1**
Tamil Nadu	56	0.85	0.90	0.92	0.65	0.81	0.77	0.94	**0.83**	**2**
Haryana	54	0.56	0.54	0.53	0.51	0.46	0.52	0.63	**0.54**	**3**
Telangana	53	0.53	0.50	0.63	0.40	0.39	0.41	0.57	**0.49**	**4**
Gujarat	54	0.57	0.43	0.60	0.55	0.28	0.37	0.59	**0.48**	**5**
Kerala	53	0.57	0.52	0.65	0.32	0.34	0.41	0.44	**0.46**	**6**
Karnataka	46	0.48	0.40	0.52	0.29	0.43	0.42	0.49	**0.43**	**7**
Goa	39	0.41	0.37	0.45	0.43	0.30	0.40	0.53	**0.41**	**8**
Andhra Pradesh	50	0.48	0.34	0.58	0.40	0.23	0.29	0.43	**0.40**	**9**
Maharashtra	48	0.44	0.37	0.44	0.48	0.20	0.30	0.46	**0.38**	**10**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Haryana, Karnataka, Kerala, Maharashtra, Punjab and Tamil Nadu have informed that they are using Central Ministry portal to deliver services across the 7 focus sectors. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment scores of Services Portals across all sectors for States across all seven parameters are graphically depicted below

6.1.1 Assessment of States – Remaining States – Group A

The key analysis of the Remaining States – Group A's Services Portals on the seven assessment parameters across all the seven core sectors are mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Punjab is the leading State with its Services Portals having average compliance of 91% to the criteria assessed under this parameter, followed by Tamil Nadu with a compliance of 85% under this parameter. • Amongst the seven focus sectors, Local Governance and Utility Services is the leading sector with an average compliance of 68% to the criteria assessed under this parameter
Content Availability	• Tamil Nadu is the leading State with its Services Portals having average compliance of 90% to the criteria assessed under this parameter • Amongst the seven focus sectors, Services Portals related to Tourism sector has the least average compliance of 33% under this parameter
Ease of Use	• Punjab and Tamil Nadu are the leading States with their Services Portals having average compliance of more than 90% to the criteria assessed under this parameter. • Amongst the seven focus sectors, Environment is the leading sector with an average compliance of 76% to the criteria assessed under this parameter
Information Security & Privacy	• Punjab is the leading State with its Services Portals having average compliance of 87% to the criteria assessed under this parameter • Amongst the focus sectors, Finance and Local Governance and Utility Services are the leading sectors with an average compliance of 57% to the criteria assessed under this parameter
End Service Delivery	• Punjab is the leading State with its Services Portals having average compliance of 89% to the criteria assessed under this parameter • Amongst the focus sectors, Environment sector is the leading sector with an average compliance of 59% to the criteria assessed under this parameter
Integrated Service Delivery	• Punjab is the leading State with its Services Portals having average compliance of 78% to the criteria assessed under this parameter • Local Governance & Utility Services is the leading sector with an average compliance of 62% to the criteria assessed under this parameter
Status and Request Tracking	• Tamil Nadu is the leading State with its Services Portals having average compliance of 94% to the criteria assessed under this parameter • Environment is the leading sector with an average compliance of 81% to the criteria assessed under this parameter

6.1.1 Assessment of States – Remaining States – Group A

Assessment Parameters	Key Observations
Across all parameters	• Punjab is the leading State with its Services Portals having average compliance of 87%, followed by Tamil Nadu having average compliance of 83% to the criteria assessed across all seven parameters • Amongst the seven focus sectors, Environment and Local Governance and Utility Services are the leading sectors with average compliance of 65% and 64% respectively to the criteria assessed across all seven parameters

9. Overall assessment of mandatory services

With regard to the identified 56 mandatory services across all seven focus sectors, Punjab and Tamil Nadu are the leading States delivering all 56 mandatory services online followed by Haryana and Gujarat delivering 54 mandatory services online. Goa is providing the least number of identified mandatory services online. The sector-wise details of the mandatory services delivered online by the States are already mentioned in the above sector specific sub-sections.

The total number of identified mandatory services provided online across all seven sectors by the States are graphically depicted below:

Andhra Pradesh	Goa	Gujarat	Haryana	Karnataka	Kerala	Maharashtra	Punjab	Tamil Nadu	Telangana
50	39	54	54	46	53	48	56	56	53
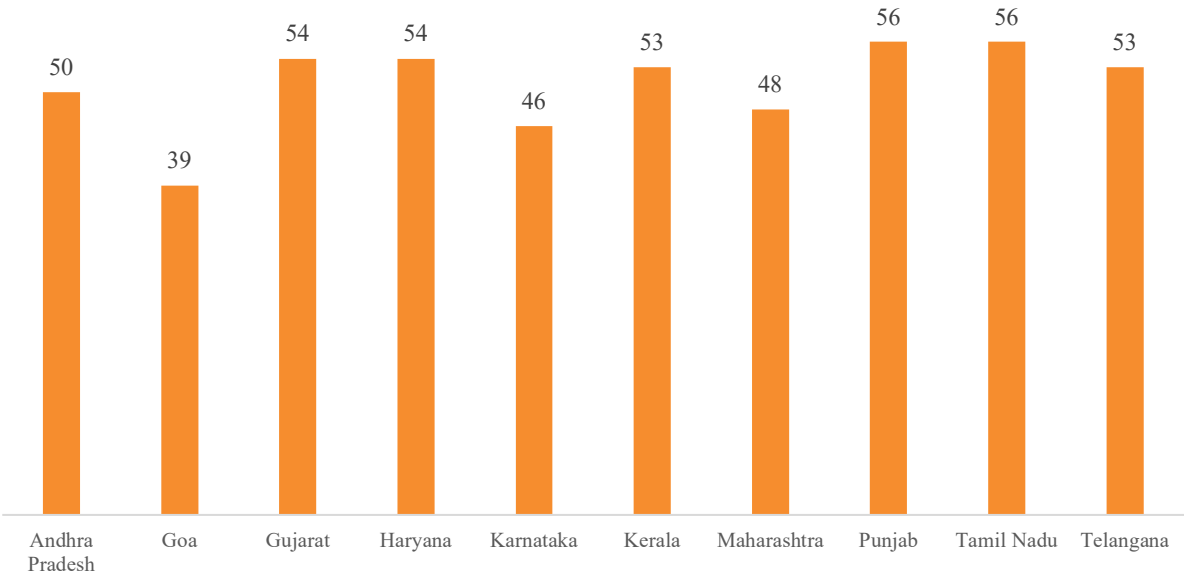
6.1.1 Assessment of States – Remaining States – Group A

C. Incremental Progress from 2019 to 2021 – State Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of State Portals across the assessment parameters.

Andhra Pradesh

	Accessibility	Content Availability	Ease of Use	Information Security and Privacy	Overall Score
2019	0.36	0.56	0.54	0.44	0.48
2021	0.55	0.71	0.79	0.56	0.65
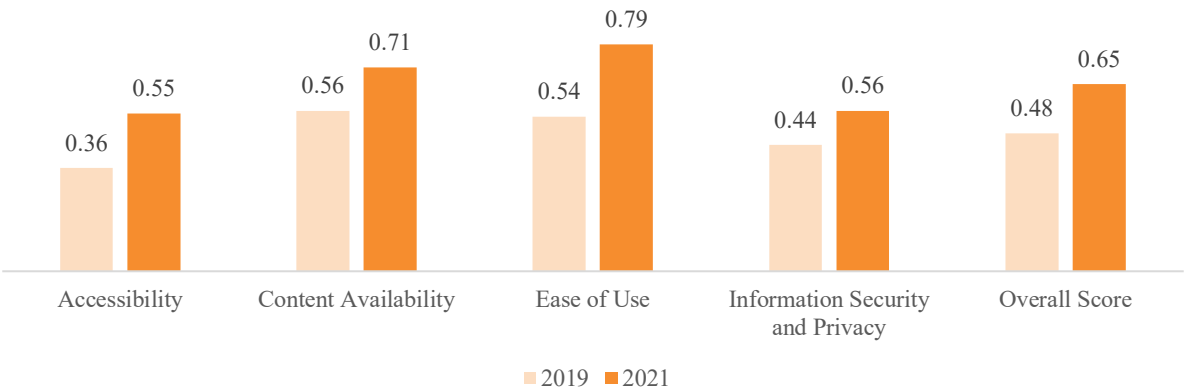
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019
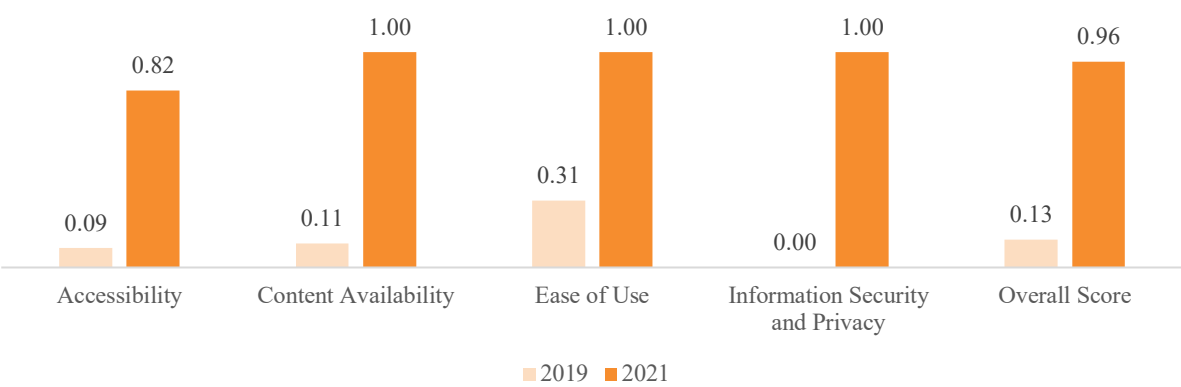- The overall score has increased by 36% in 2021 as compared to that in 2019
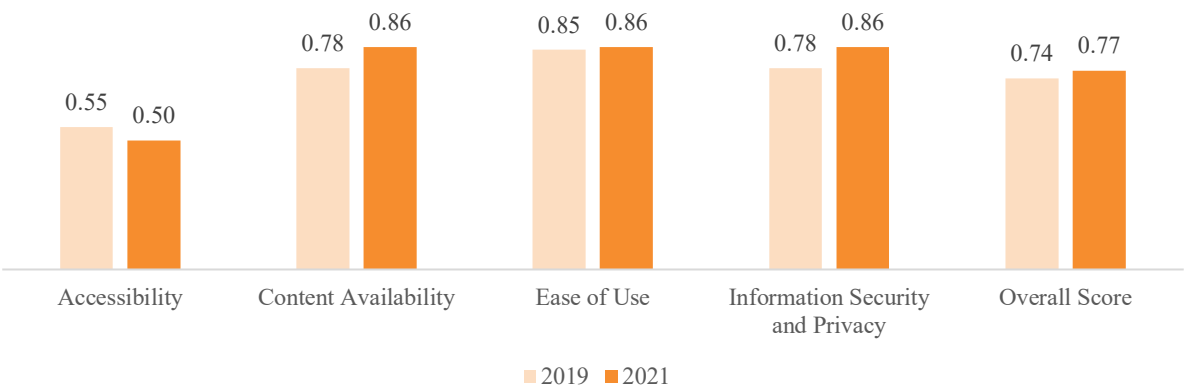
Goa

	Accessibility	Content Availability	Ease of Use	Information Security and Privacy	Overall Score
2019	0.55	0.78	0.85	0.78	0.74
2021	0.50	0.86	0.86	0.86	0.77

- The compliance scores of most of the assessment parameters have increased in 2021 as compared to that in 2019.
- The overall score has increased by 4% in 2021 as compared to that in 2019

6.1.1 Assessment of States – Remaining States – Group A

Gujarat

Values shown: Accessibility 0.73 (2019), 0.36 (2021); Content Availability 0.11 (2019), 0.71 (2021); Ease of Use 0.62 (2019), 0.64 (2021); Information Security and Privacy 0.78 (2019), 0.67 (2021); Overall Score 0.56 (2019), 0.60 (2021).

■ 2019 ■ 2021
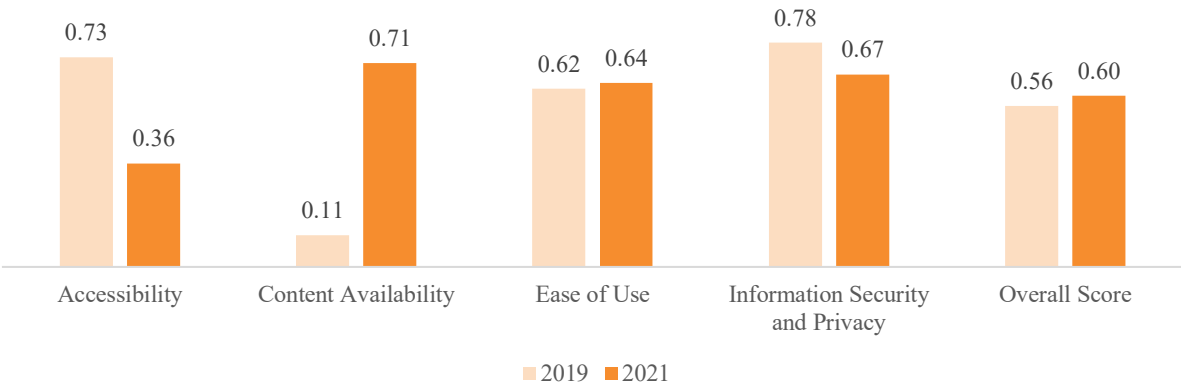
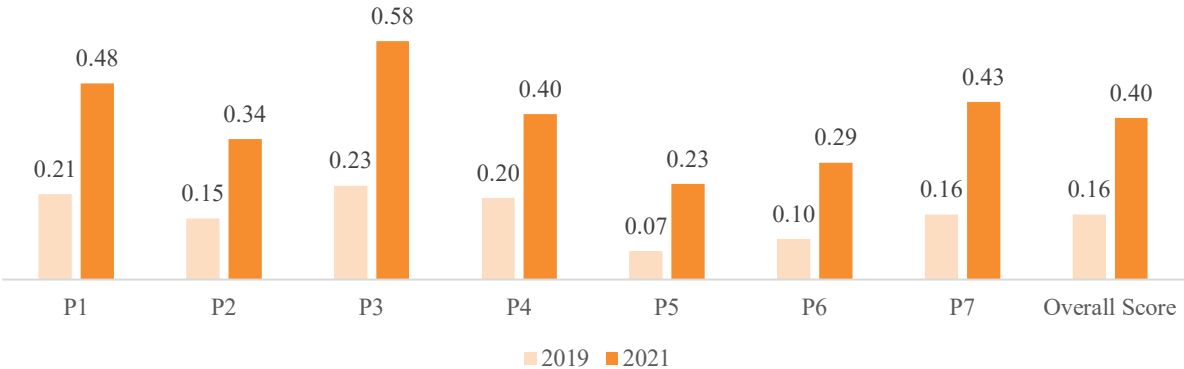- The compliance scores of Content Availability and Ease of Use assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 6% in 2021 as compared to that in 2019

Haryana

Values shown: Accessibility 0.55 (2019), 0.67 (2021); Content Availability 0.56 (2019), 0.57 (2021); Ease of Use 0.92 (2019), 0.86 (2021); Information Security and Privacy 0.71 (2019), 0.71 (2021); Overall Score 0.68 (2019), 0.70 (2021).

■ 2019 ■ 2021
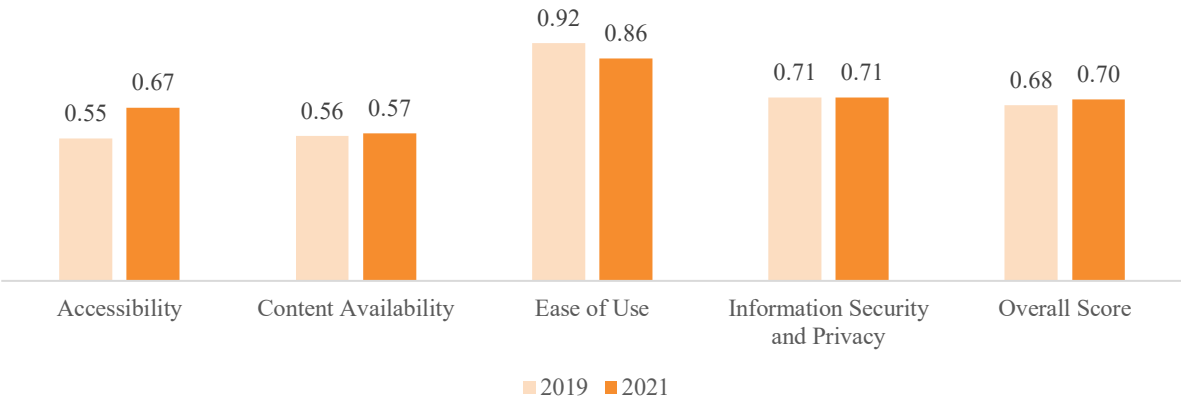
- The compliance scores of Content Availability and Accessibility assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 3% in 2021 as compared to that in 2019

6.1.1 Assessment of States – Remaining States – Group A
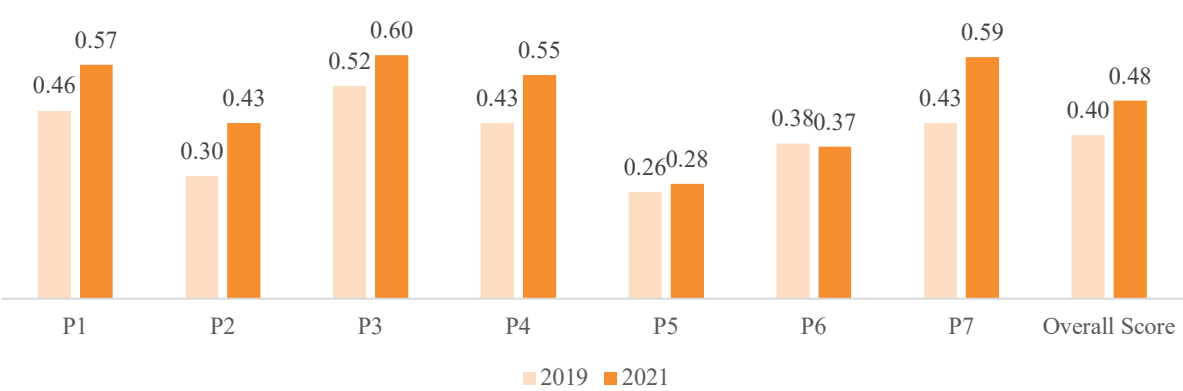
Karnataka
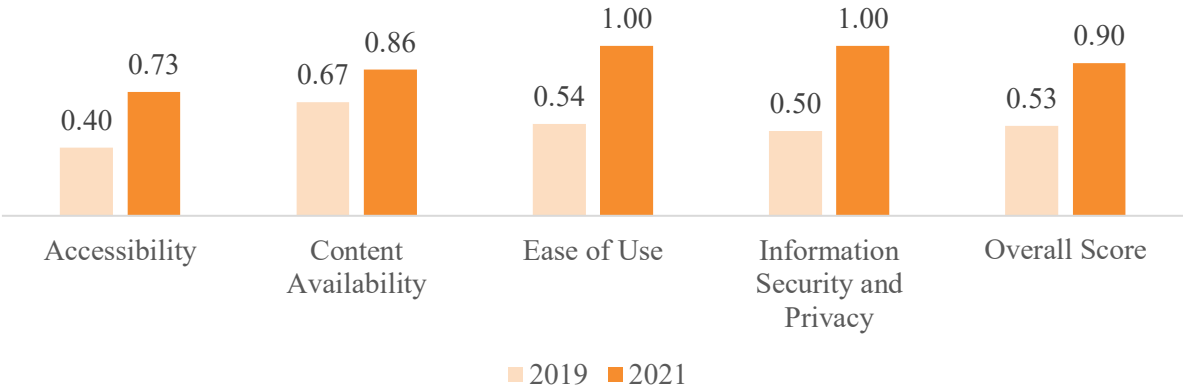
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 100% in 2021.
- The overall score has increased by 69% in 2021 as compared to that in 2019
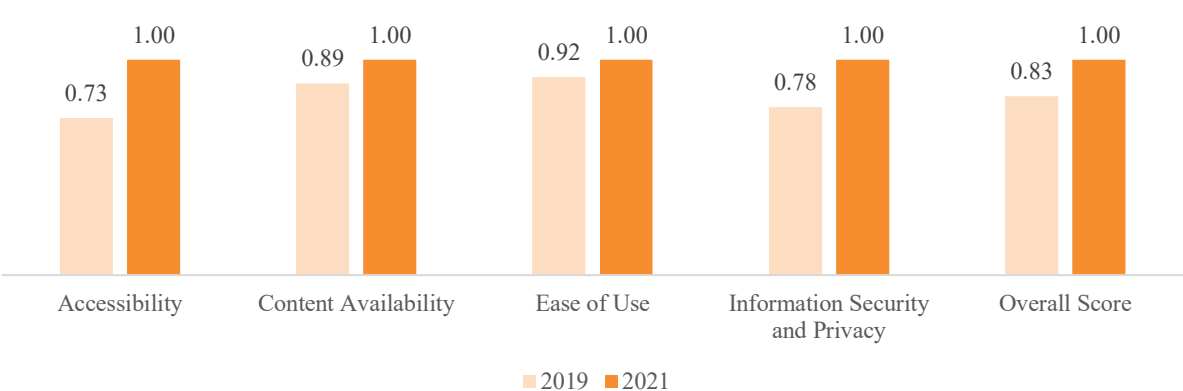
Kerala

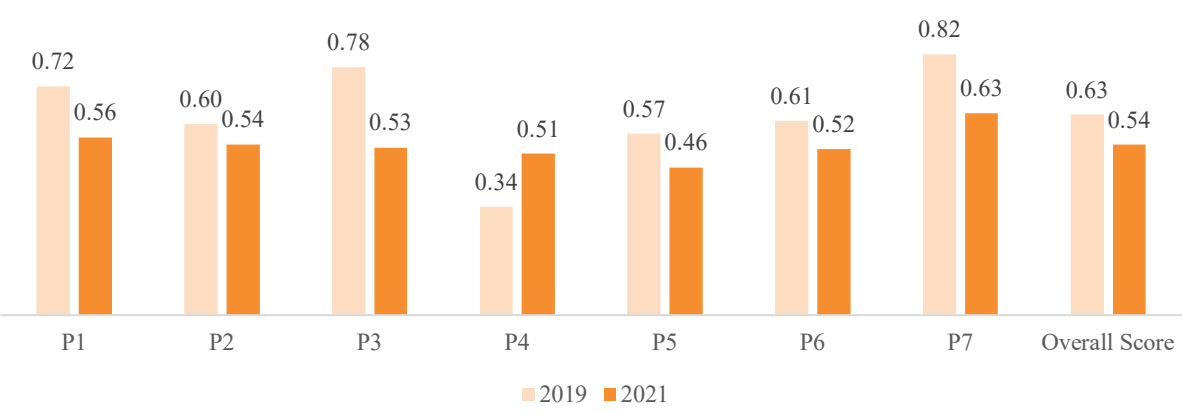

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. In 2021, all assessment parameters have 100% compliance scores.
- The overall score has increased by 20% in 2021 as compared to that in 2019

6.1.1 Assessment of States – Remaining States – Group A

Maharashtra
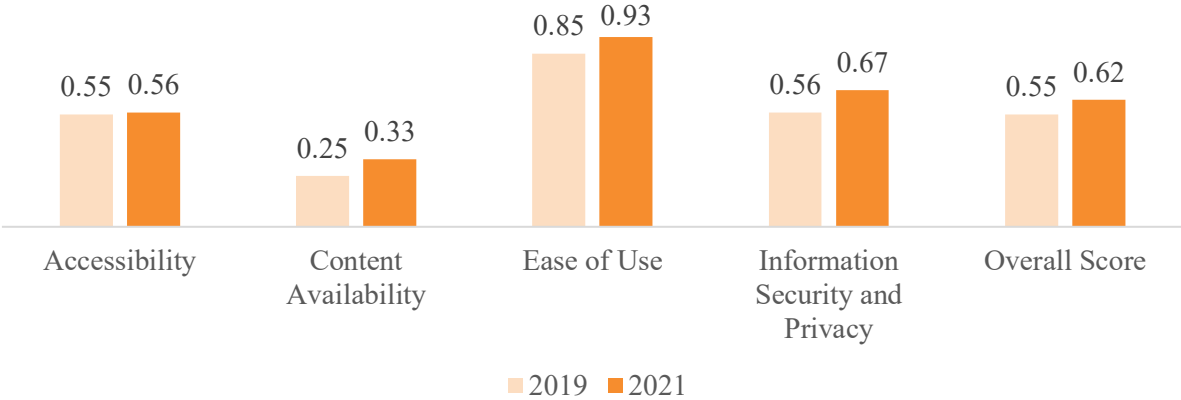
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019
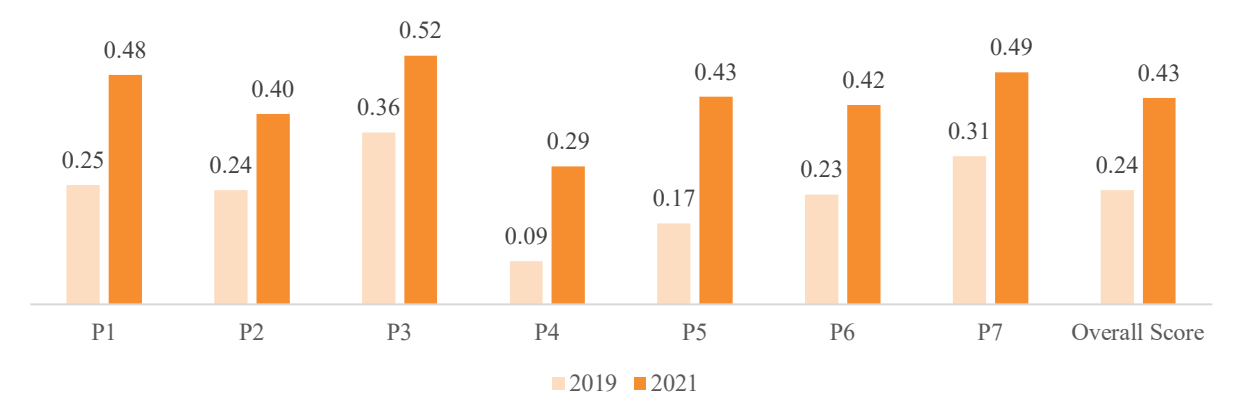- The overall score has increased by 13% in 2021 as compared to that in 2019

Punjab
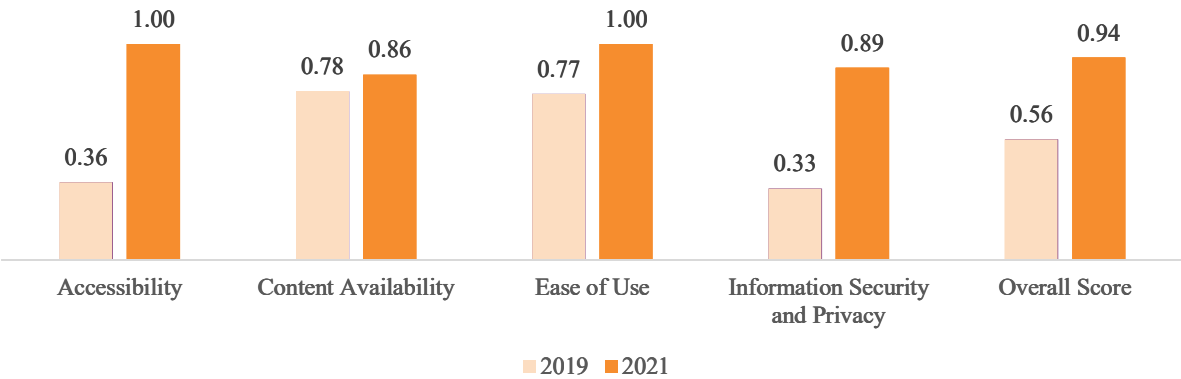
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Accessibility assessment parameter has improved by 178% in 2021.
- The overall score has increased by 67% in 2021 as compared to that in 2019
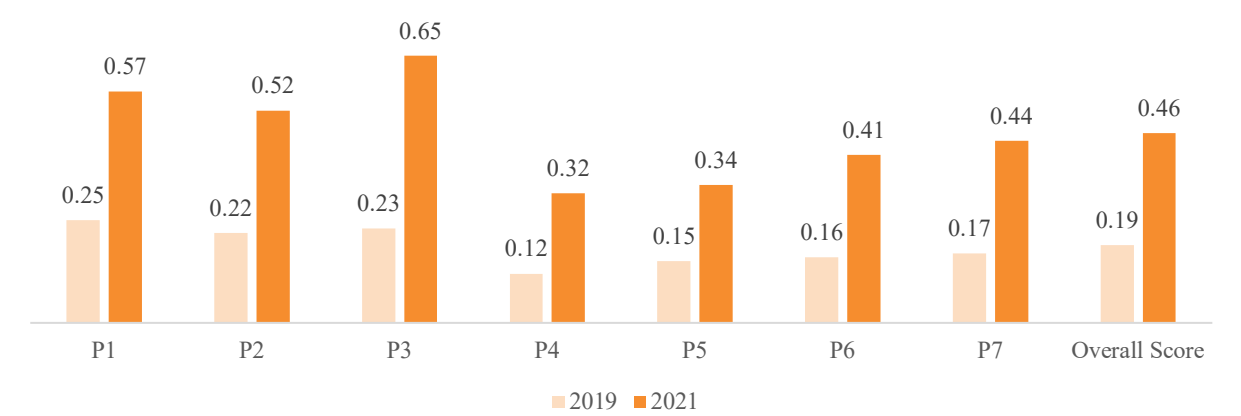
6.1.1 Assessment of States – Remaining States – Group A

Tamil Nadu

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. All assessment parameters except Accessibility have compliance score of 100% in 2021
- The overall score has increased by 635% in 2021 as compared to that in 2019
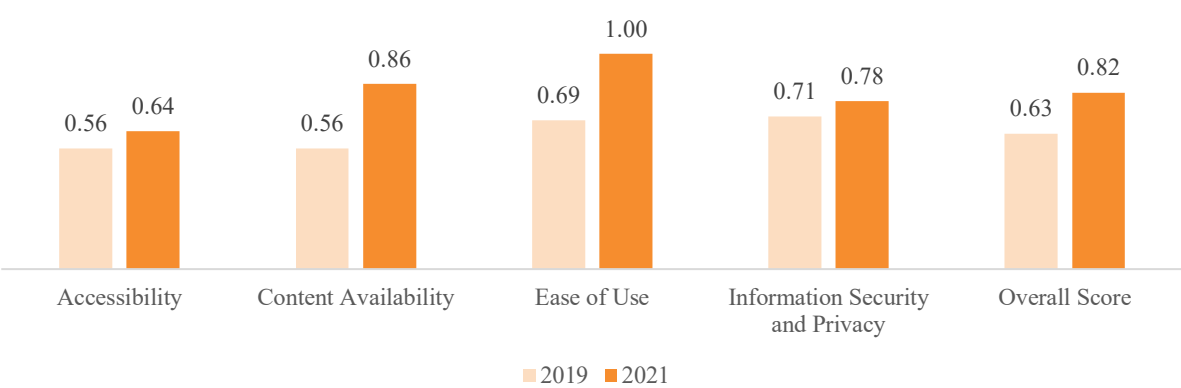
Telangana

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 30% in 2021 as compared to that in 2019

6.1.1 Assessment of States – Remaining States – Group A

D. Incremental Progress from 2019 to 2021 – State Services Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of Services Portals across the assessment parameters.

Andhra Pradesh

	P1	P2	P3	P4	P5	P6	P7	Overall Score
2019	0.21	0.15	0.23	0.20	0.07	0.10	0.16	0.16
2021	0.48	0.34	0.58	0.40	0.23	0.29	0.43	0.40

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 147% in 2021 as compared to that in 2019
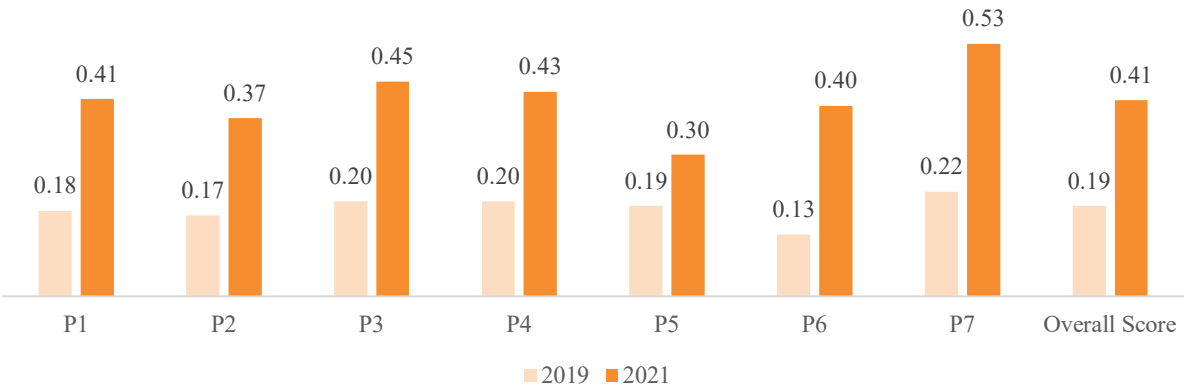
Goa

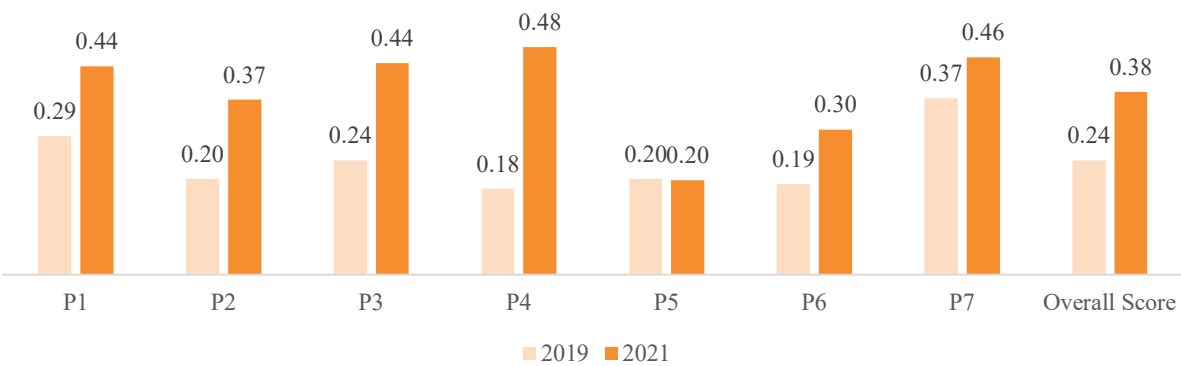|	P1	P2	P3	P4	P5	P6	P7	Overall Score
2019	0.18	0.17	0.20	0.20	0.19	0.13	0.22	0.19
2021	0.41	0.37	0.45	0.43	0.30	0.40	0.53	0.41

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Integrated Service Delivery assessment parameter has increased by 204% in 2021.
- The overall score has increased by 117% in 2021 as compared to that in 2019

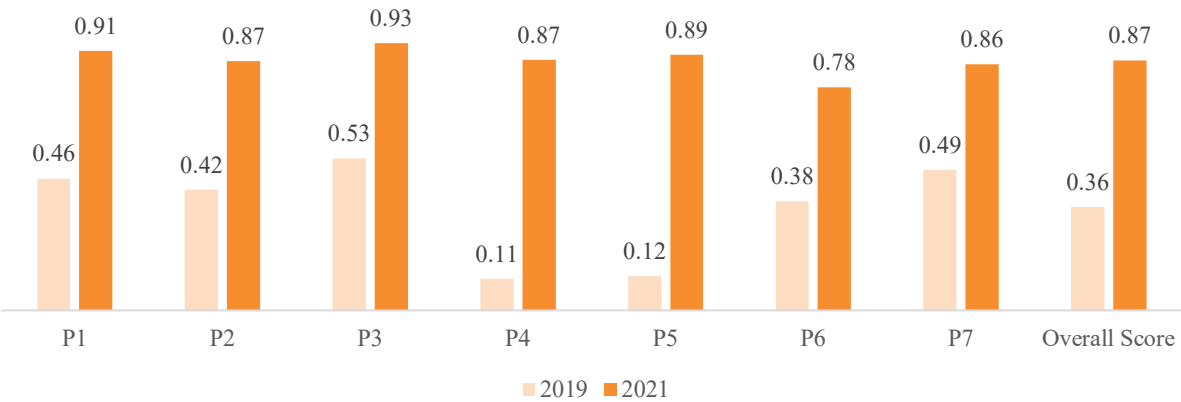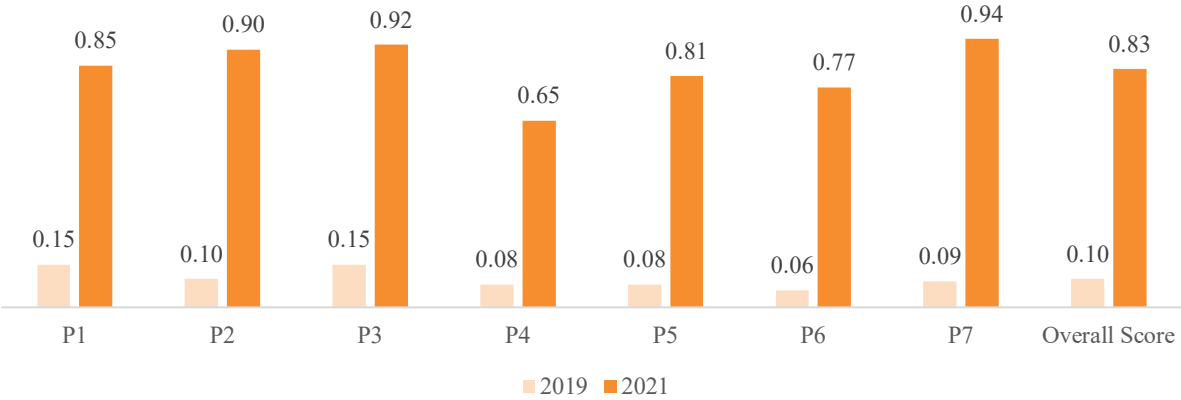# 6.1.1 Assessment of States – Remaining States – Group A

Gujarat

Bar chart showing compliance scores for Gujarat comparing 2019 and 2021:
- P1: 2019 = 0.46, 2021 = 0.57
- P2: 2019 = 0.30, 2021 = 0.43
- P3: 2019 = 0.52, 2021 = 0.60
- P4: 2019 = 0.43, 2021 = 0.55
- P5: 2019 = 0.26, 2021 = 0.28
- P6: 2019 = 0.38, 2021 = 0.37
- P7: 2019 = 0.43, 2021 = 0.59
- Overall Score: 2019 = 0.40, 2021 = 0.48

- The compliance scores of most of the assessment parameters have increased in 2021 as compared to that in 2019.
- The overall score has increased by 21% in 2021 as compared to that in 2019

Haryana

Bar chart showing compliance scores for Haryana comparing 2019 and 2021:
- P1: 2019 = 0.72, 2021 = 0.56
- P2: 2019 = 0.60, 2021 = 0.54
- P3: 2019 = 0.78, 2021 = 0.53
- P4: 2019 = 0.34, 2021 = 0.51
- P5: 2019 = 0.57, 2021 = 0.46
- P6: 2019 = 0.61, 2021 = 0.52
- P7: 2019 = 0.82, 2021 = 0.63
- Overall Score: 2019 = 0.63, 2021 = 0.54

- The compliance score of Information Security and Privacy assessment parameter has improved in 2021 as compared to that in 2019.

6.1.1 Assessment of States – Remaining States – Group A

Karnataka

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 221% in 2021.
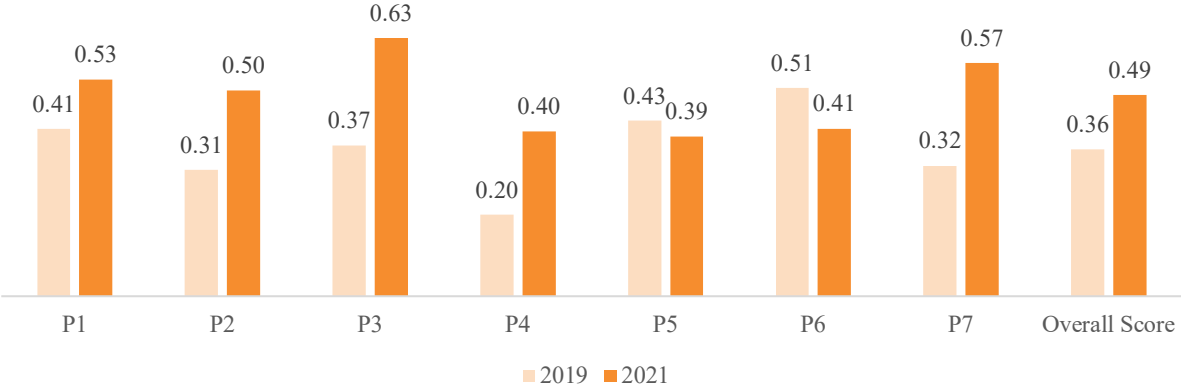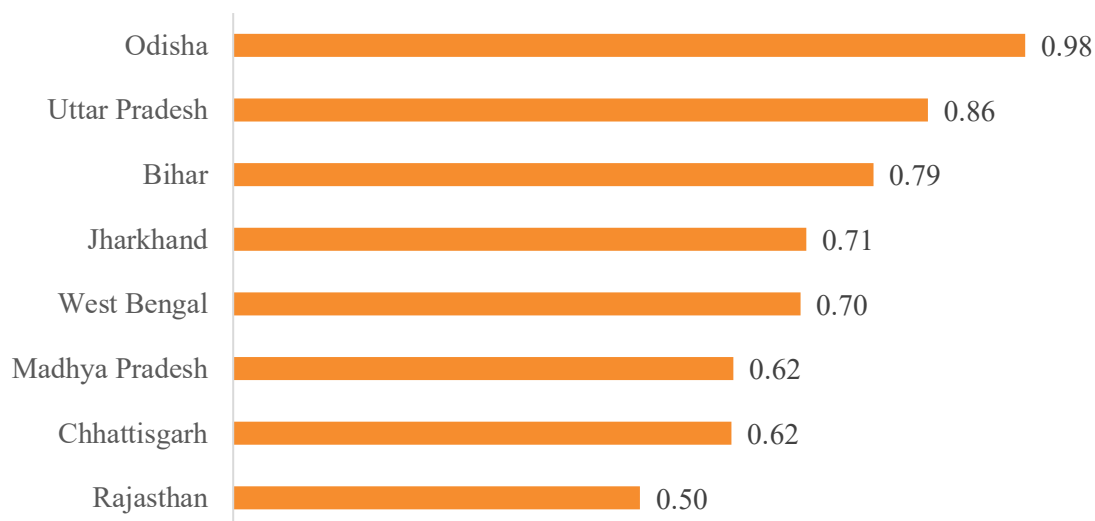- The overall score has increased by 80% in 2021 as compared to that in 2019

Kerala

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Ease of Use assessment parameter has increased by 184% in 2021.
- The overall score has increased by 144% in 2021 as compared to that in 2019

6.1.1 Assessment of States – Remaining States – Group A

Maharashtra

Chart legend: 2019, 2021

Values shown (2019 / 2021):
- P1: 0.29 / 0.44
- P2: 0.20 / 0.37
- P3: 0.24 / 0.44
- P4: 0.18 / 0.48
- P5: 0.20 / 0.20
- P6: 0.19 / 0.30
- P7: 0.37 / 0.46
- Overall Score: 0.24 / 0.38

- The compliance scores of all assessment parameters have increased in 2021 as compared to that in 2019.
- The overall score has increased by 60% in 2021 as compared to that in 2019

Punjab

Chart legend: 2019, 2021

Values shown (2019 / 2021):
- P1: 0.46 / 0.91
- P2: 0.42 / 0.87
- P3: 0.53 / 0.93
- P4: 0.11 / 0.87
- P5: 0.12 / 0.89
- P6: 0.38 / 0.78
- P7: 0.49 / 0.86
- Overall Score: 0.36 / 0.87

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 695% in 2021.
- The overall score has increased by 143% in 2021 as compared to that in 2019

6.1.1 Assessment of States – Remaining States – Group A

Tamil Nadu

Chart: Tamil Nadu compliance scores (2019 and 2021)

Parameter	2019	2021
P1	0.15	0.85
P2	0.10	0.90
P3	0.15	0.92
P4	0.08	0.65
P5	0.08	0.81
P6	0.06	0.77
P7	0.09	0.94
Overall Score	0.10	0.83

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Integrated Service Delivery assessment parameter has increased by 1181% in 2021.
- The overall score has increased by 733% in 2021 as compared to that in 2019

Telangana

Chart: Telangana compliance scores (2019 and 2021)

Parameter	2019	2021
P1	0.41	0.53
P2	0.31	0.50
P3	0.37	0.63
P4	0.20	0.40
P5	0.43	0.39
P6	0.51	0.41
P7	0.32	0.57
Overall Score	0.36	0.49

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 37% in 2021 as compared to that in 2019

6.1.2 Assessment of States – Remaining States – Group B

6.1.2 Assessment of States – Remaining States – Group B

A. Assessment of Remaining States' State Portals – Group B

The quality of State Portals have been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the States, the assessment scores for each the four parameters are mentioned below. Further, based on the overall score – average across all the four parameters, the States have been ranked accordingly.

State Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Odisha	0.91	1.00	1.00	1.00	**0.98**	**1**
Uttar Pradesh	0.82	0.86	0.86	0.89	**0.86**	**2**
Bihar	0.45	1.00	0.93	0.78	**0.79**	**3**
Jharkhand	0.55	0.86	0.86	0.56	**0.71**	**4**
West Bengal	0.45	1.00	0.79	0.56	**0.70**	**5**
Madhya Pradesh	0.45	0.71	0.64	0.67	**0.62**	**6**
Chhattisgarh	0.36	0.86	0.57	0.67	**0.62**	**7**
Rajasthan	0.45	0.43	0.46	0.67	**0.50**	**8**

The overall assessment score for the State Portals of the Remaining States – Group B are graphically depicted below:

State	Overall Score
Odisha	0.98
Uttar Pradesh	0.86
Bihar	0.79
Jharkhand	0.71
West Bengal	0.70
Madhya Pradesh	0.62
Chhattisgarh	0.62
Rajasthan	0.50

6.1.2 Assessment of States – Remaining States – Group B

The key analysis of the State Portals of Remaining State – Group B on the aforesaid four assessment parameters are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Odisha is the leading State Portal with 91% compliance to the criteria assessed under this parameter followed by Uttar Pradesh with compliance of 82% to the criteria assessed/ • All other State Portals have compliance in the range of 36% to 55% to the criteria assessed.
Content Availability	• Odisha, Bihar and West Bengal are the leading State Portals with 100% compliance to the criteria assessed under this parameter. • All other State Portals have compliance in the range of 43% to 86% to the criteria assessed.
Ease of Use	• Odisha is the leading State Portal with 100% compliance to the criteria assessed under this parameter. • All other State Portals have compliance in the range of 46% to 93% to the criteria assessed.
Information Security and Privacy	• Odisha State Portal has 100% compliance to the criteria assessed under this parameter. • All other State Portals have compliance in the range from 56% to 89% to the criteria assessed under this parameter.
Across all parameters	• State Portal of Odisha is the leading portal with compliance of 98% followed by Uttar Pradesh State Portal with 86% compliance to the criteria assessed across all the assessment parameters. • State Portals have higher compliance to the criteria assessed in Content Availability followed by Ease of Use and Information Security and Privacy

The average compliance score of the four assessment parameters across the State Portals of Remaining States – Group B are depicted below:

0.56	0.84	0.76	0.73
Accessibility	Content Availability	Ease of Use	Information Security and Privacy
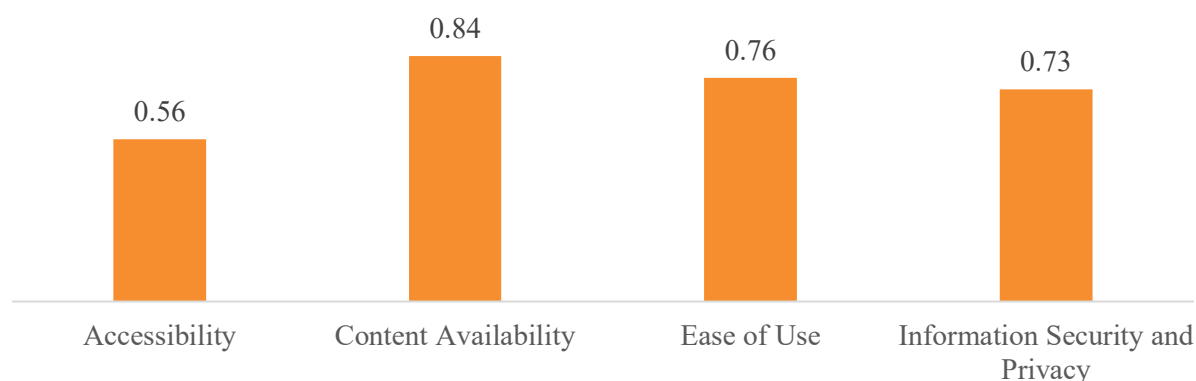
6.1.2 Assessment of States – Remaining States – Group B

B. Assessment of Remaining States' Services Portals – Group B

As already mentioned earlier, the quality of Remaining States – Group A's Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). The Services Portals cover the mandatory services delivered online in the seven focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health, Agriculture and Home Security, Local Governance & Utility Services, Environment and Tourism

Basis the information provided by the States, the analysis of the Services Portals on the aforesaid seven assessment parameters for each of the focus sectors are mentioned below:

1. Finance Sector

With regard to the identified 15 mandatory services, Odisha, Uttar Pradesh and Jharkhand are the leading States delivering all the mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Odisha	15	0.71	0.72	0.81	0.65	0.76	0.67	0.86	**0.74**	**1**
Rajasthan	14	0.73	0.78	0.79	0.70	0.53	0.66	0.58	**0.68**	**2**
Uttar Pradesh	15	0.71	0.75	0.67	0.53	0.48	0.47	0.53	**0.59**	**3**
Madhya Pradesh	14	0.60	0.61	0.68	0.43	0.54	0.47	0.65	**0.57**	**4**
West Bengal	9	0.44	0.52	0.55	0.50	0.45	0.36	0.41	**0.46**	**5**
Jharkhand	15	0.50	0.55	0.61	0.42	0.29	0.34	0.48	**0.46**	**6**
Bihar	13	0.40	0.32	0.47	0.34	0.32	0.33	0.48	**0.38**	**7**
Chhattisgarh	14	0.44	0.30	0.48	0.35	0.25	0.24	0.35	**0.35**	**8**

6.1.2 Assessment of States – Remaining States – Group B

The overall assessment score across all parameters for States in Finance sector is graphically depicted below.

Odisha	0.74
Rajasthan	0.68
Uttar Pradesh	0.59
Madhya Pradesh	0.57
West Bengal	0.46
Jharkhand	0.46
Bihar	0.38
Chhattisgarh	0.35
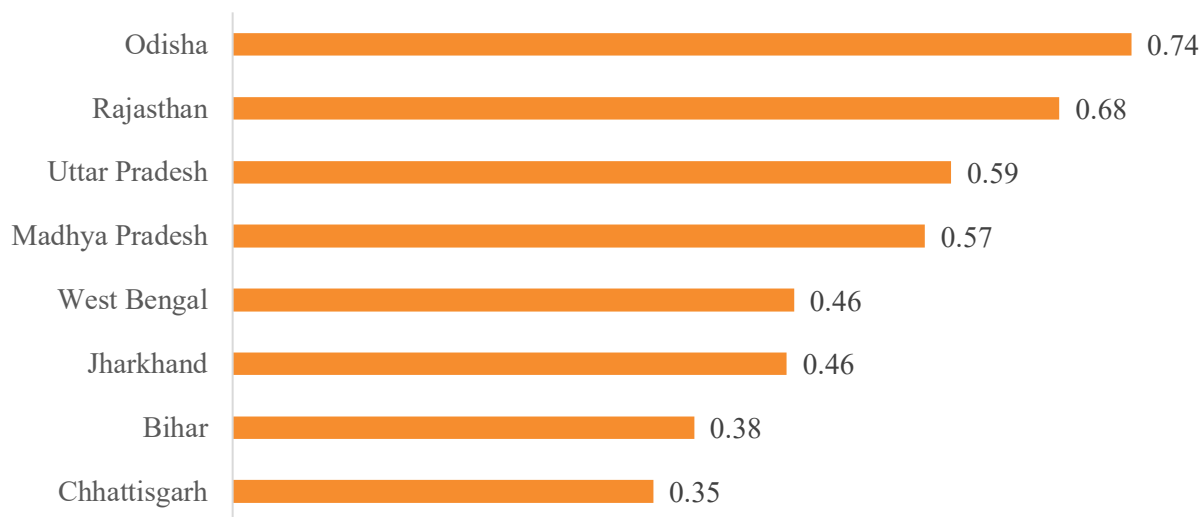
2. Labour and Employment

With regard to the identified mandatory services, Rajasthan, Uttar Pradesh and Jharkhand are the States providing all the mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Rajasthan	7	0.90	0.94	0.99	0.89	0.80	0.99	0.84	**0.91**	1
Uttar Pradesh	7	0.82	0.66	0.80	0.71	0.63	0.51	0.59	**0.68**	2
Madhya Pradesh	6	0.67	0.61	0.64	0.28	0.38	0.39	0.55	**0.50**	3
West Bengal	5	0.52	0.56	0.63	0.52	0.51	0.41	0.36	**0.50**	4
Jharkhand	7	0.69	0.53	0.69	0.48	0.29	0.15	0.41	**0.46**	5
Odisha	5	0.48	0.38	0.41	0.39	0.26	0.33	0.38	**0.38**	6
Bihar	5	0.29	0.19	0.34	0.20	0.09	0.27	0.25	**0.23**	7
Chhattisgarh	2	0.17	0.14	0.23	0.14	0.10	0.18	0.14	**0.16**	8

6.1.2 Assessment of States – Remaining States – Group B

The overall assessment score across all parameters for States in Labour and Employment sector are graphically depicted below.

State	Score
Rajasthan	0.91
Uttar Pradesh	0.68
Madhya Pradesh	0.50
West Bengal	0.50
Jharkhand	0.46
Odisha	0.38
Bihar	0.23
Chhattisgarh	0.16
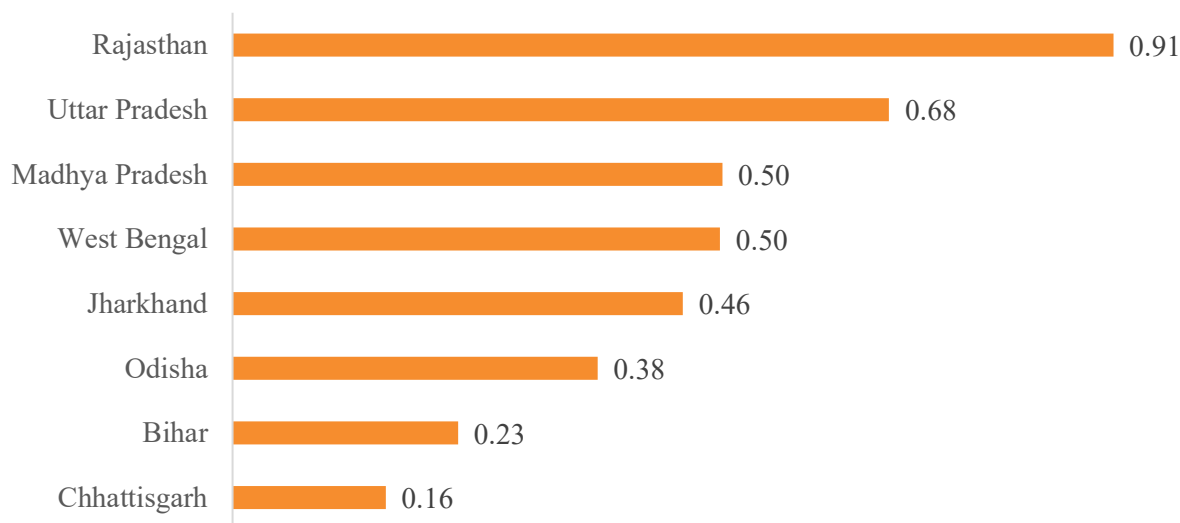
3. Education

With regard to the identified 4 mandatory services, all States except Chhattisgarh and West Bengal are providing all the 4 identified services online in this sector.
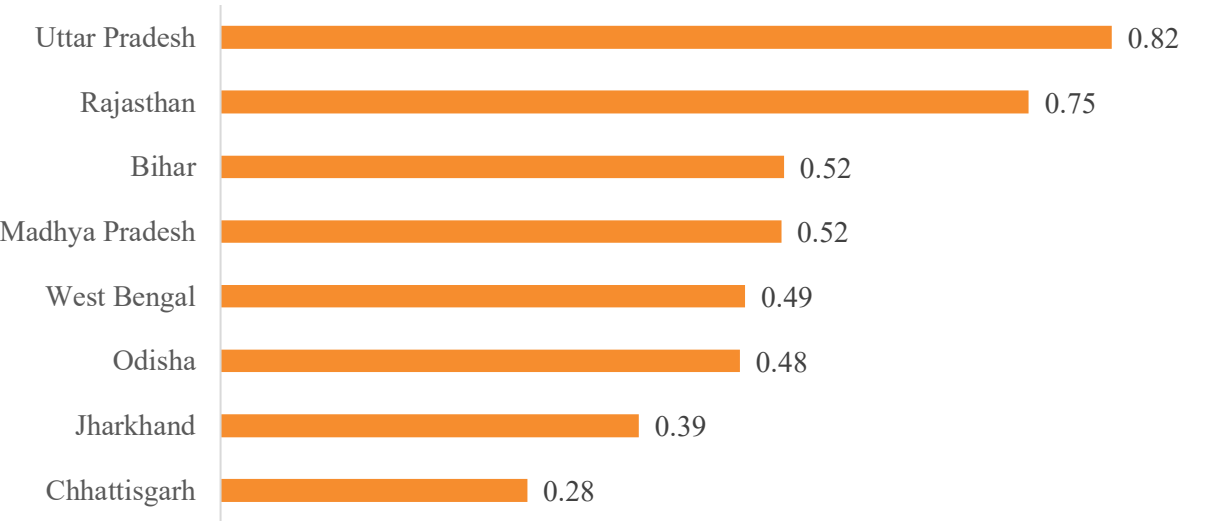
Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Rajasthan	4	0.71	0.77	0.90	0.66	0.45	0.38	0.59	**0.64**	1
Madhya Pradesh	4	0.56	0.58	0.69	0.28	0.39	0.57	0.47	**0.51**	2
Jharkhand	4	0.40	0.27	0.65	0.41	0.40	0.45	0.22	**0.40**	3
Uttar Pradesh	4	0.54	0.20	0.48	0.54	0.30	0.23	0.38	**0.38**	4
Odisha	4	0.40	0.25	0.35	0.28	0.25	0.07	0.25	**0.27**	5
West Bengal	2	0.25	0.23	0.25	0.19	0.20	0.23	0.22	**0.22**	6
Bihar	4	0.25	0.12	0.13	0.04	0.20	0.17	0.26	**0.17**	7

6.1.2 Assessment of States – Remaining States – Group B

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Chhattisgarh	2	0.21	0.14	0.20	0.22	0.00	0.04	0.03	**0.12**	**8**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Bihar has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment score across all parameters for States in Education sector is graphically depicted below.
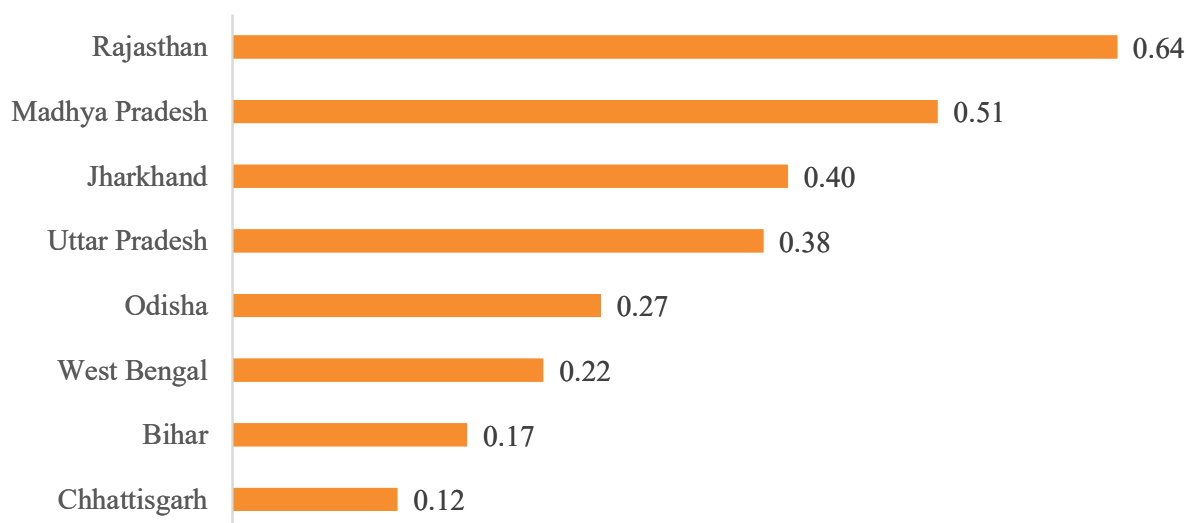
4. Social Welfare (including Health, Agriculture and Home Security)

With regard to the identified 11 mandatory services, Rajasthan and Uttar Pradesh are the leading States delivering all the identified mandatory services online in this sector

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Rajasthan	11	0.71	0.75	0.70	0.58	0.49	0.55	0.51	**0.61**	**1**
Uttar Pradesh	11	0.71	0.64	0.64	0.45	0.63	0.51	0.27	**0.55**	**2**

6.1.2 Assessment of States – Remaining States – Group B

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Odisha	10	0.57	0.46	0.46	0.45	0.49	0.36	0.47	**0.47**	**3**
Madhya Pradesh	9	0.42	0.50	0.51	0.43	0.45	0.39	0.40	**0.44**	**4**
Jharkhand	9	0.29	0.20	0.34	0.28	0.25	0.14	0.28	**0.26**	**5**
Bihar	6	0.14	0.08	0.14	0.19	0.09	0.06	0.10	**0.12**	**6**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Bihar, Jharkhand, Madhya Pradesh and Uttar Pradesh]have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level. Chhattisgarh has informed that the State is providing 1 service but has not provided adequate data for assessment of the service. Further, West Bengal has not provided adequate data for the assessment of services Due to aforesaid reasons, these States are not considered for analysis here..

The overall assessment score across all parameters for States in Social Welfare (including Health, Agriculture and Home Security) sector is graphically depicted below.
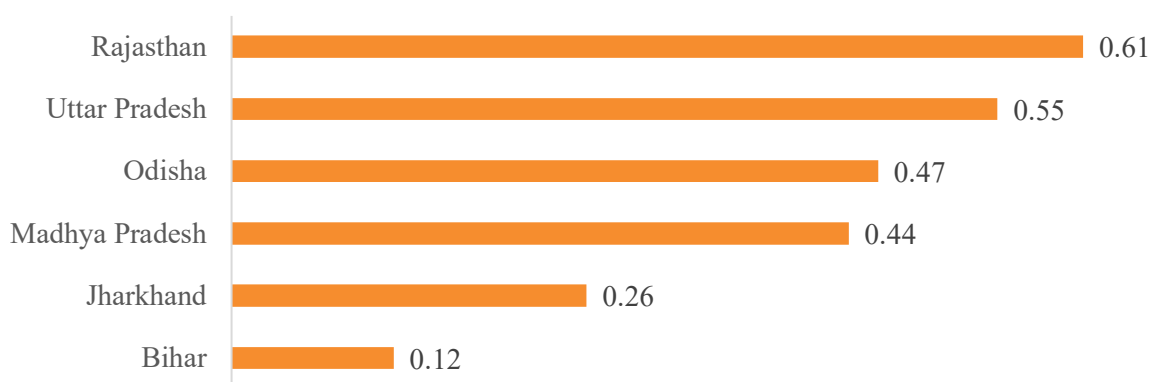
5. Local Governance and Utility Services

With regard to the 13 identified mandatory services, Jharkhand, Madhya Pradesh, Odisha, Rajasthan and Uttar Pradesh are the leading States delivering all the identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

6.1.2 Assessment of States – Remaining States – Group B

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Uttar Pradesh	13	0.84	0.90	0.90	0.61	0.82	0.80	0.90	**0.82**	**1**
Rajasthan	13	0.79	0.78	0.84	0.71	0.63	0.83	0.65	**0.75**	**2**
Bihar	10	0.52	0.50	0.52	0.38	0.55	0.51	0.68	**0.52**	**3**
Madhya Pradesh	13	0.50	0.36	0.74	0.35	0.35	0.63	0.72	**0.52**	**4**
West Bengal	10	0.55	0.50	0.58	0.45	0.38	0.37	0.57	**0.49**	**5**
Odisha	13	0.55	0.49	0.48	0.54	0.49	0.39	0.43	**0.48**	**6**
Jharkhand	13	0.37	0.37	0.52	0.31	0.40	0.32	0.42	**0.39**	**7**
Chhattisgarh	10	0.34	0.29	0.37	0.21	0.13	0.27	0.37	**0.28**	**8**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Bihar, Madhya Pradesh and Uttar Pradesh have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment score across all parameters for States in Local Governance and Utility Services sector are graphically depicted below.

State	Score
Uttar Pradesh	0.82
Rajasthan	0.75
Bihar	0.52
Madhya Pradesh	0.52
West Bengal	0.49
Odisha	0.48
Jharkhand	0.39
Chhattisgarh	0.28

6.1.2 Assessment of States – Remaining States – Group B

6. Environment

With regard to the 4 identified mandatory services, all States except Madhya Pradesh are providing all the identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Uttar Pradesh	4	0.94	1.00	0.90	0.88	0.80	0.78	1.00	**0.90**	1
West Bengal	4	0.88	1.00	1.00	0.75	0.60	0.80	1.00	**0.86**	2
Rajasthan	4	0.88	0.82	1.00	0.88	0.80	1.00	0.50	**0.84**	3
Odisha	4	0.37	0.36	0.48	0.75	0.40	0.36	0.38	**0.44**	4
Jharkhand	4	0.47	0.55	0.50	0.56	0.20	0.21	0.44	**0.42**	5
Chhattisgarh	4	0.24	0.39	0.35	0.31	0.00	0.00	0.00	**0.18**	6
Madhya Pradesh	2	0.09	0.00	0.33	0.13	0.13	0.18	0.25	**0.16**	7

Note: Bihar has not provided adequate data for the assessment and hence, it is not considered for analysis here.

The overall assessment score across all parameters for States in Environment sector are graphically depicted below.

State	Score
Uttar Pradesh	0.90
West Bengal	0.86
Rajasthan	0.84
Odisha	0.44
Jharkhand	0.42
Chhattisgarh	0.18
Madhya Pradesh	0.16
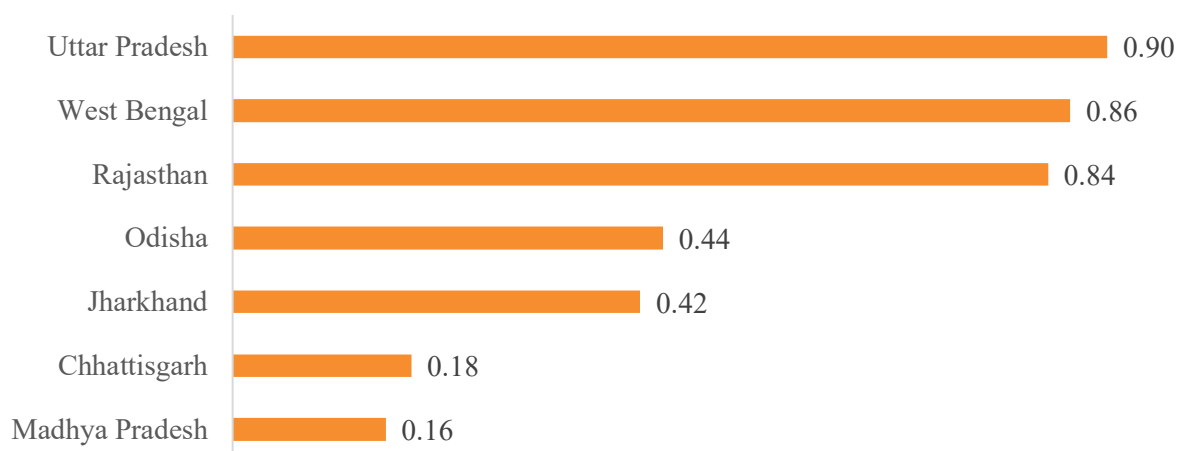
6.1.2 Assessment of States – Remaining States – Group B

7. Tourism

With regard to the identified mandatory services, Rajasthan, Madhya Pradesh, Odisha, and Jharkhand are the leading states providing all the identified mandatory services online.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Rajasthan	2	0.81	1.00	0.95	0.88	0.80	1.00	0.75	**0.88**	**1**
Madhya Pradesh	2	0.72	0.53	0.83	0.81	0.60	0.69	0.57	**0.68**	**2**
Odisha	2	0.78	0.73	0.70	0.63	0.20	0.36	0.00	**0.48**	**3**
West Bengal	1	0.50	0.32	0.45	0.50	0.50	0.29	0.31	**0.41**	**4**
Jharkhand	2	0.47	0.50	0.30	0.50	0.20	0.36	0.38	**0.39**	**5**
Bihar	1	0.06	0.05	0.05	0.13	0.00	0.00	0.00	**0.04**	**6**

Note: Chhattisgarh, and Uttar Pradesh have not provided adequate data for the assessment of the services. Hence, these States are not considered for analysis here.

The overall assessment score across all parameters for States in Tourism sector are graphically depicted below.

State	Score
Rajasthan	0.88
Madhya Pradesh	0.68
Odisha	0.48
West Bengal	0.41
Jharkhand	0.39
Bihar	0.04
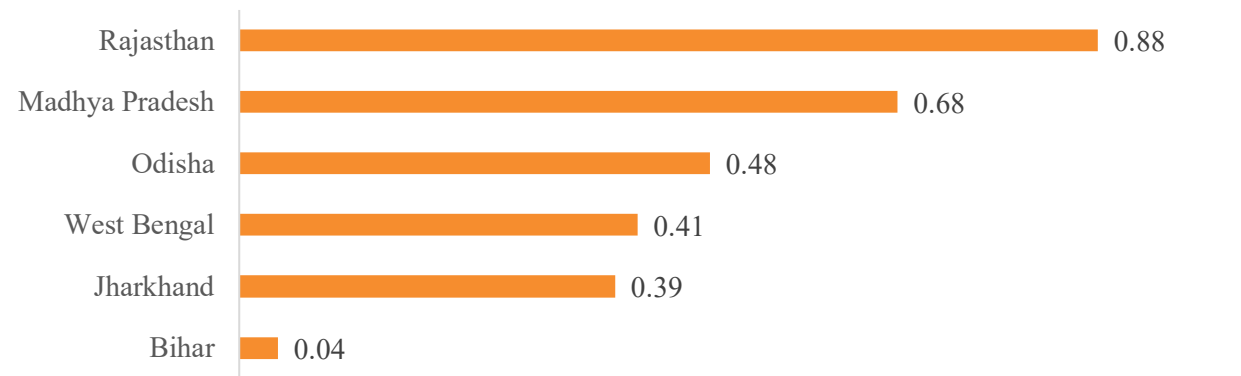
6.1.2 Assessment of States – Remaining States – Group B

8. Overall Assessment across all sectors

The average of assessment scores of Services Portals across all sectors are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Rajasthan	55	0.79	0.83	0.88	0.76	0.64	0.77	0.63	**0.76**	**1**
Uttar Pradesh	54	0.65	0.59	0.63	0.53	0.52	0.47	0.52	**0.56**	**2**
Madhya Pradesh	50	0.51	0.45	0.63	0.39	0.41	0.47	0.52	**0.48**	**3**
Odisha	53	0.55	0.48	0.53	0.53	0.41	0.36	0.39	**0.46**	**4**
West Bengal	31	0.45	0.45	0.49	0.42	0.38	0.35	0.41	**0.42**	**5**
Jharkhand	54	0.46	0.42	0.51	0.42	0.29	0.28	0.38	**0.40**	**6**
Bihar	39	0.24	0.18	0.24	0.18	0.18	0.19	0.25	**0.21**	**7**
Chhattisgarh	33	0.20	0.18	0.23	0.18	0.07	0.10	0.13	**0.16**	**8**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Bihar, Jharkhand, Madhya Pradesh and Uttar Pradesh have informed that they are using Central Ministry portal to deliver services across the 7 focus sectors. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment scores of Services Portals across all sectors for States across all seven parameters are graphically depicted below

6.1.2 Assessment of States – Remaining States – Group B

The key analysis of the Remaining States – Group B's Services Portals on the seven assessment parameters across all the seven core sectors are mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Rajasthan is the leading State with its Services Portals having average compliance of 79% to the criteria assessed under this parameter, followed by Uttar Pradesh with a compliance of 65% under this parameter. • Amongst the seven focus sectors, Labour & Employment and Finance are the leading sectors with an average compliance of 57% to the criteria assessed under this parameter
Content Availability	• Rajasthan is the leading State with its Services Portals having average compliance of 83% to the criteria assessed under this parameter • Amongst the seven focus sectors, Finance is the leading sector with an average compliance of 57% to the criteria assessed under this parameter
Ease of Use	• Rajasthan is the leading State with its Services Portals having average compliance of 88% to the criteria assessed under this parameter • Amongst the seven focus sectors, Finance is the leading sector with an average compliance of 63% to the criteria assessed under this parameter
Information Security & Privacy	• Rajasthan is the leading State with its Services Portals having average compliance of 76% to the criteria assessed under this parameter • Amongst the seven focus sectors, Environment is the leading sector with an average compliance of 53% to the criteria assessed under this parameter
End Service Delivery	• Rajasthan is the leading State with its Services Portals having average compliance of 64% to the criteria assessed under this parameter • Amongst the seven focus sectors, Local Governance and Utility Services is the leading sector with an average compliance of 47% to the criteria assessed under this parameter
Integrated Service Delivery	• Rajasthan is the leading State with its Services Portals having average compliance of 77% to the criteria assessed under this parameter • Amongst the seven focus sectors, Local Governance and Utility Services is the leading sector with an average compliance of 52% to the criteria assessed under this parameter

6.1.2 Assessment of States – Remaining States – Group B

Assessment Parameters	Key Observations
Status & Request Tracking	• Rajasthan is the leading State with its Services Portals having average compliance of 63% to the criteria assessed under this parameter • Amongst the seven focus sectors, Local Governance and Utility Services is the leading sector with an average compliance of 59% to the criteria assessed under this parameter
Across all parameters	• Rajasthan is the leading State with its Services Portals having average compliance of 76%, followed by Uttar Pradesh having average compliance of 56% to the criteria assessed across all seven parameters • Amongst the seven focus sectors, Finance and Local Governance and Utility Services are the leading sectors with average compliance of 53% to the criteria assessed across all seven parameters

9. Overall assessment of mandatory services

With regard to the identified 56 mandatory services across all seven focus sectors, Rajasthan is the leading State delivering 55 mandatory services online, followed by Jharkhand, Uttar Pradesh, Odisha, Uttar Pradesh and Madhya Pradesh. The sector-wise details of the mandatory services delivered online by the States are already mentioned in the above sector specific sub-sections.

The total number of identified mandatory services provided online across all seven sectors by the States are graphically depicted below:
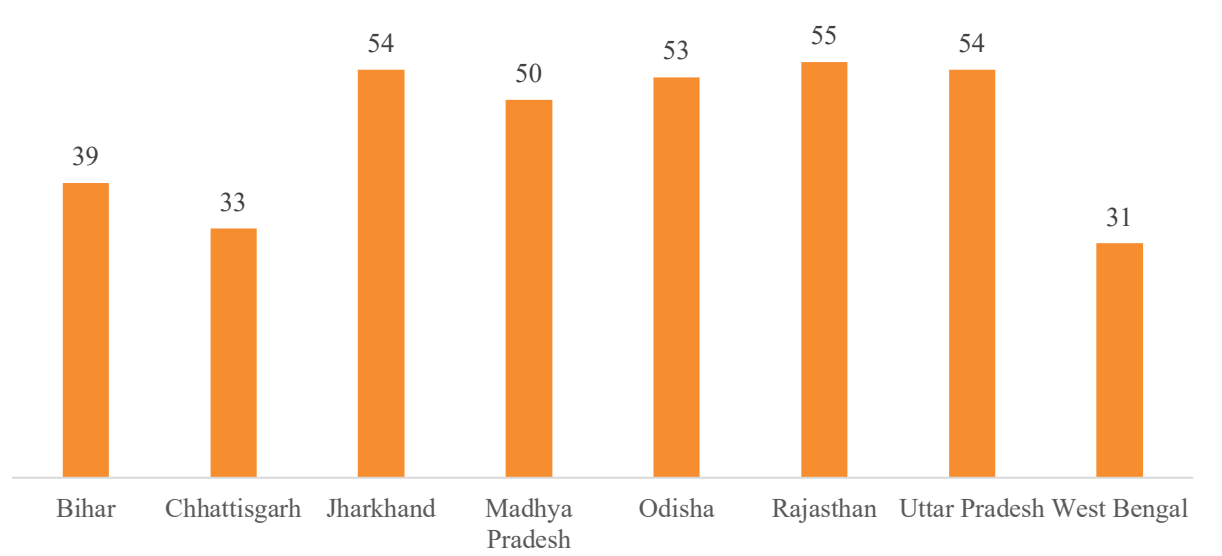
6.1.2 Assessment of States – Remaining States – Group B

C. Incremental Progress from 2019 to 2021 – State Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of State Portals across the assessment parameters.

Chhattisgarh
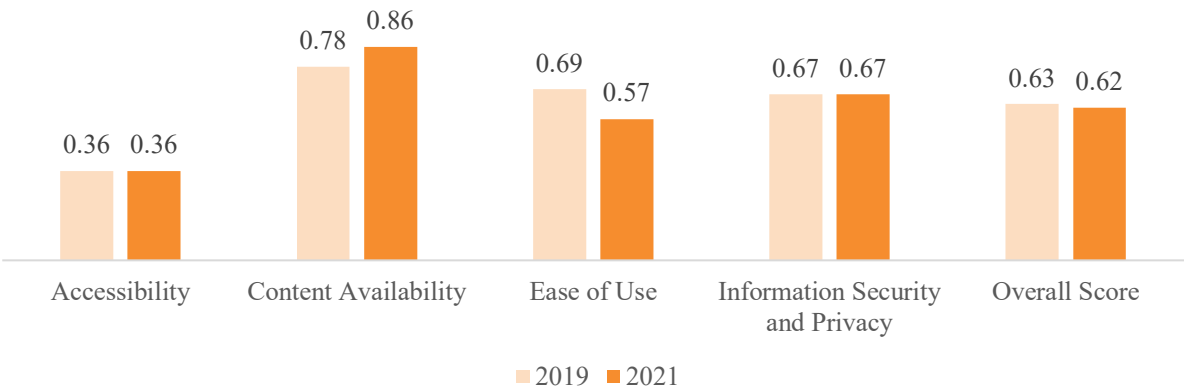
- The compliance score of Content Availability assessment parameter has improved in 2021 as compared to that in 2019.

Jharkhand
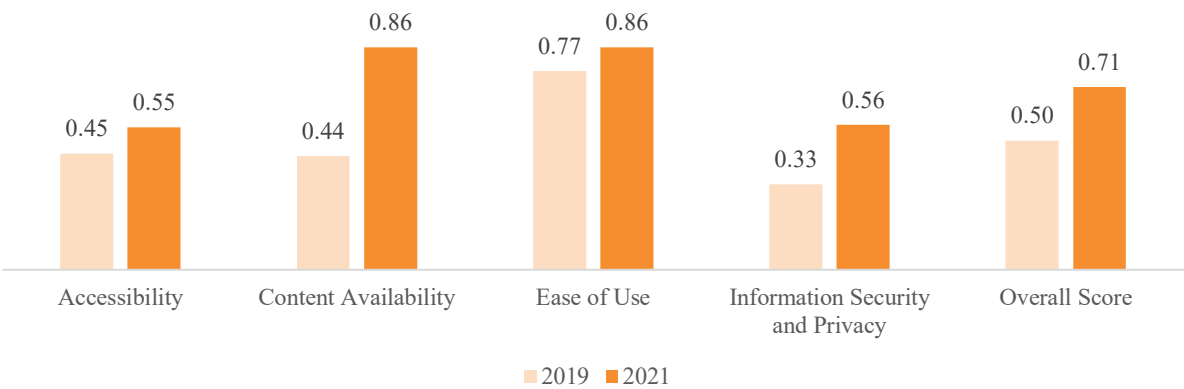
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Content Availability assessment parameter has increased by 95% in 2021.

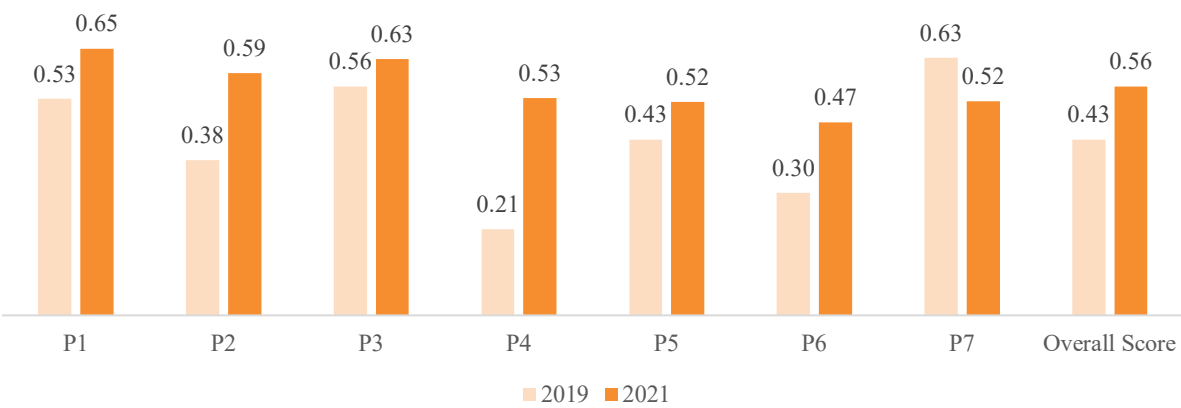- The overall score has increased by 42% in 2021 as compared to that in 2019

# 6.1.2 Assessment of States – Remaining States – Group B

Madhya Pradesh

Chart: Madhya Pradesh — comparison of 2019 and 2021 scores

Parameter	2019	2021
Accessibility	0.45	0.45
Content Availability	0.67	0.71
Ease of Use	0.69	0.64
Information Security and Privacy	0.33	0.67
Overall Score	0.54	0.62
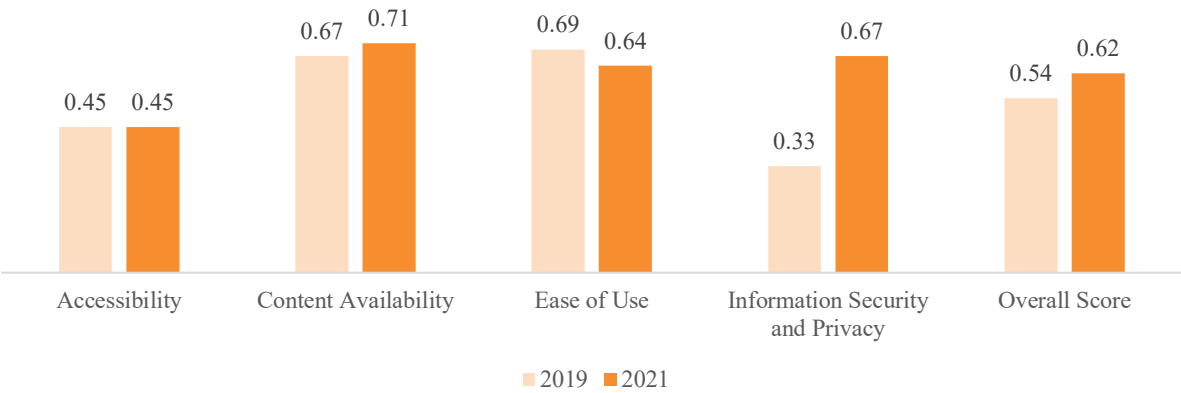
- The compliance scores of most of the assessment parameters have increased or remained same in 2021 as compared to that in 2019
- The overall score has increased by 14% in 2021 as compared to that in 2019

Odisha
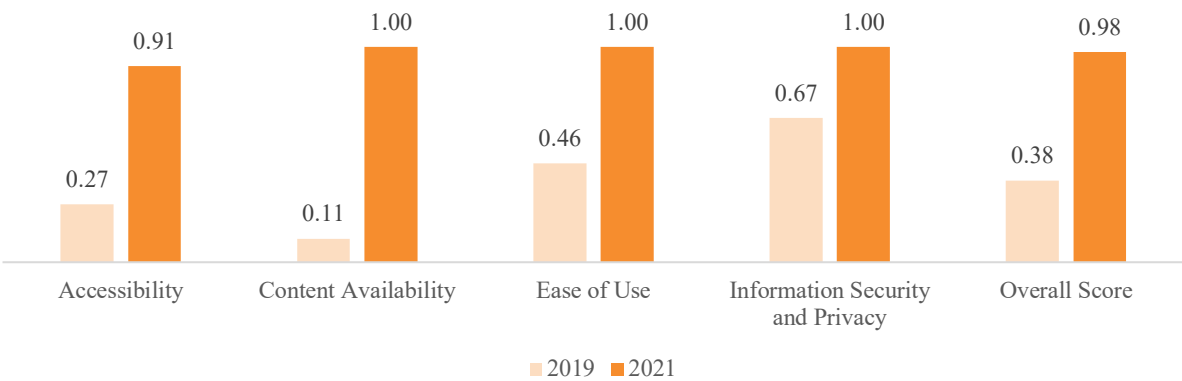
Chart: Odisha — comparison of 2019 and 2021 scores

Parameter	2019	2021
Accessibility	0.27	0.91
Content Availability	0.11	1.00
Ease of Use	0.46	1.00
Information Security and Privacy	0.67	1.00
Overall Score	0.38	0.98

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Content Availability assessment parameter has increased by 809% in 2021.
- The overall score has increased by 157% in 2021 as compared to that in 2019

6.1.2 Assessment of States – Remaining States – Group B

Rajasthan

0.64
0.45
0.33
0.43
0.46 0.46
0.67
0.00
0.36
0.50

Accessibility | Content Availability | Ease of Use | Information Security and Privacy | Overall Score

■ 2019 ■ 2021
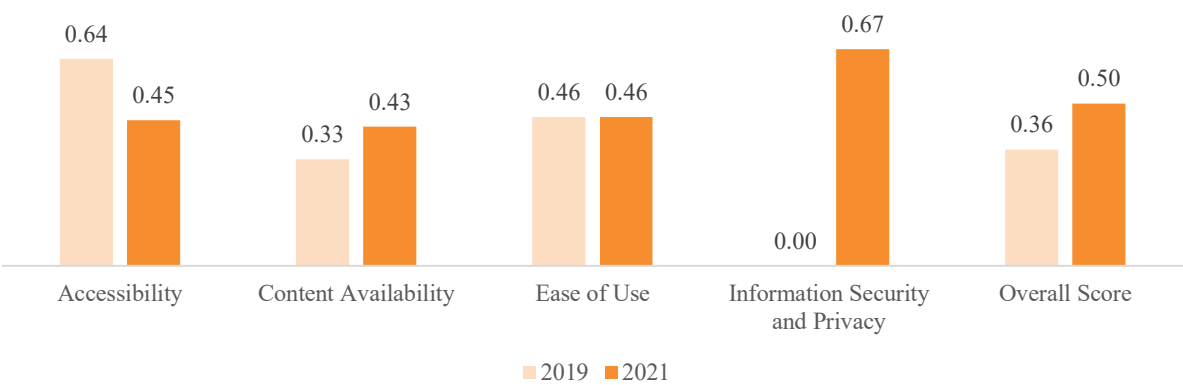
- The compliance scores of most of the assessment parameters have improved or remained same in 2021 as compared to that in 2019
- The overall score has increased by 40% in 2021 as compared to that in 2019

Uttar Pradesh
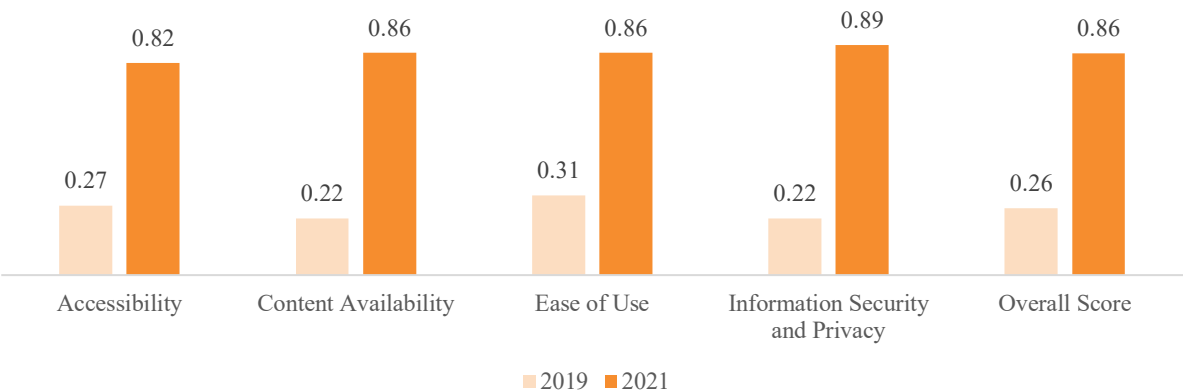
0.27
0.82
0.22
0.86
0.31
0.86
0.22
0.89
0.26
0.86

Accessibility | Content Availability | Ease of Use | Information Security and Privacy | Overall Score

■ 2019 ■ 2021

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance scores of all assessment parameters except Ease of Use have improved by more than 200% in 2021.
- The overall score has increased by 230% in 2021 as compared to that in 2019

6.1.2 Assessment of States – Remaining States – Group B

West Bengal

- The compliance scores of Accessibility and Content Availability have increased in 2021 as compared to that in 2019.
- The overall score has increased marginally by 4% in 2021 as compared to that in 2019
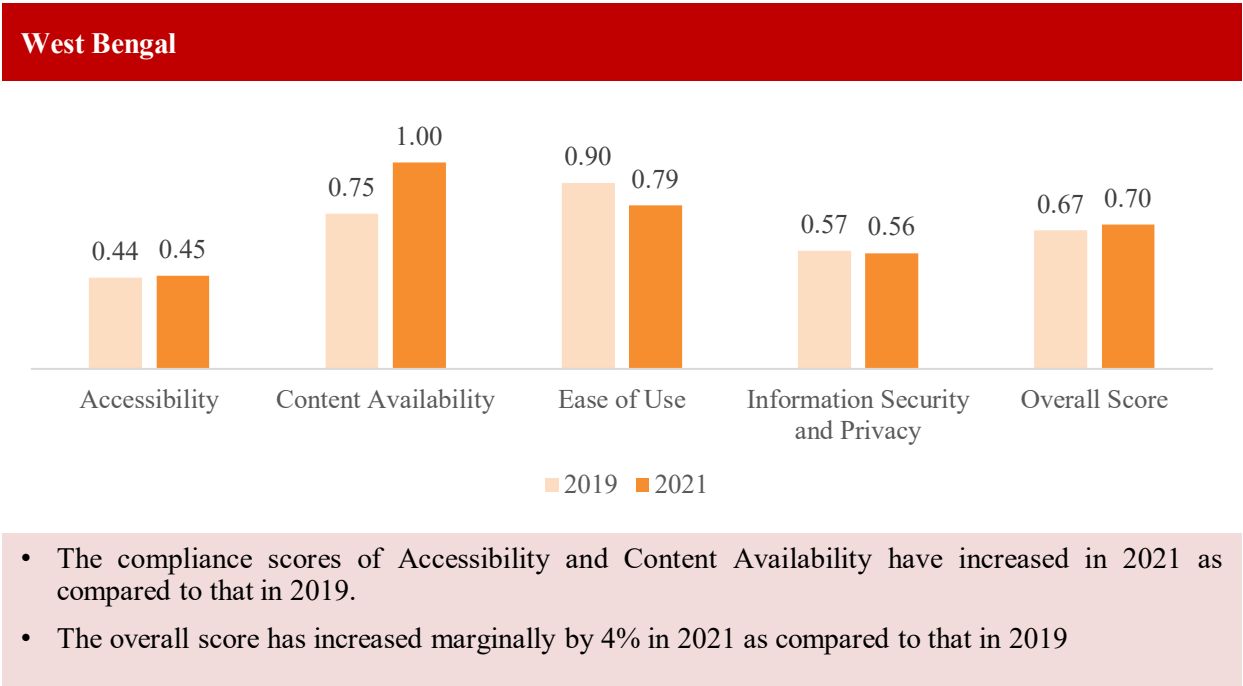
Note: Bihar does not have baseline data of 2019 for comparing the scores with that in 2021 and hence, the State is not considered for analysis here.

6.1.2 Assessment of States – Remaining States – Group B

D. Incremental Progress from 2019 to 2021 – State Services Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of Services Portals across the assessment parameters.

Bihar
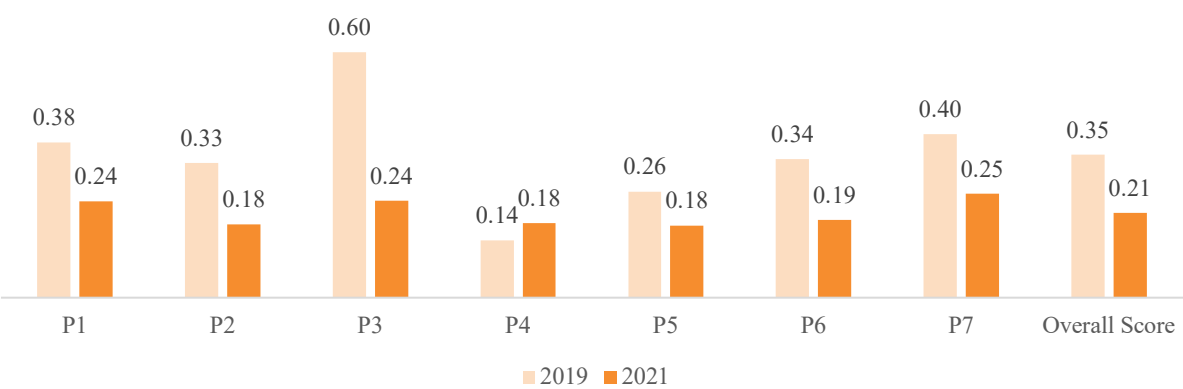
- The compliance scores of Information Security and Privacy has improved in 2021 as compared to that in 2019.

Chhattisgarh
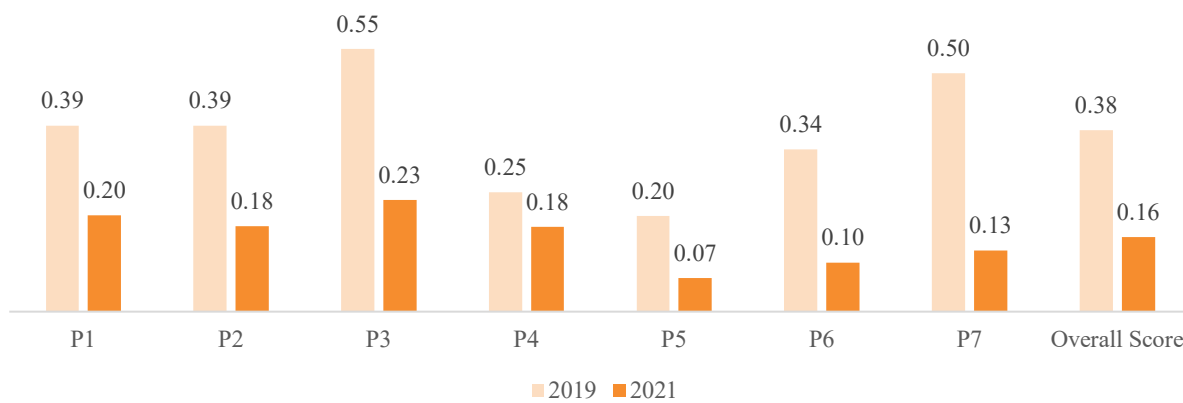
- The compliance scores of all assessment parameters need to improve.

6.1.2 Assessment of States – Remaining States – Group B

Jharkhand
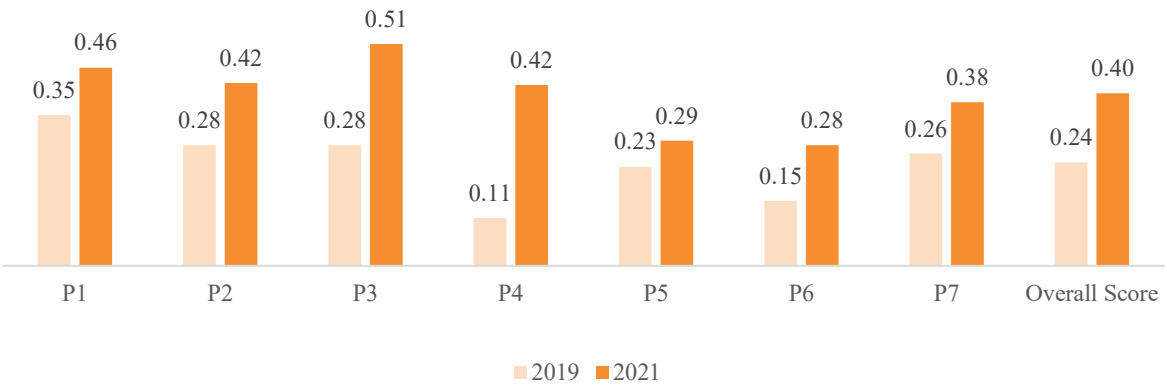
Chart: Compliance scores for Jharkhand (2019 vs 2021)

Parameter	2019	2021
P1	0.35	0.46
P2	0.28	0.42
P3	0.28	0.51
P4	0.11	0.42
P5	0.23	0.29
P6	0.15	0.28
P7	0.26	0.38
Overall Score	0.24	0.40

■ 2019   ■ 2021

- The compliance scores of all assessment parameters have increased in 2021 as compared to that in 2019.
- The overall score has increased by 65% in 2021 as compared to that in 2019

Madhya Pradesh
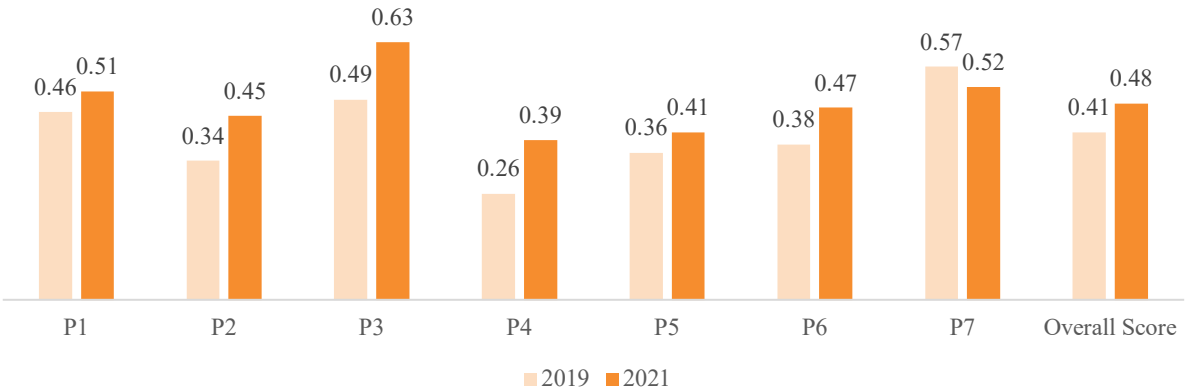
Chart: Compliance scores for Madhya Pradesh (2019 vs 2021)

Parameter	2019	2021
P1	0.46	0.51
P2	0.34	0.45
P3	0.49	0.63
P4	0.26	0.39
P5	0.36	0.41
P6	0.38	0.47
P7	0.57	0.52
Overall Score	0.41	0.48

■ 2019   ■ 2021

- The compliance scores of most of the assessment parameters have increased in 2021 as compared to that in 2019.
- The overall score has increased by 18% in 2021 as compared to that in 2019

6.1.2 Assessment of States – Remaining States – Group B

Odisha
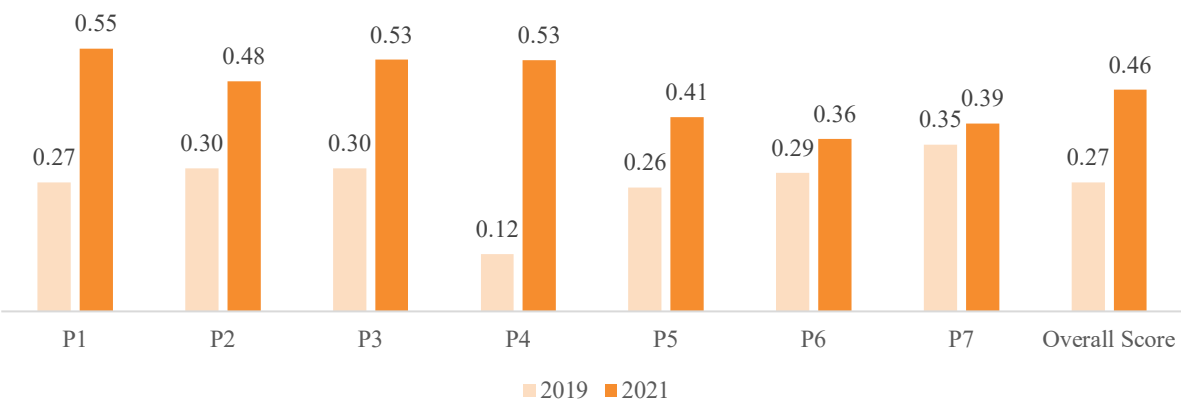
Odisha chart (2019 vs 2021):

Parameter	2019	2021
P1	0.27	0.55
P2	0.30	0.48
P3	0.30	0.53
P4	0.12	0.53
P5	0.26	0.41
P6	0.29	0.36
P7	0.35	0.39
Overall Score	0.27	0.46

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 339% in 2021.
- The overall score has increased by 72% in 2021 as compared to that in 2019

Rajasthan
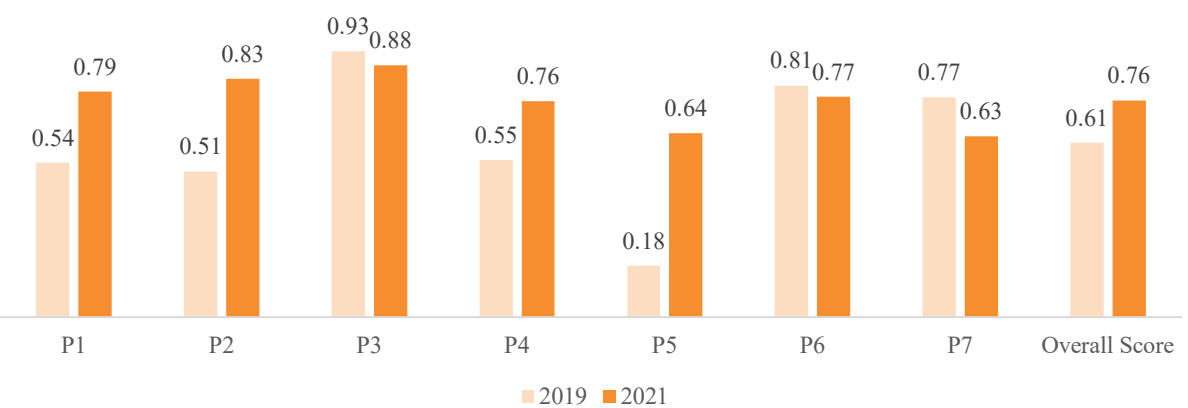
Rajasthan chart (2019 vs 2021):

Parameter	2019	2021
P1	0.54	0.79
P2	0.51	0.83
P3	0.93	0.88
P4	0.55	0.76
P5	0.18	0.64
P6	0.81	0.77
P7	0.77	0.63
Overall Score	0.61	0.76

- The compliance scores of few assessment parameters, namely, Accessibility, Content Availability, Information Security and Privacy and End Service Delivery have improved in 2021 as compared to that in 2019. The compliance score of End Service Delivery assessment parameter has increased by 258% in 2021.
- The overall score has increased by 24% in 2021 as compared to that in 2019

6.1.2 Assessment of States – Remaining States – Group B

Uttar Pradesh

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 30% in 2021 as compared to that in 2019

West Bengal
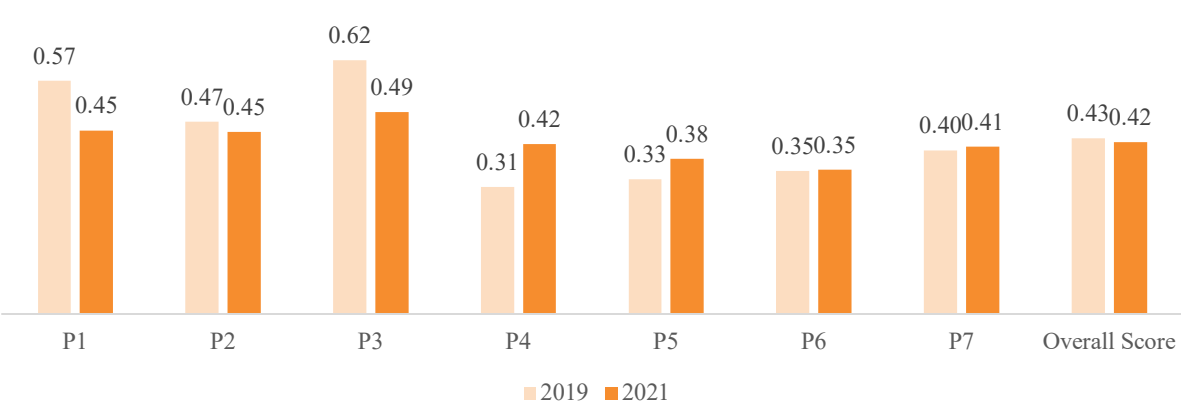
- The compliance scores of few assessment parameters, namely, Information Security and Privacy, End Service Delivery, Integrated Service Delivery and Status and Request Tracking have improved in 2021 as compared to that in 2019.

6.1.3 Assessment of Union Territories

6.1.3 Assessment of Union Territories

A. Assessment of Union Territory Portals

The quality of Union Territory (UT) Portals have been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the States, the assessment scores for each the four parameters are mentioned below. Further, based on the overall score – average across all the four parameters, the UTs have been ranked accordingly.

UT Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Jammu & Kashmir	0.82	0.86	0.86	1.00	**0.89**	**1**
Andaman & Nicobar Islands	0.64	0.86	0.79	0.78	**0.77**	**2**
Puducherry	0.63	1.00	0.71	0.56	**0.73**	**3**
Delhi	0.45	0.57	0.57	0.78	**0.59**	**4**
Chandigarh	0.36	0.71	0.71	0.56	**0.59**	**5**
Ladakh	0.36	0.29	0.86	0.56	**0.52**	**6**

Note: Dadra & Nagar Haveli and Daman & Diu and Lakshadweep have not provided adequate data for the assessment and hence these UTs are not considered for analysis here.

The overall assessment score for the Union Territories are graphically depicted below:
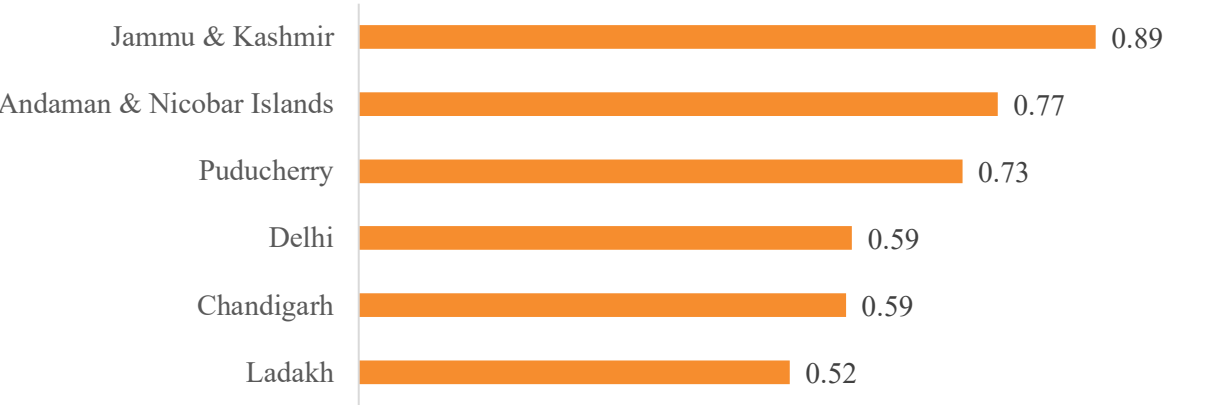
6.1.3 Assessment of Union Territories

The key analysis of the Union Territory Portals on the aforesaid four assessment parameters are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Jammu & Kashmir is the leading UT Portal with 82% compliance to the criteria assessed under this parameter followed by Andaman & Nicobar Islands UT Portal with 64% compliance to the criteria. • All other UT Portals assessed have compliance in the range of 36% to 63% to the criteria assessed.
Content Availability	• Puducherry is the leading UT Portal with 100% compliance to the criteria assessed under this parameter • All other UT Portals assessed have compliance in the range of 29% to 86% to the criteria assessed.
Ease of Use	• Jammu & Kashmir and Ladakh are the leading UT Portals with 86% compliance to the criteria assessed under this parameter • All other UT Portals assessed have compliance in the range of 57% to 79% to the criteria assessed.
Information Security and Privacy	• Jammu & Kashmir is the leading UT Portal with 100% compliance to the criteria assessed under this parameter • All other UT Portals assessed have compliance in the range of 56% to 78% to the criteria assessed.
Across all parameters	• UT Portal of Jammu & Kashmir is the leading portal with compliance of 89% followed by Andaman & Nicobar Islands UT Portal with 77% compliance to the criteria assessed across all the assessment parameters. • UT Portals have higher compliance to the criteria assessed in Ease of Use followed by Content Availability and Information Security and Privacy parameters

The average compliance score of the four assessment parameters across the UT Portals are depicted below:
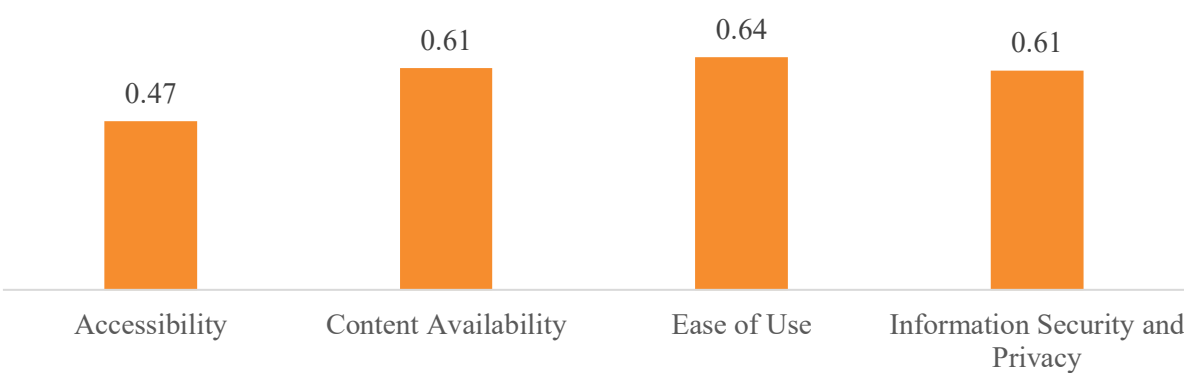
6.1.3 Assessment of Union Territories

B. Assessment of Union Territories' Services Portals

As already mentioned earlier, the quality of Union Territories' Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). The Services Portals cover the mandatory services delivered online in the seven focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health, Agriculture and Home Security, Local Governance & Utility Services, Environment and Tourism.

Basis the information provided by the UTs, the analysis of the Services Portals on the aforesaid seven assessment parameters for each of the focus sectors are mentioned below:

1. Finance

With regard to the identified 15 mandatory services, Jammu & Kashmir and Delhi are the leading UTs delivering services online in this sector.
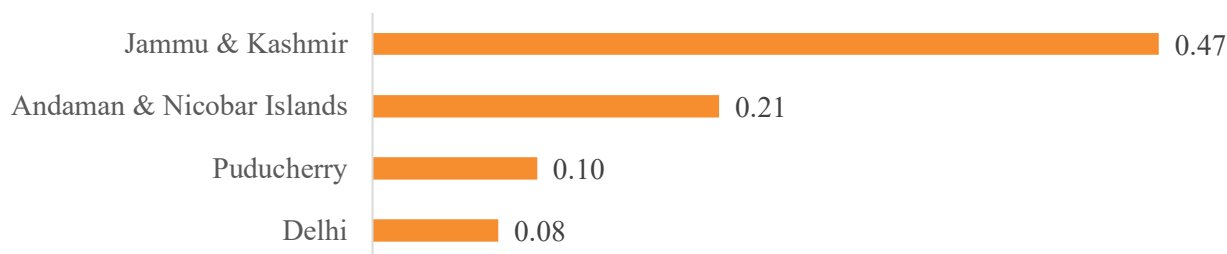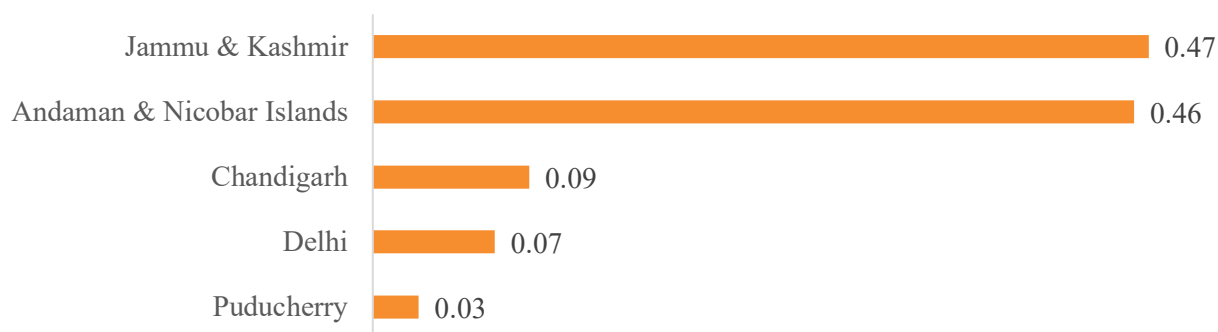
Basis the information provided by the UTs, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Andaman & Nicobar Islands	11	0.50	0.66	0.73	0.54	0.56	0.59	0.62	**0.60**	**1**
Jammu & Kashmir	14	0.65	0.74	0.74	0.48	0.44	0.38	0.56	**0.57**	**2**
Delhi	14	0.39	0.36	0.39	0.33	0.23	0.17	0.33	**0.31**	**3**
Chandigarh	8	0.20	0.27	0.22	0.21	0.05	0.11	0.13	**0.17**	**4**
Puducherry	13	0.24	0.11	0.05	0.11	0.04	0.07	0.11	**0.10**	**5**
Ladakh	3	0.06	0.11	0.12	0.08	0.04	0.03	0.08	**0.07**	**6**
Dadra & Nagar Haveli and Daman & Diu	3	0.06	0.12	0.06	0.05	0.00	0.01	0.05	**0.05**	**7**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Jammu & Kashmir has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at UT level. Andaman & Nicobar Islands has informed that Caste Certificate is not issued in the UT and hence the 'Online application of Caste Certificate' service is not applicable for the UT. Further, Lakshadweep has not provided adequate data for the assessment of services in this sector and hence, this UT is not considered for analysis here.

6.1.3 Assessment of Union Territories

The overall assessment score across all parameters for UTs in Finance sector are graphically depicted below.
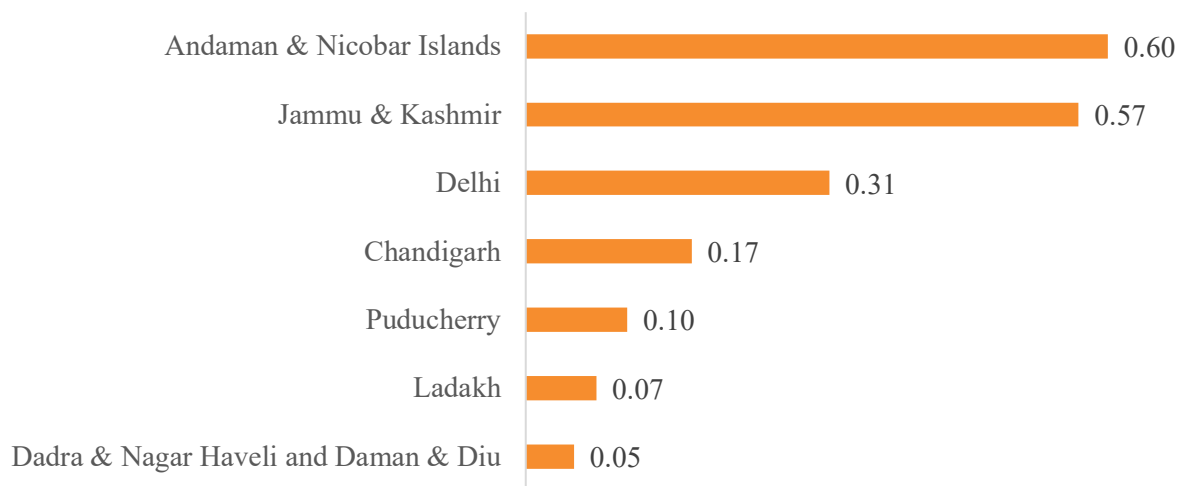
Andaman & Nicobar Islands	0.60
Jammu & Kashmir	0.57
Delhi	0.31
Chandigarh	0.17
Puducherry	0.10
Ladakh	0.07
Dadra & Nagar Haveli and Daman & Diu	0.05

2. Labour and Employment

With regard to the 7 identified mandatory services, Jammu & Kashmir is the leading UT providing all the 7 identified services online.
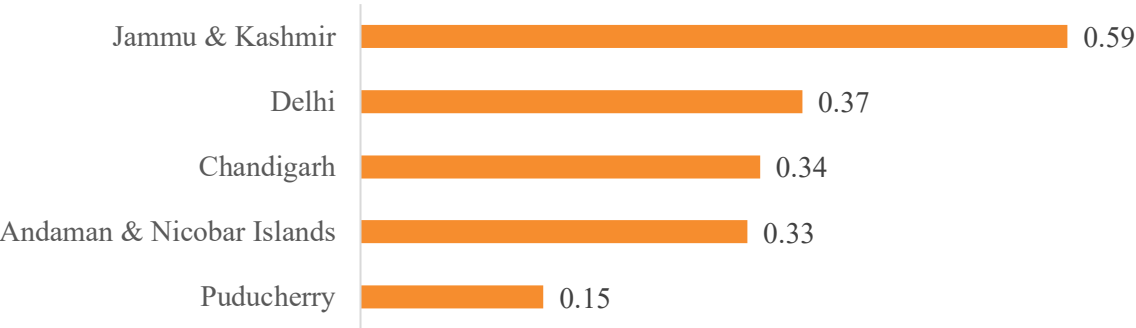
Basis the information provided by the UTs, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	7	0.72	0.81	0.81	0.50	0.26	0.42	0.41	**0.56**	**1**
Delhi	3	0.18	0.08	0.10	0.13	0.09	0.06	0.07	**0.10**	**2**
Andaman & Nicobar Islands	3	0.12	0.11	0.12	0.05	0.08	0.07	0.10	**0.09**	**3**
Puducherry	4	0.19	0.08	0.14	0.14	0.00	0.03	0.05	**0.09**	**4**
Chandigarh	4	0.13	0.05	0.15	0.06	0.15	0.04	0.06	**0.09**	**5**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Andaman & Nicobar Islands and Chandigarh have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at UT level.. Further, Dadra & Nagar Haveli and Daman & Diu, Ladakh and Lakshadweep have not provided adequate data for the assessment of services in this sector and hence, these UTs are not considered for analysis here.

lassassessment score across all parameters for UTs in Labour and Employment sector is

6.1.3 Assessment of Union Territories

The overall assessment score across all parameters for UTs in Labour and Employment sector is graphically depicted below.
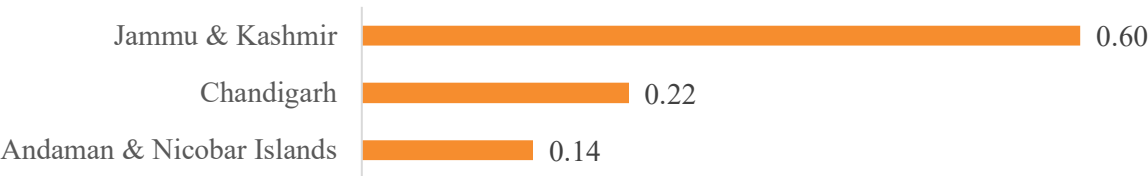

3. Education

With regard to the identified 4 mandatory services, Jammu & Kashmir is the leading UT, delivering all the identified services online in this sector.

Basis the information provided by the UTs, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	4	0.73	0.69	0.64	0.41	0.27	0.27	0.30	**0.47**	**1**
Andaman & Nicobar Islands	3	0.30	0.18	0.23	0.22	0.07	0.20	0.26	**0.21**	**2**
Puducherry	3	0.22	0.09	0.08	0.13	0.00	0.05	0.13	**0.10**	**3**
Delhi	1	0.06	0.07	0.13	0.00	0.15	0.04	0.09	**0.08**	**4**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Andaman & Nicobar Islands, Chandigarh and Ladakh have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at UT level.. Further, Dadra & Nagar Haveli and Daman & Diu, Ladakh and Lakshadweep have not provided adequate data for the assessment of services in this sector and hence, these UTs are not considered for analysis here.

6.1.3 Assessment of Union Territories

The overall assessment score across all parameters for UTs in Education sector are graphically depicted below.

Jammu & Kashmir	0.47
Andaman & Nicobar Islands	0.21
Puducherry	0.10
Delhi	0.08

4. Social Welfare (including Health, Agriculture and Home Security)

With regard to the identified 11 mandatory services, Jammu & Kashmir is the leading UT, delivering all the identified services online in this sector.

Basis the information provided by the UTs, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	11	0.55	0.64	0.45	0.41	0.35	0.33	0.53	**0.47**	**1**
Andaman & Nicobar Islands	8	0.42	0.46	0.51	0.50	0.19	0.54	0.57	**0.46**	**2**
Chandigarh	5	0.13	0.09	0.16	0.03	0.04	0.06	0.15	**0.09**	**3**
Delhi	2	0.09	0.08	0.05	0.12	0.05	0.06	0.05	**0.07**	**4**
Puducherry	4	0.11	0.02	0.00	0.02	0.00	0.02	0.02	**0.03**	**5**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Andaman & Nicobar Islands, Chandigarh, Jammu & Kashmir and Ladakh have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at UT level.. Further, Dadra & Nagar Haveli and Daman & Diu, Ladakh and Lakshadweep have not provided adequate data for the assessment of services in this sector and hence, these UTs are not considered for analysis here.

6.1.3 Assessment of Union Territories

The overall assessment score across all parameters for UTs in Social Welfare (including Health, Agriculture and Home Security) sector are graphically depicted below.

UT	Score
Jammu & Kashmir	0.47
Andaman & Nicobar Islands	0.46
Chandigarh	0.09
Delhi	0.07
Puducherry	0.03

5. Local Governance and Utility Services

With regard to the identified 13 mandatory services, Jammu & Kashmir is the leading UT delivering 12 identified services online in this sector.

Basis the information provided by the UTs, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	12	0.67	0.58	0.75	0.43	0.42	0.57	0.75	**0.59**	**1**
Delhi	11	0.54	0.39	0.48	0.31	0.20	0.29	0.39	**0.37**	**2**
Chandigarh	11	0.42	0.36	0.43	0.19	0.15	0.39	0.41	**0.34**	**3**
Andaman & Nicobar Islands	11	0.39	0.12	0.51	0.29	0.29	0.41	0.26	**0.33**	**4**
Puducherry	11	0.25	0.25	0.21	0.18	0.06	0.10	0.04	**0.15**	**5**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Andaman & Nicobar Islands and Chandigarh have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at UT level. Jammu & Kashmir has informed that property tax is not levied in the UT and hence the 'Property tax online payment' service is not applicable for the UT. Further, Dadra & Nagar Haveli and Daman & Diu , Ladakh and Lakshadweep have not provided adequate data for the assessment of services in this sector and hence, these UTs are not considered for analysis here.

6.1.3 Assessment of Union Territories

The overall assessment score across all parameters for UTs in Local Governance and Utility Services sector are graphically depicted below.

Jammu & Kashmir ┤ 0.59
Delhi ┤ 0.37
Chandigarh ┤ 0.34
Andaman & Nicobar Islands ┤ 0.33
Puducherry ┤ 0.15

6. Environment

With regard to the identified 4 mandatory services, Jammu & Kashmir is the leading UT, delivering all the identified services online in this sector.

Basis the information provided by the UT, the assessment scores of Services Portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	4	0.52	0.68	0.70	0.48	0.38	0.48	1.00	**0.60**	**1**
Chandigarh	2	0.17	0.32	0.20	0.19	0.10	0.29	0.31	**0.22**	**2**
Andaman & Nicobar Islands	2	0.28	0.09	0.13	0.06	0.30	0.09	0.06	**0.14**	**3**

Note: Dadra & Nagar Haveli and Daman & Diu , Delhi, Ladakh, Puducherry and Lakshadweep have not provided adequate data for the assessment of services in this sector and hence, these UTs are not considered for analysis here.

The overall assessment score across all parameters for UTs in Environment sector are graphically depicted below.

Jammu & Kashmir ┤ 0.60
Chandigarh ┤ 0.22
Andaman & Nicobar Islands ┤ 0.14

6.1.3 Assessment of Union Territories

7. Tourism

With regard to the 2 identified mandatory services, Jammu & Kashmir, Andaman & Nicobar Islands and Delhi are providing both the identified services online in this sector.

Basis the information provided by the UT, the assessment scores of Services Portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	2	0.61	0.27	0.85	0.19	0.30	0.46	0.56	**0.46**	**1**
Andaman & Nicobar Islands	2	0.62	0.46	0.53	0.31	0.38	0.53	0.26	**0.44**	**2**
Delhi	2	0.44	0.45	0.20	0.25	0.20	0.29	0.50	**0.33**	**3**

Note: Chandigarh, Dadra & Nagar Haveli and Daman & Diu , Ladakh, Puducherry and Lakshadweep have not provided adequate data for the assessment of services in this sector and hence, these UTs are not considered for analysis here.

The overall assessment score across all parameters for UTs in Tourism sector are graphically depicted below.

Jammu & Kashmir — 0.46
Andaman & Nicobar Islands — 0.44
Delhi — 0.33

6.1.3 Assessment of Union Territories

8. Overall Assessment across all sectors

The average of assessment scores of Services Portals across all sectors are mentioned below. Further, based on the overall score – average across all the seven parameters, the UTs have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Jammu & Kashmir	54	0.64	0.63	0.71	0.41	0.34	0.42	0.59	**0.53**	**1**
Andaman & Nicobar Islands	40	0.38	0.30	0.39	0.28	0.27	0.35	0.30	**0.32**	**2**
Delhi	33	0.24	0.20	0.19	0.16	0.13	0.13	0.20	**0.18**	**3**
Chandigarh	34	0.17	0.18	0.19	0.11	0.08	0.15	0.18	**0.15**	**4**
Puducherry	35	0.14	0.08	0.07	0.08	0.01	0.04	0.05	**0.07**	**5**
Ladakh	7	0.01	0.02	0.02	0.01	0.01	0.00	0.01	**0.01**	**6**
Dadra & Nagar Haveli and Daman & Diu	3	0.01	0.02	0.01	0.01	0.00	0.00	0.01	**0.01**	**7**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Andaman & Nicobar Islands, Chandigarh, Jammu & Kashmir and Ladakh have informed that they are using Central Ministry portal to deliver services across the 7 focus sectors. Services delivered using Central Ministry Portals are not assessed at UT level. Further, Lakshadweep has not provided adequate data for the assessment of services in all sectors and hence, this UT is not considered for analysis here.

The overall assessment scores of Services Portals across all sectors for UTs across all seven parameters are graphically depicted below

Jammu & Kashmir	0.53
Andaman & Nicobar Islands	0.32
Delhi	0.18
Chandigarh	0.15
Puducherry	0.07
Ladakh	0.01
Dadra & Nagar Haveli and Daman & Diu	0.01

6.1.3 Assessment of Union Territories

The key analysis of the Services Portals on the seven assessment parameters across all the seven core sectors are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 64% to the criteria assessed under this parameter, followed by Andaman & Nicobar Islands with a compliance of 38% under this parameter. • Amongst the seven focus sectors, Local Governance and Utility Services is the leading sector with an average compliance of 32% to the criteria assessed under this parameter
Content Availability	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 63% to the criteria assessed under this parameter. • Amongst the focus sectors, Finance is the leading sector with an average compliance of 34% to the criteria assessed under this parameter
Ease of Use	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 71% to the criteria assessed under this parameter, followed by Andaman & Nicobar Islands with a compliance of 39% under this parameter. • Amongst the seven focus sectors, Services Portals related to Environment sector has the least average compliance of 15% under this parameter
Information Security & Privacy	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 41% to the criteria assessed under this parameter. • Amongst the focus sectors, Finance is the leading sector with an average compliance of 26% to the criteria assessed under this parameter
End Service Delivery	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 34% to the criteria assessed under this parameter. • Amongst the focus sectors, Finance is the leading sector with an average compliance of 19% to the criteria assessed under this parameter
Integrated Service Delivery	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 42% to the criteria assessed under this parameter. • Local Governance and Utility Services is the leading sector with an average compliance of 25% to the criteria assessed under this parameter

6.1.3 Assessment of Union Territories

Assessment Parameters	Key Observations
Status & Request Tracking	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 59% to the criteria assessed under this parameter. • Finance and Local Governance and Utility Services are the leading sectors with an average compliance of 27% and 26% respectively to the criteria assessed under this parameter
Across all Parameters	• Jammu & Kashmir is the leading UT with its Services Portals having average compliance of 53% to the criteria assessed across all seven parameters. • Amongst the seven focus sectors, Finance and Local Governance and Utility Services are the leading sectors with average compliance of 27% and 25% respectively to the criteria assessed across all seven parameters

9. Overall assessment of mandatory services

With regard to the identified 56 mandatory services across all seven focus sectors, Jammu & Kashmir is the leading UT delivering 54 mandatory services online, followed by Andaman & Nicobar Islands, Puducherry and Chandigarh whereas Dadra & Nagar Haveli and Daman & Diu is providing the least number of identified mandatory services online. The sector-wise details of the mandatory services delivered online by the UTs are already mentioned in the above sector specific sub-sections.

The total number of identified mandatory services provided online across all seven sectors by the UTs are graphically depicted below:
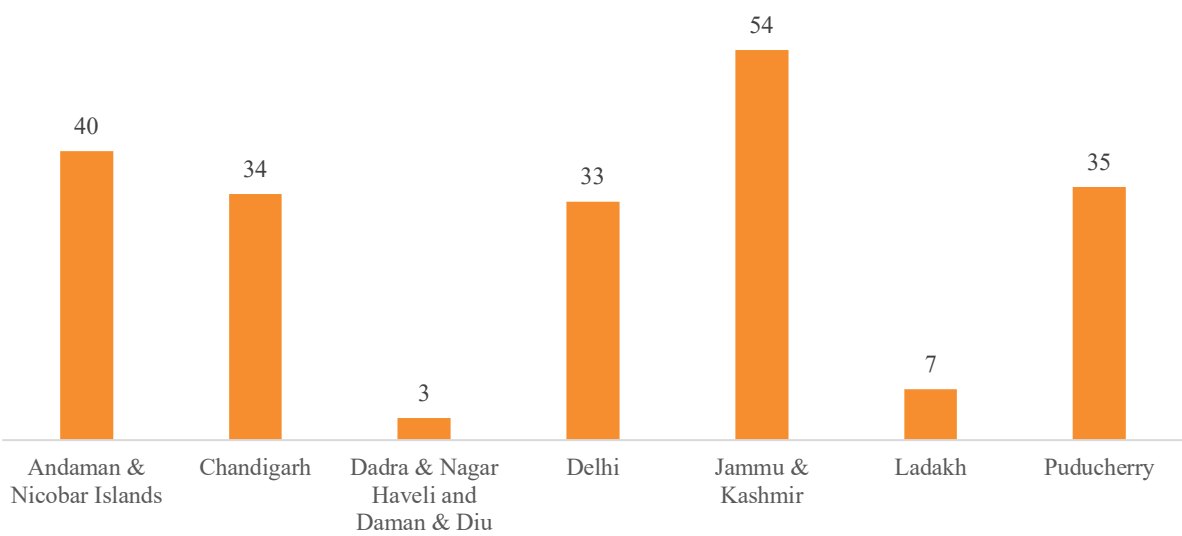
6.1.3 Assessment of Union Territories

C. Incremental Progress from 2019 to 2021 – UT Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of UT Portals across the assessment parameters.
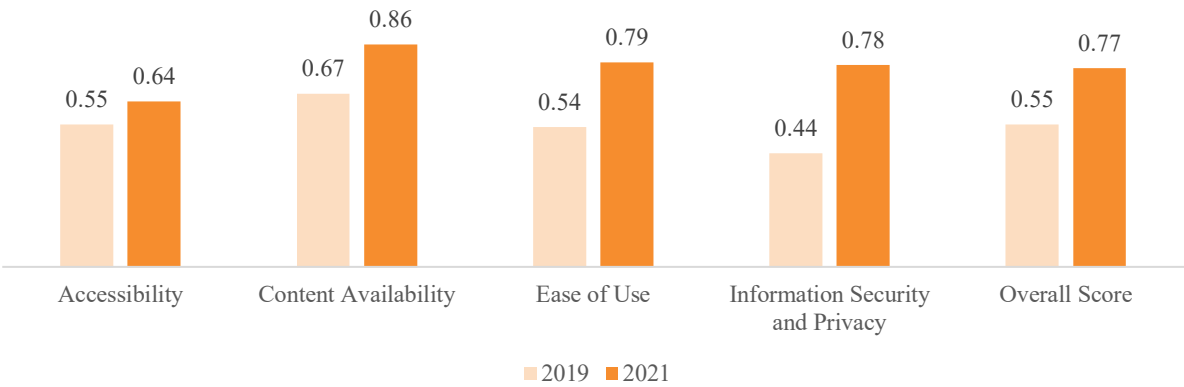
Andaman & Nicobar Islands

Legend: 2019 2021

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 77% in 2021
- The overall score has increased by 40% in 2021 as compared to that in 2019

Chandigarh

Legend: 2019 2021
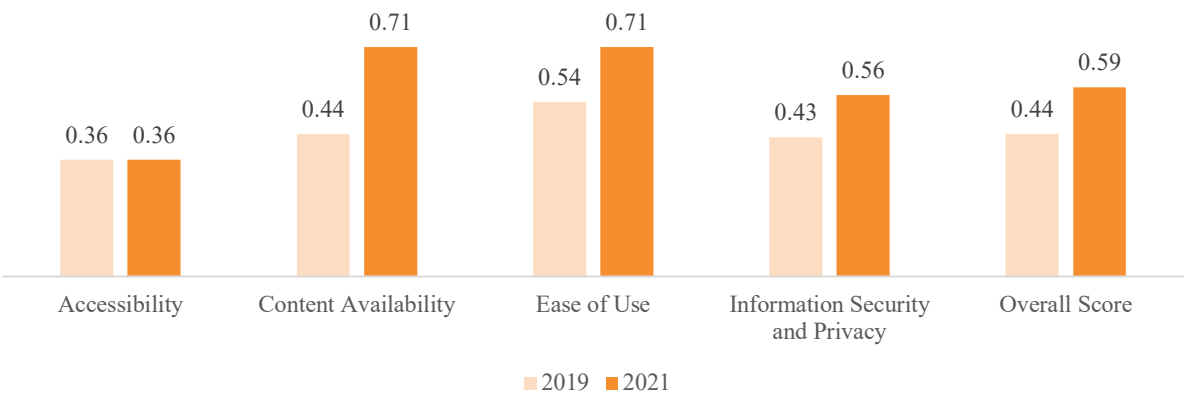
- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Content Availability assessment parameter has improved by 61% in 2021.
- The overall score has increased by 33% in 2021 as compared to that in 2019

6.1.3 Assessment of Union Territories

Delhi
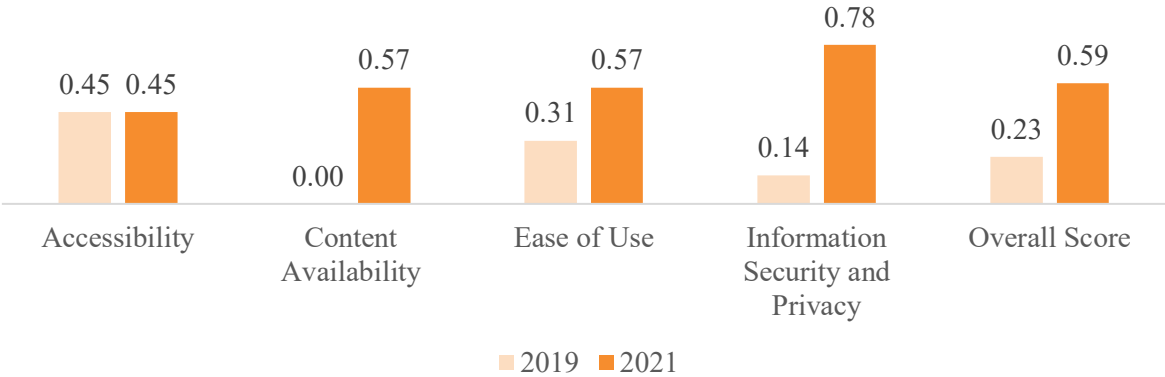
Delhi chart:
- Accessibility: 2019 = 0.45, 2021 = 0.45
- Content Availability: 2019 = 0.00, 2021 = 0.57
- Ease of Use: 2019 = 0.31, 2021 = 0.57
- Information Security and Privacy: 2019 = 0.14, 2021 = 0.78
- Overall Score: 2019 = 0.23, 2021 = 0.59

■ 2019 ■ 2021

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has improved by 457% in 2021.
- The overall score has increased by 158% in 2021 as compared to that in 2019

Puducherry
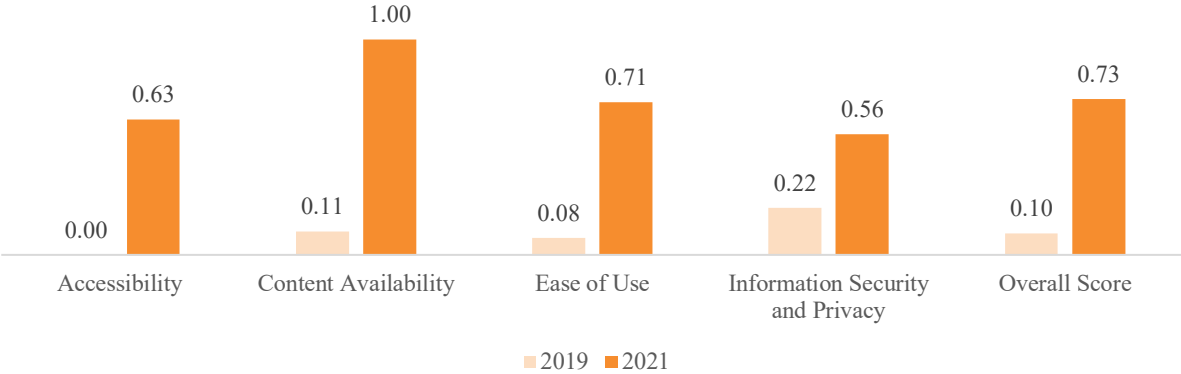
Puducherry chart:
- Accessibility: 2019 = 0.00, 2021 = 0.63
- Content Availability: 2019 = 0.11, 2021 = 1.00
- Ease of Use: 2019 = 0.08, 2021 = 0.71
- Information Security and Privacy: 2019 = 0.22, 2021 = 0.56
- Overall Score: 2019 = 0.10, 2021 = 0.73

■ 2019 ■ 2021

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Content Availability assessment parameter has improved by 809% in 2021.
- The overall score has increased by 625% in 2021 as compared to that in 2019

Note: Lakshadweep and Dadra & Nagar Haveli and Daman & Diu have not provided adequate data for assessment of their UT Portals in 2021. Ladakh and Jammu & Kashmir do not have baseline data of 2019 for comparing the scores with that in 2021. Hence, these UTs are not considered for analysis here.

6.1.3 Assessment of Union Territories

D. Incremental Progress from 2019 to 2021 – UT Services Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of UT Services Portals across the assessment parameters.
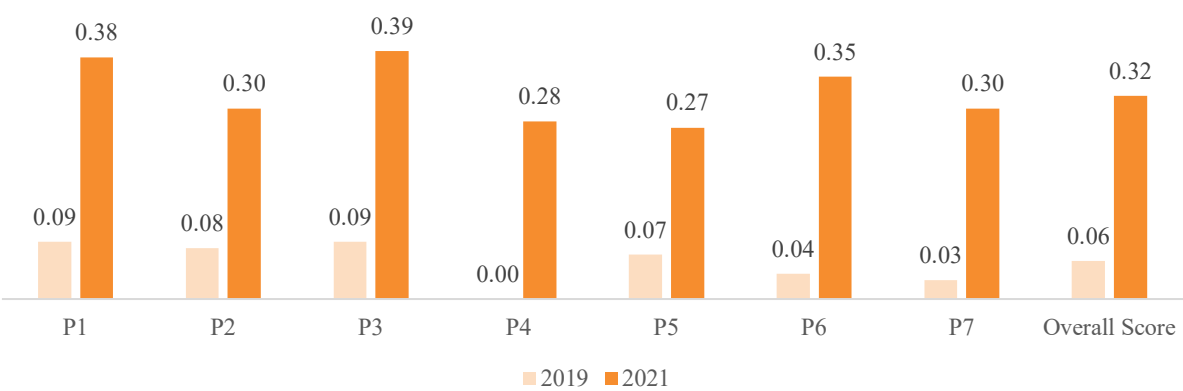
Andaman & Nicobar Islands

	P1	P2	P3	P4	P5	P6	P7	Overall Score
2019	0.09	0.08	0.09	0.00	0.07	0.04	0.03	0.06
2021	0.38	0.30	0.39	0.28	0.27	0.35	0.30	0.32

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Status and Request Tracking assessment parameter has increased by 913% in 2021

- The overall score has increased by 440% in 2021 as compared to that in 2019

Chandigarh

	P1	P2	P3	P4	P5	P6	P7	Overall Score
2019	0.26	0.13	0.27	0.04	0.09	0.12	0.06	0.14
2021	0.17	0.18	0.19	0.11	0.08	0.15	0.18	0.15
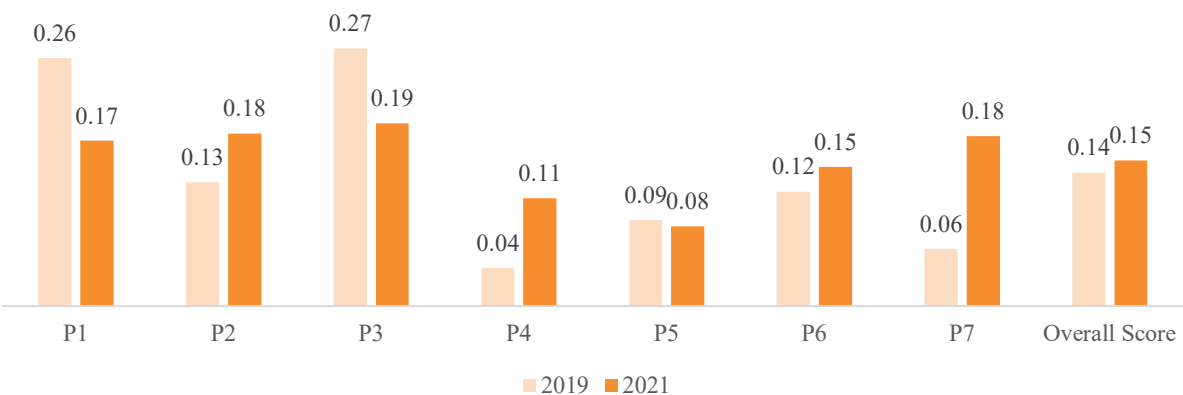
- The compliance scores of assessment parameters, namely, Content Availability, Information Security and Privacy, Integrated Service Delivery and Status and Request Tracking have improved in 2021 as compared to that in 2019.

- The overall score has increased by 9% in 2021 as compared to that in 2019

6.1.3 Assessment of Union Territories

Dadra & Nagar Haveli and Daman & Diu

2019 **2021**
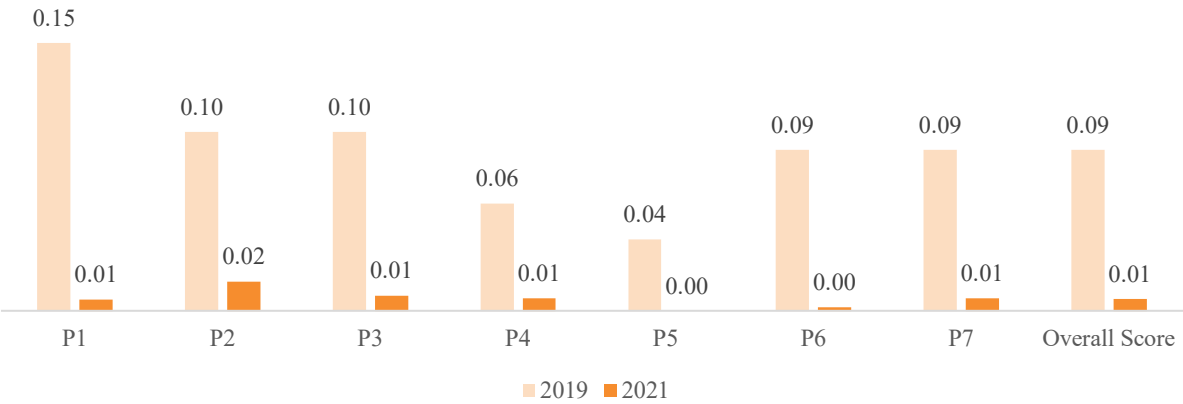
- The compliance scores of all assessment parameters need to improve.

Delhi

2019 **2021**
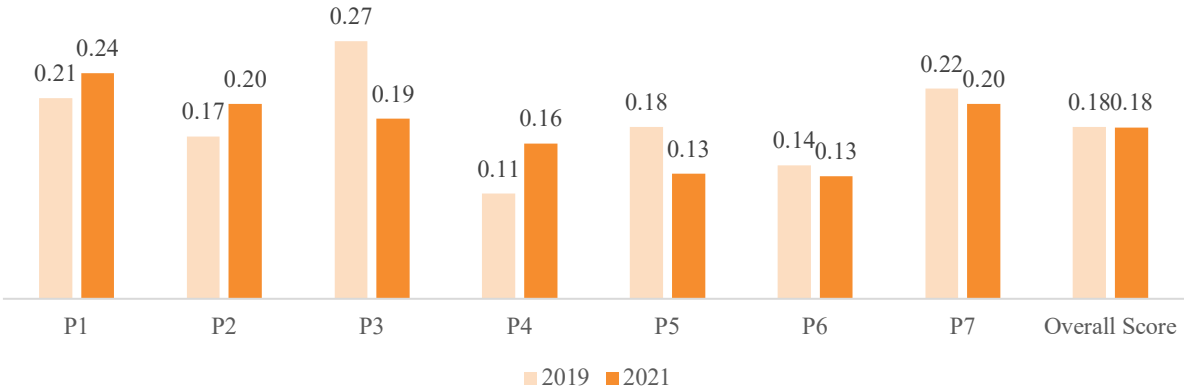
- The compliance scores of Information Security and Privacy, Content Availability and Accessibility assessment parameters have improved in 2021 as compared to that in 2019.

6.1.3 Assessment of Union Territories

Puducherry
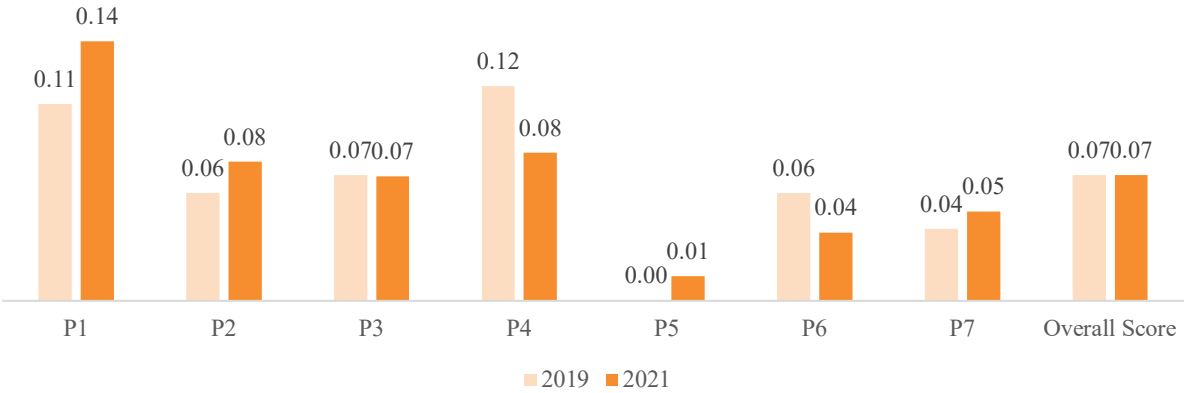
- The compliance scores of Accessibility, Content Availability, End Service Delivery and Status and Request Tracking assessment parameters have improved in 2021 as compared to that in 2019.

Note : Lakshadweep has not provided adequate data for assessment of their UT Services Portals in 2021. Jammu & Kashmir and Ladakh does not have baseline data of 2019 for comparing the scores with that in 2021. Hence, these UTs are not considered for analysis here.

6.1.4 Assessment of States – North-East and Hill States

6.1.4 Assessment of States – North-East and Hill States

A. Assessment of North-East and Hill States' State Portals

The quality of State Portals have been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the States, the assessment scores for each the four parameters are mentioned below. Further, based on the overall score – average across all the four parameters, the States have been ranked accordingly.

State Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Nagaland	0.91	0.86	0.93	1.00	**0.93**	**1**
Meghalaya	0.91	0.86	0.93	0.89	**0.90**	**2**
Assam	0.73	0.86	0.86	0.67	**0.78**	**3**
Sikkim	0.73	0.71	0.64	0.89	**0.74**	**4**
Tripura	0.55	0.86	0.93	0.56	**0.73**	**5**
Himachal Pradesh	0.82	0.57	0.79	0.67	**0.71**	**6**
Uttarakhand	0.36	0.86	0.79	0.67	**0.67**	**7**
Mizoram	0.73	0.86	0.36	0.44	**0.60**	**8**
Arunachal Pradesh	0.36	0.57	0.36	0.78	**0.52**	**9**
Manipur	0.36	0.29	0.36	0.33	**0.34**	**10**

The overall assessment score for the North-East and Hill States are graphically depicted below:

State	Overall Score
Nagaland	0.93
Meghalaya	0.90
Assam	0.78
Sikkim	0.74
Tripura	0.73
Himachal Pradesh	0.71
Uttarakhand	0.67
Mizoram	0.60
Arunachal Pradesh	0.52
Manipur	0.34
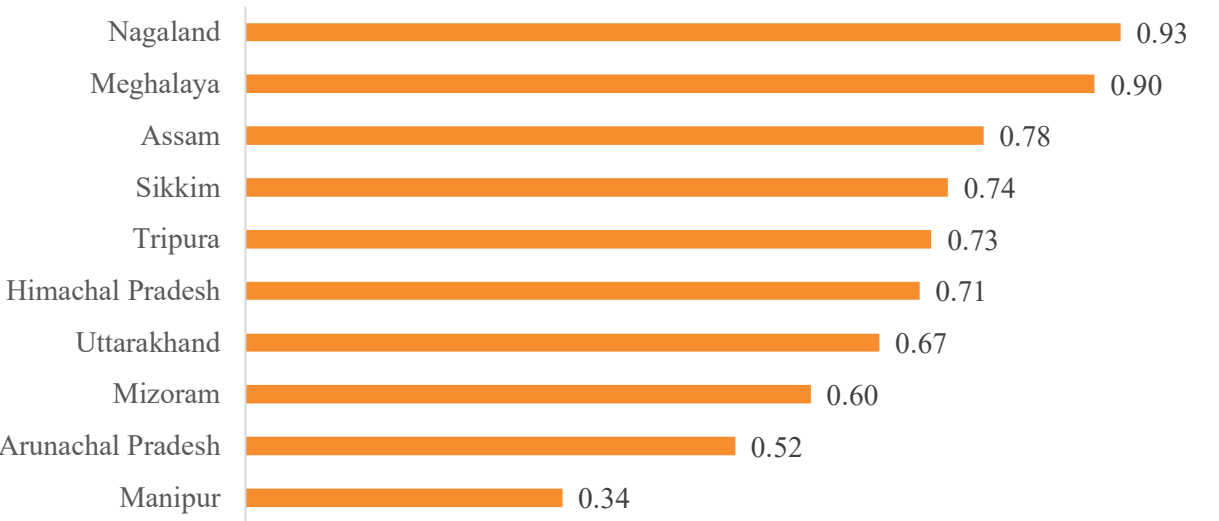
6.1.4 Assessment of States – North-East and Hill States

The key analysis of the North-East and Hill State Portals on the aforesaid four assessment parameters are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Nagaland and Meghalaya are the leading State Portals with more than 90% compliance to the criteria assessed under this parameter • All other State Portals assessed have compliance in the range of 36% to 82% to the criteria assessed.
Content Availability	• Nagaland, Meghalaya, Assam, Tripura, Uttarakhand and Mizoram are the leading State Portals with 86% compliance to the criteria assessed under this parameter • All other State Portals assessed have compliance in the range of 29% to 71% to the criteria assessed.
Ease of Use	• Nagaland, Meghalaya and Tripura are the leading State Portals with 93% compliance to the criteria assessed under this parameter • All other State Portals assessed have compliance in the range of 36% to 86% to the criteria assessed.
Information Security and Privacy	• Nagaland State Portal has 100% compliance to the criteria assessed under this parameter, followed by Meghalaya and Sikkim State Portals with compliance of 89%. • All other State Portals assessed have compliance in the range from 33% to 78% to the criteria assessed under this parameter.
Across all parameters	• State Portal of Nagaland is the leading portal with compliance of 93% followed by Meghalaya State Portal with 90% compliance to the criteria assessed across all the assessment parameters. • State Portals have higher compliance to the criteria assessed in Content Availability followed by Ease of Use and Information Security and Privacy parameters.

The average compliance score of the four assessment parameters across the State Portals are depicted below:
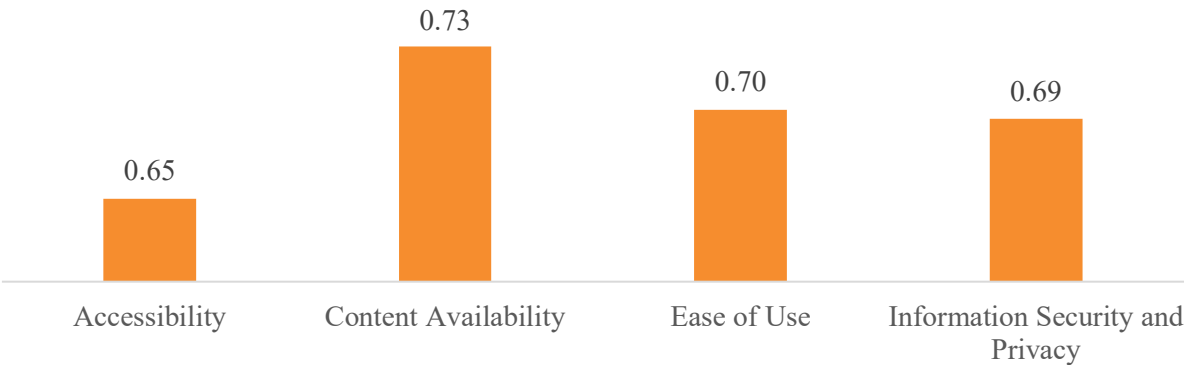
6.1.4 Assessment of States – North-East and Hill States

B. Assessment of North-East and Hill States' Services Portals

As already mentioned earlier, the quality of North-East and Hill States' Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). The Services Portals cover the mandatory services delivered online in the seven focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health, Agriculture and Home Security, Local Governance & Utility Services, Environment and Tourism.

Basis the information provided by the States, the analysis of the Services Portals on the aforesaid seven assessment parameters for each of the focus sectors are mentioned below:

1. Finance

With regard to the identified 15 mandatory services, Arunachal Pradesh, Assam, Himachal Pradesh, Meghalaya and Tripura are the leading States delivering services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Tripura	12	0.56	0.45	0.69	0.57	0.57	0.56	0.64	**0.58**	1
Meghalaya	13	0.53	0.52	0.70	0.51	0.47	0.36	0.47	**0.51**	2
Assam	13	0.60	0.62	0.55	0.47	0.25	0.21	0.63	**0.47**	3
Himachal Pradesh	13	0.54	0.48	0.55	0.45	0.29	0.33	0.46	**0.44**	4
Nagaland	8	0.43	0.45	0.39	0.38	0.25	0.33	0.46	**0.38**	5
Uttarakhand	11	0.39	0.38	0.40	0.38	0.20	0.20	0.22	**0.31**	6
Arunachal Pradesh	15	0.30	0.29	0.31	0.24	0.15	0.21	0.28	**0.26**	7
Mizoram	8	0.24	0.20	0.30	0.18	0.25	0.14	0.12	**0.21**	8
Manipur	6	0.22	0.23	0.23	0.14	0.00	0.08	0.08	**0.14**	9
Sikkim	2	0.08	0.04	0.09	0.08	0.05	0.04	0.07	**0.06**	10

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Arunachal Pradesh has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

6.1.4 Assessment of States – North-East and Hill States

The overall assessment scores across all parameters for States in Finance sector are graphically depicted below

State	Score
Tripura	0.58
Meghalaya	0.51
Assam	0.47
Himachal Pradesh	0.44
Nagaland	0.38
Uttarakhand	0.31
Arunachal Pradesh	0.26
Mizoram	0.21
Manipur	0.14
Sikkim	0.06
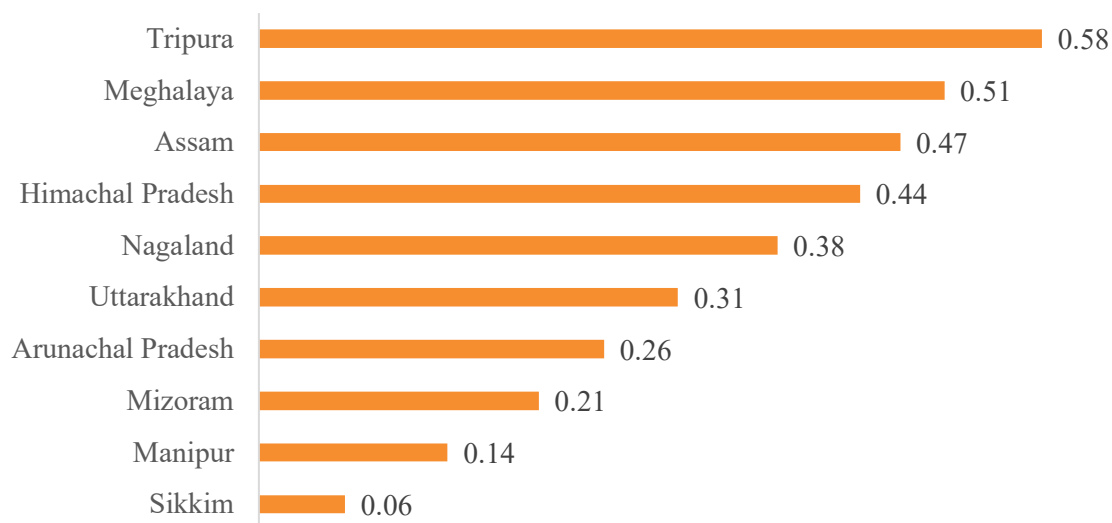
2. Labour and Employment

With regard to the 7 identified mandatory services, Assam, Tripura, Himachal Pradesh and Uttarakhand are providing all the identified 7 mandatory services online in this sector.
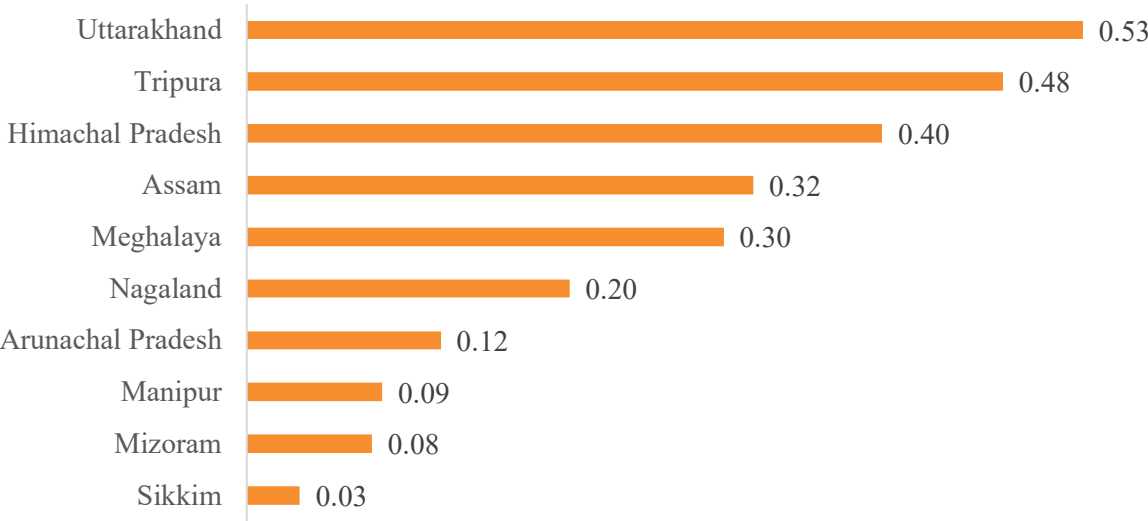
Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Assam	7	0.72	0.67	0.57	0.61	0.29	0.20	0.90	**0.57**	1
Meghalaya	6	0.54	0.61	0.67	0.39	0.37	0.40	0.54	**0.50**	2
Tripura	7	0.43	0.25	0.58	0.44	0.30	0.32	0.44	**0.39**	3
Himachal Pradesh	7	0.48	0.25	0.40	0.46	0.26	0.32	0.41	**0.37**	4
Uttarakhand	7	0.26	0.13	0.30	0.41	0.00	0.17	0.16	**0.21**	5
Nagaland	2	0.21	0.21	0.20	0.21	0.11	0.08	0.14	**0.17**	6
Mizoram	2	0.21	0.08	0.23	0.14	0.06	0.03	0.00	**0.11**	7

6.1.4 Assessment of States – North-East and Hill States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Arunachal Pradesh	2	0.06	0.03	0.04	0.04	0.06	0.06	0.09	**0.05**	**8**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Tripura has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level. Further, Manipur and Sikkim have not provided adequate data for the assessment of services in this sector and hence, these States are not considered for analysis here.

The overall assessment scores across all parameters for States in Labour and Employment sector are graphically depicted below
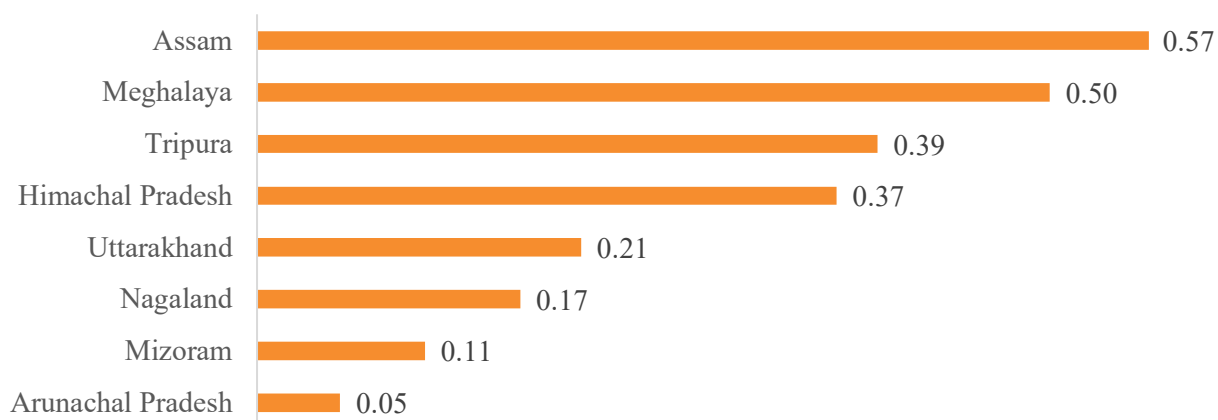
3. Education

With regard to the 4 identified mandatory services, Assam, Meghalaya and Tripura are leading States providing all the identified 4 mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.
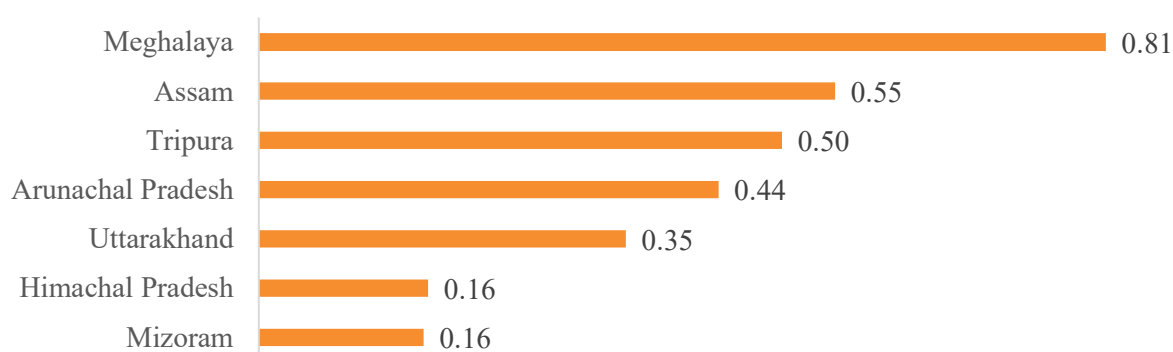
6.1.4 Assessment of States – North-East and Hill States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Meghalaya	4	0.73	0.65	0.93	0.63	0.69	0.57	0.54	**0.68**	**1**
Tripura	4	0.59	0.39	0.63	0.58	0.60	0.64	0.63	**0.58**	**2**
Assam	4	0.54	0.48	0.60	0.42	0.20	0.07	0.63	**0.42**	**3**
Uttarakhand	3	0.33	0.41	0.33	0.22	0.25	0.14	0.16	**0.26**	**4**
Himachal Pradesh	3	0.32	0.23	0.33	0.19	0.00	0.07	0.06	**0.17**	**5**
Nagaland	1	0.21	0.23	0.18	0.19	0.10	0.07	0.22	**0.17**	**6**
Sikkim	1	0.13	0.05	0.10	0.13	0.10	0.15	0.03	**0.10**	**7**
Mizoram	1	0.14	0.02	0.14	0.13	0.10	0.04	0.03	**0.08**	**8**
Arunachal Pradesh	2	0.11	0.06	0.07	0.00	0.00	0.00	0.04	**0.04**	**9**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Arunachal Pradesh, Assam, Meghalaya, Tripura and Manipur have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level. Manipur has not provided adequate data for the assessment of services other than those delivered using Central Ministry Portals. Due to aforesaid reasons, Manipur is not considered for analysis here..

The overall assessment scores across all parameters for States in Education sector are graphically depicted below

State	Score
Meghalaya	0.68
Tripura	0.58
Assam	0.42
Uttarakhand	0.26
Himachal Pradesh	0.17
Nagaland	0.17
Sikkim	0.10
Mizoram	0.08
Arunachal Pradesh	0.04
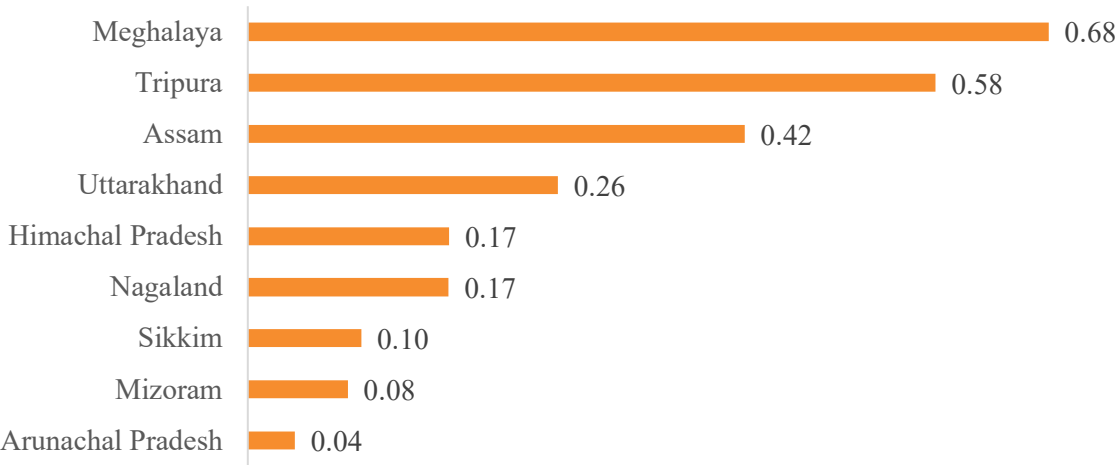
6.1.4 Assessment of States – North-East and Hill States

4. Social Welfare (including Health, Agriculture and Home Security)

With regard to the identified 11 mandatory services, Meghalaya is the leading State delivering 9 of the identified services online in this sector

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.
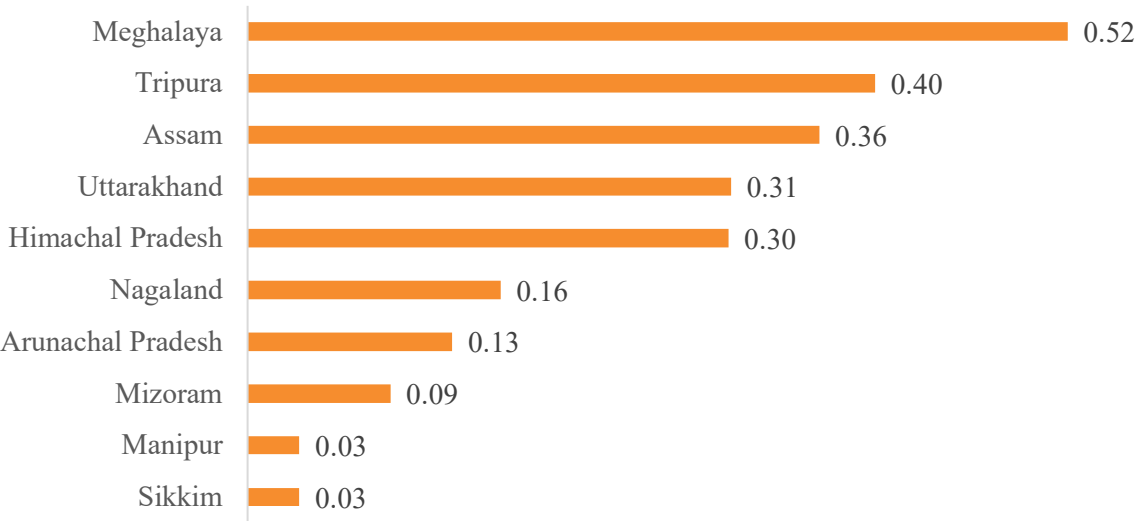
State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Tripura	8	0.24	0.23	0.32	0.23	0.21	0.24	0.31	**0.25**	**1**
Assam	8	0.31	0.24	0.27	0.15	0.17	0.10	0.23	**0.21**	**2**
Meghalaya	9	0.28	0.17	0.37	0.13	0.07	0.18	0.21	**0.20**	**3**
Nagaland	3	0.23	0.25	0.19	0.20	0.11	0.17	0.24	**0.20**	**4**
Uttarakhand	8	0.26	0.31	0.18	0.28	0.07	0.10	0.15	**0.19**	**5**
Himachal Pradesh	4	0.21	0.20	0.19	0.09	0.11	0.09	0.09	**0.14**	**6**
Sikkim	1	0.05	0.02	0.04	0.05	0.04	0.05	0.01	**0.04**	**7**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Arunachal Pradesh, Assam, Manipur, Meghalaya, Tripura and Uttarakhand have informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level. Arunachal Pradesh, Manipur and Mizoram have not provided adequate data for the assessment of services other than those delivered using Central Ministry Portals. Due to aforesaid reasons, these States are not considered for analysis here..

The overall assessment scores across all parameters for States in Social Welfare sector are graphically depicted below

State	Score
Tripura	0.25
Assam	0.21
Meghalaya	0.20
Nagaland	0.20
Uttarakhand	0.19
Himachal Pradesh	0.14
Sikkim	0.04

6.1.4 Assessment of States – North-East and Hill States

5. Local Governance and Utility Services

With regard to the identified 13 mandatory services, Uttarakhand and Tripura are the leading States delivering all the identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Uttarakhand	13	0.56	0.50	0.56	0.48	0.35	0.54	0.71	**0.53**	**1**
Tripura	13	0.51	0.31	0.59	0.51	0.42	0.50	0.51	**0.48**	**2**
Himachal Pradesh	10	0.55	0.38	0.46	0.31	0.22	0.43	0.47	**0.40**	**3**
Assam	11	0.36	0.31	0.45	0.27	0.17	0.30	0.38	**0.32**	**4**
Meghalaya	7	0.38	0.23	0.35	0.31	0.17	0.40	0.29	**0.30**	**5**
Nagaland	4	0.25	0.23	0.22	0.19	0.12	0.20	0.23	**0.20**	**6**
Arunachal Pradesh	5	0.18	0.04	0.11	0.13	0.05	0.15	0.20	**0.12**	**7**
Manipur	3	0.13	0.09	0.11	0.09	0.00	0.08	0.12	**0.09**	**8**
Mizoram	5	0.05	0.03	0.09	0.10	0.03	0.16	0.10	**0.08**	**9**
Sikkim	1	0.04	0.02	0.05	0.04	0.00	0.05	0.04	**0.03**	**10**

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Tripura has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level.

6.1.4 Assessment of States – North-East and Hill States

The overall assessment scores across all parameters for States in Local Governance and Utility Services sector are graphically depicted below

State	Score
Uttarakhand	0.53
Tripura	0.48
Himachal Pradesh	0.40
Assam	0.32
Meghalaya	0.30
Nagaland	0.20
Arunachal Pradesh	0.12
Manipur	0.09
Mizoram	0.08
Sikkim	0.03

6. Environment

With regard to the identified 4 mandatory services, all States except Himachal Pradesh and Mizoram are delivering all the identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Meghalaya	4	0.83	0.73	0.90	0.63	0.79	0.93	0.84	**0.81**	**1**
Assam	4	0.67	0.45	0.80	0.63	0.20	0.21	0.88	**0.55**	**2**
Tripura	4	0.53	0.32	0.70	0.44	0.50	0.44	0.56	**0.50**	**3**
Arunachal Pradesh	4	0.49	0.32	0.25	0.47	0.35	0.50	0.69	**0.44**	**4**
Uttarakhand	4	0.42	0.36	0.30	0.38	0.35	0.36	0.28	**0.35**	**5**
Himachal Pradesh	3	0.31	0.20	0.23	0.19	0.00	0.02	0.19	**0.16**	**6**

6.1.4 Assessment of States – North-East and Hill States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Mizoram	2	0.08	0.14	0.20	0.13	0.20	0.07	0.28	**0.16**	7

Note: Manipur, Nagaland and Sikkim have not provided adequate data for the assessment of services and hence, these States are not considered for analysis here.

The overall assessment scores across all parameters for States in Environment sector are graphically depicted below

Meghalaya 0.81
Assam 0.55
Tripura 0.50
Arunachal Pradesh 0.44
Uttarakhand 0.35
Himachal Pradesh 0.16
Mizoram 0.16

7. Tourism

With regard to the identified 2 mandatory services, Meghalaya, Himachal Pradesh and Uttarakhand are delivering all the identified mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of Services Portals providing services in this sector for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Meghalaya	2	0.69	0.59	0.75	0.44	0.60	0.82	0.63	**0.65**	1
Himachal Pradesh	2	0.50	0.23	0.60	0.50	0.30	0.32	0.69	**0.45**	2
Uttarakhand	2	0.50	0.18	0.40	0.56	0.00	0.18	0.25	**0.30**	3

6.1.4 Assessment of States – North-East and Hill States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Uttarakhand	2	0.50	0.18	0.40	0.56	0.00	0.18	0.25	**0.30**	3

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Manipur has informed that they are using Central Ministry portal to deliver services of this sector. Services delivered using Central Ministry Portals are not assessed at State level. Arunachal Pradesh, Assam, Manipur, Mizoram, Nagaland, Sikkim and Tripura have not provided adequate data for the assessment of services other than those delivered using Central Ministry Portals. Due to aforesaid reasons, these States are not considered for analysis here.

The overall assessment scores across all parameters for States in Tourism sector are graphically depicted below

Meghalaya — 0.65
Himachal Pradesh — 0.45
Uttarakhand — 0.30

8. Overall Assessment across all sectors

The average of assessment scores of Services Portals across all sectors are mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Meghalaya	45	0.57	0.50	0.67	0.43	0.45	0.52	0.50	**0.52**	1
Tripura	48	0.41	0.28	0.50	0.40	0.37	0.39	0.44	**0.40**	2
Assam	47	0.46	0.40	0.46	0.36	0.18	0.15	0.52	**0.36**	3
Uttarakhand	48	0.39	0.33	0.35	0.39	0.17	0.24	0.28	**0.31**	4
Himachal Pradesh	42	0.41	0.28	0.39	0.31	0.17	0.23	0.34	**0.30**	5

6.1.4 Assessment of States – North-East and Hill States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Nagaland	18	0.19	0.19	0.17	0.17	0.10	0.12	0.18	**0.16**	6
Arunachal Pradesh	31	0.16	0.11	0.11	0.13	0.09	0.13	0.19	**0.13**	7
Mizoram	18	0.10	0.07	0.14	0.10	0.09	0.06	0.08	**0.09**	8
Manipur	14	0.05	0.05	0.05	0.03	0.00	0.02	0.03	**0.03**	9
Sikkim	5	0.04	0.02	0.04	0.04	0.03	0.04	0.02	**0.03**	10

Note: The 'No. of Services Provided Online' mentioned above includes services that are delivered using Central Ministry Portals. Arunachal Pradesh, Assam, Manipur, Meghalaya, Tripura and Uttarakhand have informed that they are using Central Ministry portal to deliver services across the 7 focus sectors. Services delivered using Central Ministry Portals are not assessed at State level.

The overall assessment scores of Services Portals across all sectors for States across all seven parameters are graphically depicted below

State	Score
Meghalaya	0.52
Tripura	0.40
Assam	0.36
Uttarakhand	0.31
Himachal Pradesh	0.30
Nagaland	0.16
Arunachal Pradesh	0.13
Mizoram	0.09
Manipur	0.03
Sikkim	0.03

6.1.4 Assessment of States – North-East and Hill States

The key analysis of the Services Portals on the seven assessment parameters across all the seven core sectors are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Meghalaya is the leading State with its Services Portals having average compliance of 52% to the criteria assessed under this parameter, followed by Tripura with a compliance of 40% under this parameter. • Amongst the seven focus sectors, Finance is the leading sector with an average compliance of 39% to the criteria assessed under this parameter
Content Availability	• Meghalaya and Assam are the leading States with their Services Portals having average compliance of 40% or more to the criteria assessed under this parameter • Amongst the seven focus sectors, Finance is the leading sector with an average compliance of 37% to the criteria assessed under this parameter
Ease of Use	• Meghalaya is the leading State with Services Portals having average compliance of 67% to the criteria assessed under this parameter, followed by Tripura having average compliance of 50% under this parameter • Amongst the seven focus sectors, Services Portals related to Social Welfare sector have the least average compliance of 15% under this parameter
Information Security & Privacy	• Meghalaya and Tripura are the leading States with its Services Portals having average compliance of 40% or more to the criteria assessed under this parameter • Amongst the focus sectors, Finance and Environment are the leading sectors with an average compliance of 34% and 28% respectively to the criteria assessed under this parameter
End Service Delivery	• Meghalaya is the leading State with its Services Portals having average compliance of 45% to the criteria assessed under this parameter • Amongst the focus sectors, Social Welfare sector has the least average compliance of 8% under this parameter
Integrated Service Delivery	• Meghalaya is the leading State with its Services Portals having average compliance of 52% to the criteria assessed under this parameter • Local Governance & Utility Services, Environment and Finance are the leading sectors with an average compliance of 25% or more to the criteria assessed under this parameter

6.1.4 Assessment of States – North-East and Hill States

Assessment Parameters	Key Observations
Status & Request Tracking	• Assam and Meghalaya are the leading States with their Services Portals having average compliance of 52% and 50% respectively to the criteria assessed under this parameter • Environment is the leading sector with an average compliance of 37% to the criteria assessed under this parameter
Across all parameters	• Meghalaya is the leading State with its Services Portals having average compliance of 52%, followed by Tripura having average compliance of 40% to the criteria assessed across all seven parameters • The average compliance of all assessment parameters except 'End Service Delivery' and 'Integrated Service Delivery' is at least 20% • Amongst the seven focus sectors, Finance and Environment are the leading sectors with average compliance of 34% and 30% respectively to the criteria assessed across all seven parameters

9. Overall assessment of mandatory services

With regard to the identified 56 mandatory services across all seven focus sectors, Tripura and Uttarakhand are the leading States delivering 48 mandatory services online, followed by Assam, Meghalaya and Himachal Pradesh whereas Sikkim is providing the least number of identified mandatory services online. The sector-wise details of the mandatory services delivered online by the States are already mentioned in the above sector specific sub-sections.

The total number of identified mandatory services provided online across all seven sectors by the North-East and Hill States are graphically depicted below:

6.1.4 Assessment of States – North-East and Hill States

C. Incremental Progress from 2019 to 2021 – State Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of State Portals across the assessment parameters.

Arunachal Pradesh

Chart showing 2019 and 2021 scores for Arunachal Pradesh:
- Accessibility: 0.36 (2019), 0.36 (2021)
- Content Availability: 0.78 (2019), 0.57 (2021)
- Ease of Use: 0.77 (2019), 0.36 (2021)
- Information Security and Privacy: 0.33 (2019), 0.78 (2021)
- Overall Score: 0.56 (2019), 0.52 (2021)

■ 2019 ■ 2021

- The compliance score of Information Security and Privacy parameter has improved in 2021 as compared to that in 2019

Assam

Chart showing 2019 and 2021 scores for Assam:
- Accessibility: 0.45 (2019), 0.73 (2021)
- Content Availability: 0.67 (2019), 0.86 (2021)
- Ease of Use: 0.77 (2019), 0.86 (2021)
- Information Security and Privacy: 0.67 (2019), 0.67 (2021)
- Overall Score: 0.64 (2019), 0.78 (2021)

■ 2019 ■ 2021
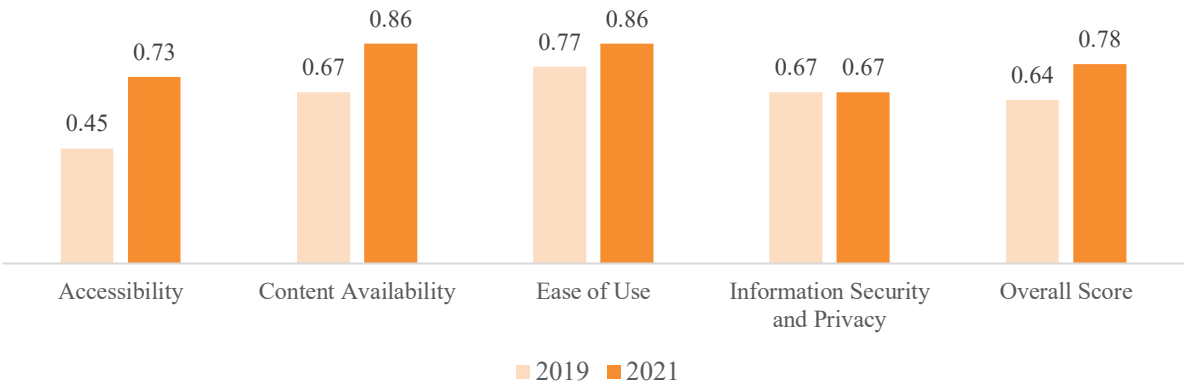
- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019
- The overall score has increased by 22% in 2021 as compared to that in 2019

6.1.4 Assessment of States – North-East and Hill States

Himachal Pradesh

Chart showing scores for Himachal Pradesh (2019 vs 2021):
- Accessibility: 0.55 / 0.82
- Content Availability: 0.67 / 0.57
- Ease of Use: 0.85 / 0.79
- Information Security and Privacy: 0.71 / 0.67
- Overall Score: 0.69 / 0.71

Legend: 2019, 2021

- The compliance scores of Accessibility assessment parameter has improved in 2021 as compared to that in 2019
- The overall score has increased marginally by 3% in 2021 as compared to that in 2019

Manipur

Chart showing scores for Manipur (2019 vs 2021):
- Accessibility: 0.09 / 0.36
- Content Availability: 0.33 / 0.29
- Ease of Use: 0.23 / 0.36
- Information Security and Privacy: 0.22 / 0.33
- Overall Score: 0.22 / 0.34

Legend: 2019, 2021

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019
- The overall score has increased by 52% in 2021 as compared to that in 2019

6.1.4 Assessment of States – North-East and Hill States

Meghalaya

Meghalaya bar chart — 2019 and 2021 scores:
- Accessibility: 0.27 (2019), 0.91 (2021)
- Content Availability: 0.44 (2019), 0.86 (2021)
- Ease of Use: 0.69 (2019), 0.93 (2021)
- Information Security and Privacy: 0.33 (2019), 0.89 (2021)
- Overall Score: 0.44 (2019), 0.90 (2021)

■ 2019 ■ 2021
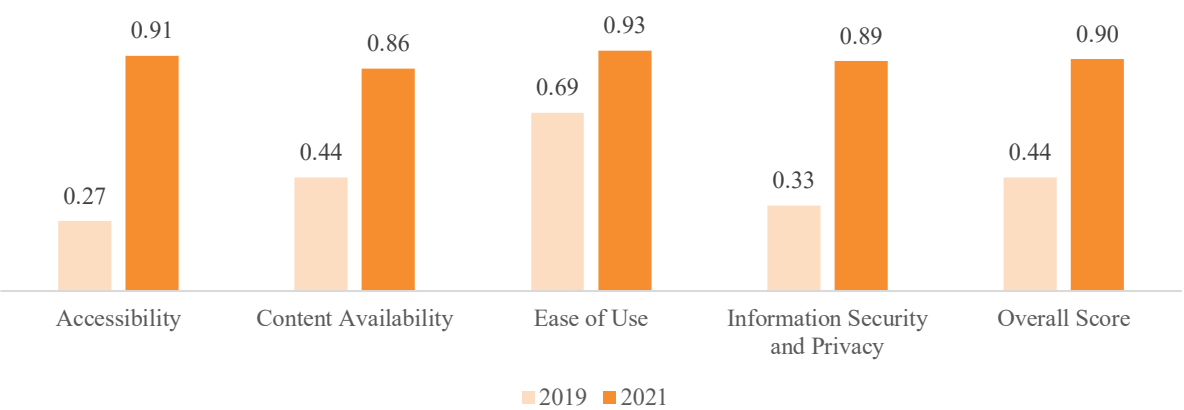
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Accessibility assessment parameter has increased by 237% in 2021.

- The overall score has increased by 104% in 2021 as compared to that in 2019
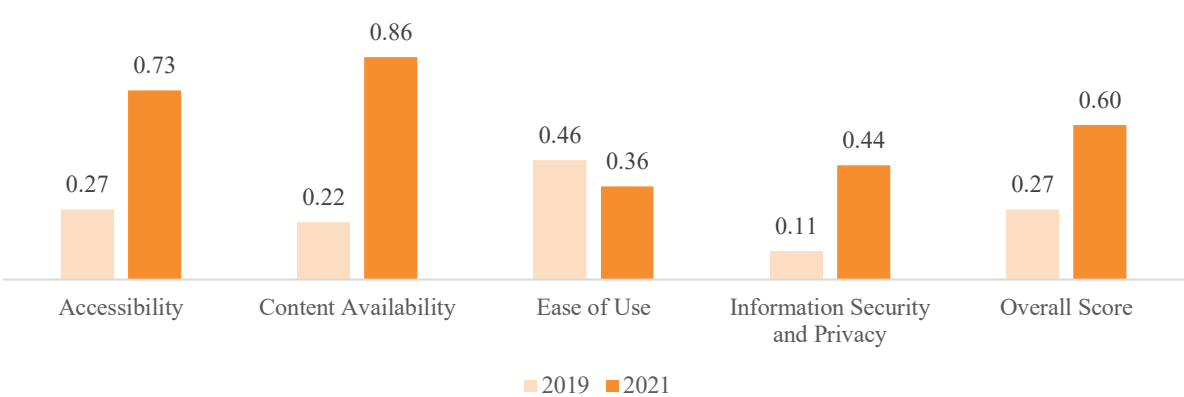
Mizoram

Mizoram bar chart — 2019 and 2021 scores:
- Accessibility: 0.27 (2019), 0.73 (2021)
- Content Availability: 0.22 (2019), 0.86 (2021)
- Ease of Use: 0.46 (2019), 0.36 (2021)
- Information Security and Privacy: 0.11 (2019), 0.44 (2021)
- Overall Score: 0.27 (2019), 0.60 (2021)

■ 2019 ■ 2021

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 300% in 2021 as compared to that in 2019.

- The overall score has increased by 121% in 2021 as compared to that in 2019

6.1.4 Assessment of States – North-East and Hill States

Nagaland
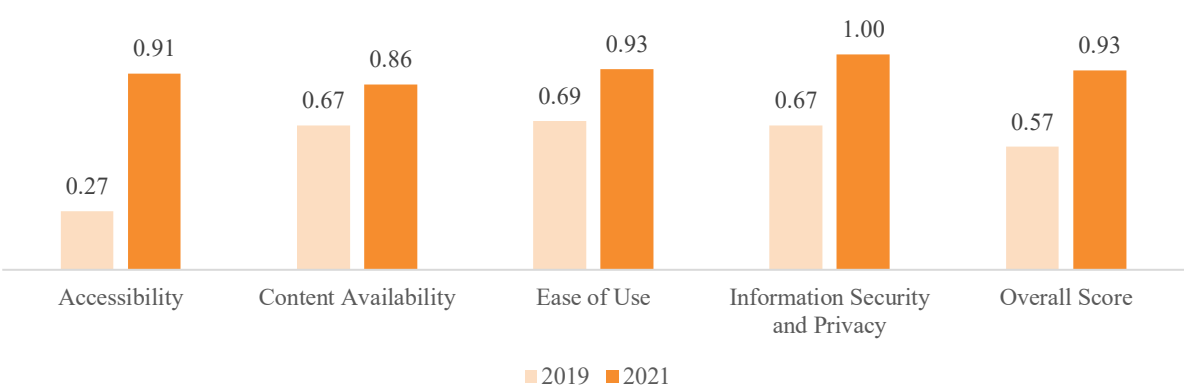
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Accessibility assessment parameter has improved by 237% in 2021.
- The overall score has increased by 62% in 2021 as compared to that in 2019

Sikkim
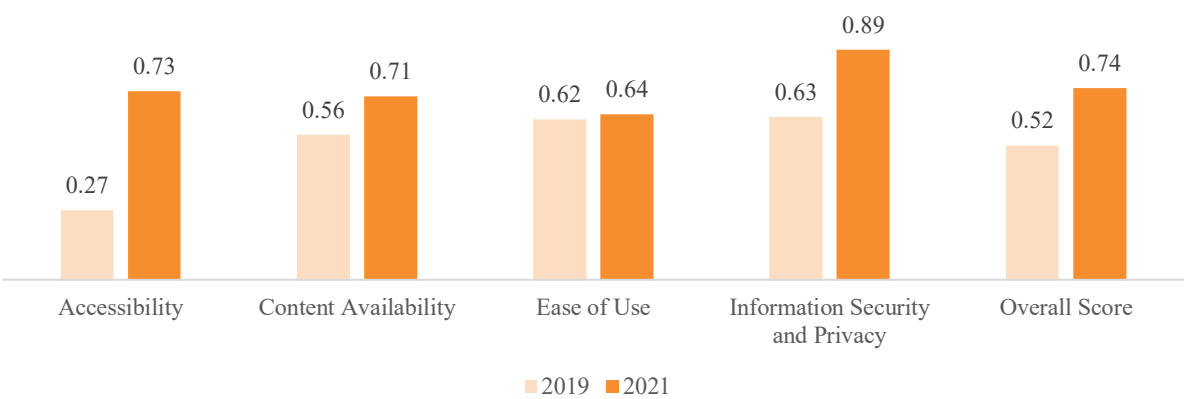
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Accessibility assessment parameter has increased by 170% in 2021.
- The overall score has increased by 43% in 2021 as compared to that in 2019
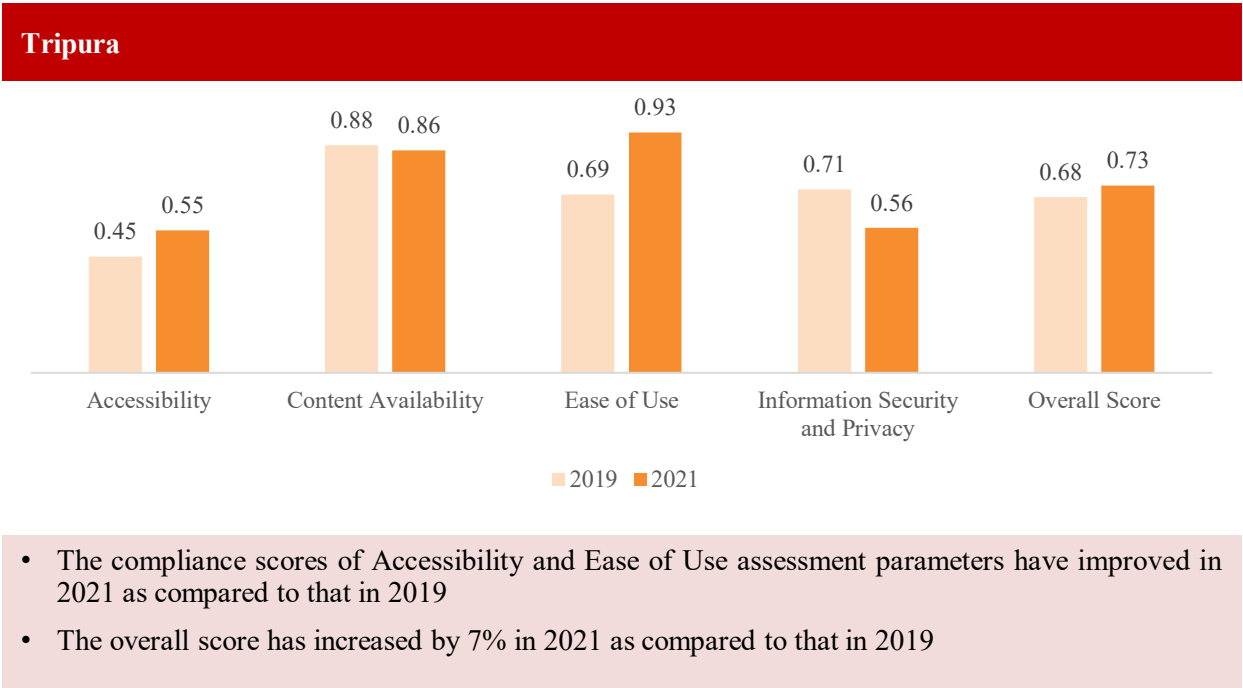
6.1.4 Assessment of States – North-East and Hill States

Tripura

- The compliance scores of Accessibility and Ease of Use assessment parameters have improved in 2021 as compared to that in 2019
- The overall score has increased by 7% in 2021 as compared to that in 2019

Note: Uttarakhand does not have baseline data of 2019 for comparing the scores with that in 2021 and hence is not considered for analysis here.

6.1.4 Assessment of States – North-East and Hill States

D. Incremental Progress from 2019 to 2021 – State Services Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of State Services Portals across the assessment parameters.
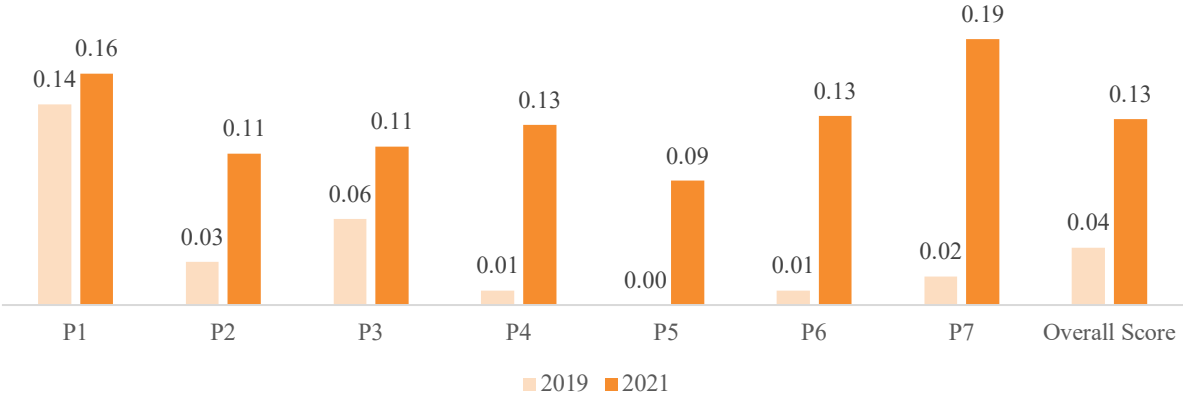
Arunachal Pradesh

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 224% in 2021 as compared to that in 2019
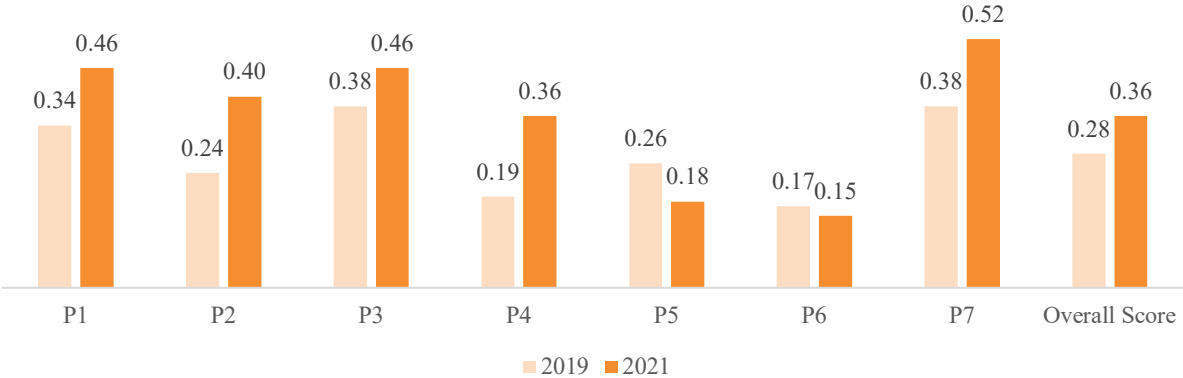
Assam

- The compliance scores of most of the assessment parameters have increased in 2021 as compared to that in 2019.
- The overall score has increased by 29% in 2021 as compared to that in 2019

6.1.4 Assessment of States – North-East and Hill States

Himachal Pradesh
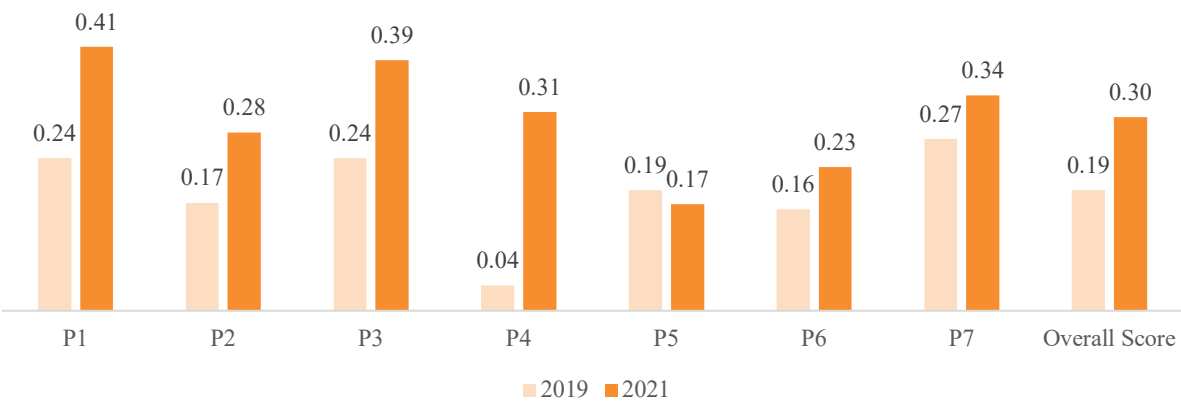
- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 681% in 2021 as compared to that in 2019.
- The overall score has increased by 60% in 2021 as compared to that in 2019

Manipur
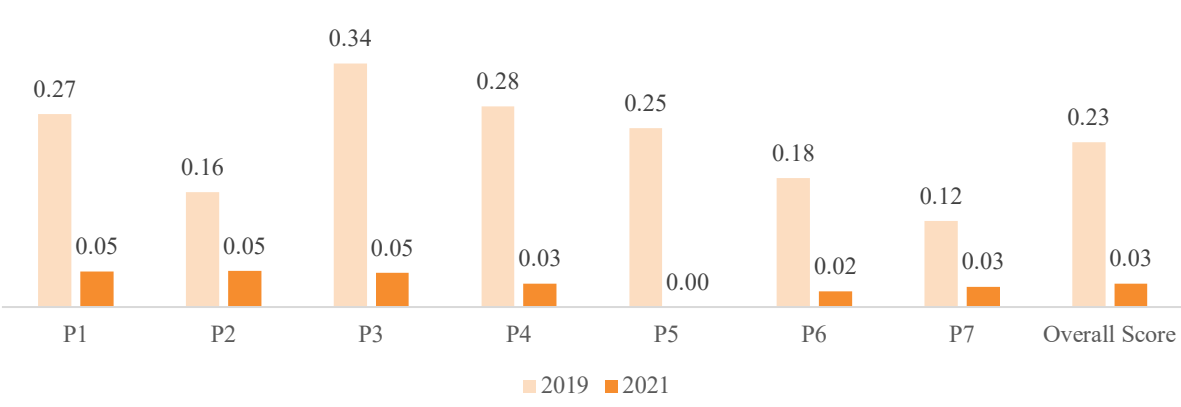
- The compliance scores of all assessment parameters need to improve.

6.1.4 Assessment of States – North-East and Hill States
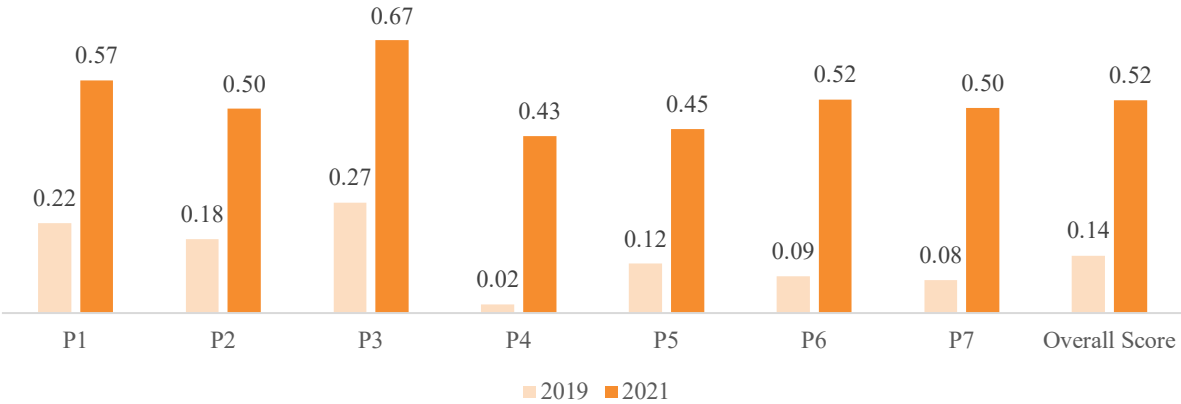
Meghalaya

Chart showing compliance scores for Meghalaya (2019 vs 2021):
- P1: 0.22 (2019), 0.57 (2021)
- P2: 0.18 (2019), 0.50 (2021)
- P3: 0.27 (2019), 0.67 (2021)
- P4: 0.02 (2019), 0.43 (2021)
- P5: 0.12 (2019), 0.45 (2021)
- P6: 0.09 (2019), 0.52 (2021)
- P7: 0.08 (2019), 0.50 (2021)
- Overall Score: 0.14 (2019), 0.52 (2021)

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy assessment parameter has increased by 2058% in 2021 as compared to that in 2019.
- The overall score has increased by 271% in 2021 as compared to that in 2019
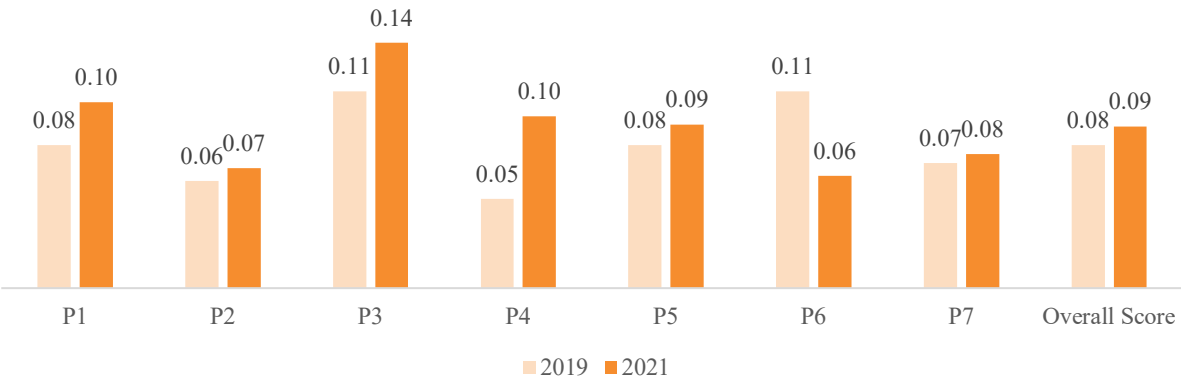
Mizoram

Chart showing compliance scores for Mizoram (2019 vs 2021):
- P1: 0.08 (2019), 0.10 (2021)
- P2: 0.06 (2019), 0.07 (2021)
- P3: 0.11 (2019), 0.14 (2021)
- P4: 0.05 (2019), 0.10 (2021)
- P5: 0.08 (2019), 0.09 (2021)
- P6: 0.11 (2019), 0.06 (2021)
- P7: 0.07 (2019), 0.08 (2021)
- Overall Score: 0.08 (2019), 0.09 (2021)

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 13% in 2021 as compared to that in 2019

6.1.4 Assessment of States – North-East and Hill States

Nagaland
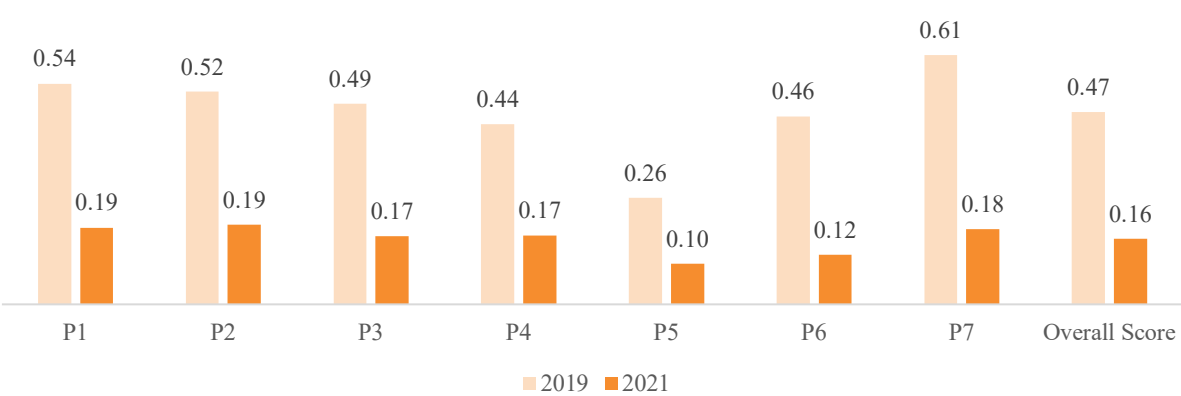
- The compliance scores of all assessment parameters need to improve.

Sikkim
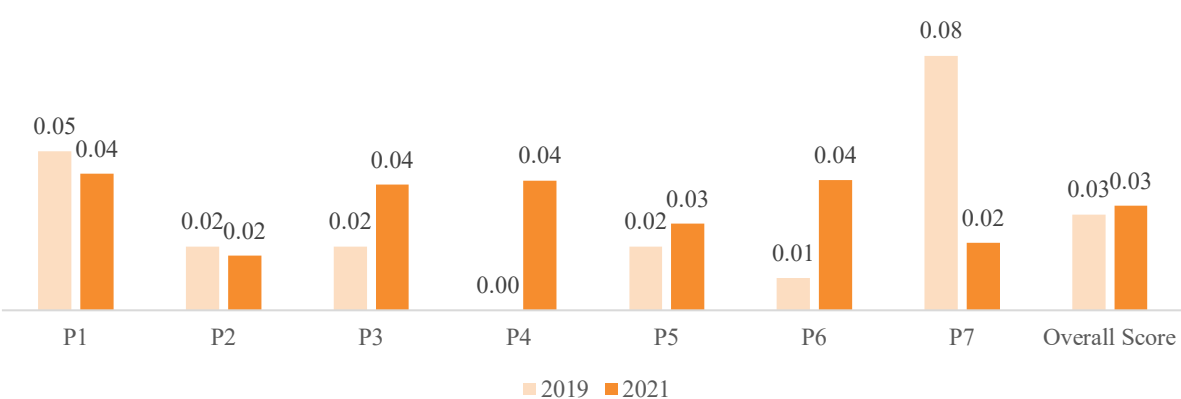
- The compliance scores of assessment parameters, namely, Ease of Use, Information Security and Privacy, End Service Delivery and Integrated Service Delivery have improved in 2021 as compared to that in 2019.

6.1.4 Assessment of States – North-East and Hill States

Tripura

Bar chart showing compliance scores for Tripura across assessment parameters P1–P7 and Overall Score, comparing 2019 and 2021.

Parameter	2019	2021
P1	0.19	0.41
P2	0.16	0.28
P3	0.24	0.50
P4	0.14	0.40
P5	0.22	0.37
P6	0.10	0.39
P7	0.18	0.44
Overall Score	0.18	0.40
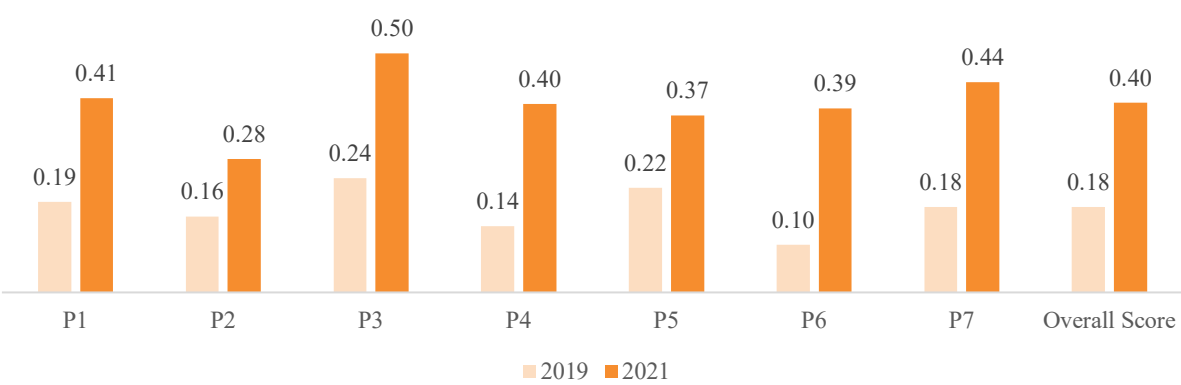
- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The compliance score of Integrated Service Delivery assessment parameter has increased by 286% in 2021.
- The overall score has increased by 121% in 2021 as compared to that in 2019

Note: Uttarakhand does not have baseline data of 2019 for comparing the scores with that in 2021. Hence, it is not considered for analysis in this section.

6.2 Assessment of Central Ministries

6.2 Assessment of Central Ministries

Similar to the assessment of States and UTs, the web portals of below mentioned Central Ministries were also assessed for their effectiveness in e-Governance service delivery:

1) Ministry of Finance – Central Board of Direct Taxes (CBDT)
2) Ministry of Finance – Central Board of Indirect Taxes and Customs (CBIC)
3) Ministry of Labour and Employment
4) Ministry of Education
5) Ministry of Social Justice and Empowerment (MoSJE)
6) Ministry of Health and Family Welfare (MoHFW)
7) Ministry of Agriculture and Farmers' Welfare (MoAFW)
8) Ministry of Rural Development (MoRD)
9) Ministry of Environment, Forest and Climate Change (MoEFCC)

Apart from the above, following additional Central Ministries were included in this 2021 edition of the study:

1) Ministry of Finance – Central Public Procurement Portal (CPPP)
2) Ministry of Commerce & Industry – Government e-Marketplace (GeM)
3) Ministry of Home Affairs – National Crime Records Bureau – Digital Police
4) Ministry of Personnel, Public Grievances and Pensions – Bhavishya Portal

The assessment covers the G2C and G2B (especially the small businesses) segments in focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare (including Health, Agriculture, Rural Development and Home Security) and Environment. The details of the Ministry specific services are provided in Annexure 8.3 of the Report.

The quality of the Ministry portals providing the services was assessed on seven parameters, namely, Accessibility, Content Availability, Ease of Use, Integrated Service Delivery, Status and Request Tracking, Information Security and Privacy, and End Service Delivery. Apart from the Services Portals, the quality of the Ministry Portals was assessed on four parameters, namely, Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. The details of these parameters are already covered in earlier chapter – NeSDA Framework.

6.2 Assessment of Central Ministries

A. Assessment of Ministry Portals

The quality of Ministry Portals has been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the Ministries, the assessment scores for each the four parameters is mentioned below. Further, based on the overall score – average across all the four parameters, the Ministries have been ranked accordingly.

Ministry Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Home Affairs	1.00	1.00	1.00	1.00	1.00	1
Rural Development	0.86	1.00	1.00	1.00	0.97	2
Education	0.67	0.67	0.93	1.00	0.82	3
Environment, Forest & Climate Change	0.36	0.83	1.00	1.00	0.80	4
Personnel, Public Grievances & Pensions	0.33	0.67	0.93	0.86	0.70	5
Commerce & Industry	0.45	0.50	1.00	0.78	0.68	6
Labour & Employment	0.27	0.67	0.86	0.56	0.59	7
Social Justice & Empowerment	0.27	0.50	0.86	0.67	0.58	8
Health & Family Welfare	0.18	0.50	0.79	0.56	0.51	9
Finance	0.00	0.50	0.85	0.33	0.42	10
Agriculture	0.09	0.17	0.50	0.56	0.33	11

6.2 Assessment of Central Ministries

The overall assessment scores for the Central Ministry Portals are graphically depicted below:

Ministry	Score
Home Affairs	1.00
Rural Development	0.97
Education	0.82
Environment, Forest & Climate Change	0.80
Personnel, Public Grievances & Pensions	0.70
Commerce & Industry	0.68
Labour & Employment	0.59
Social Justice & Empowerment	0.58
Health & Family Welfare	0.51
Finance	0.42
Agriculture	0.33
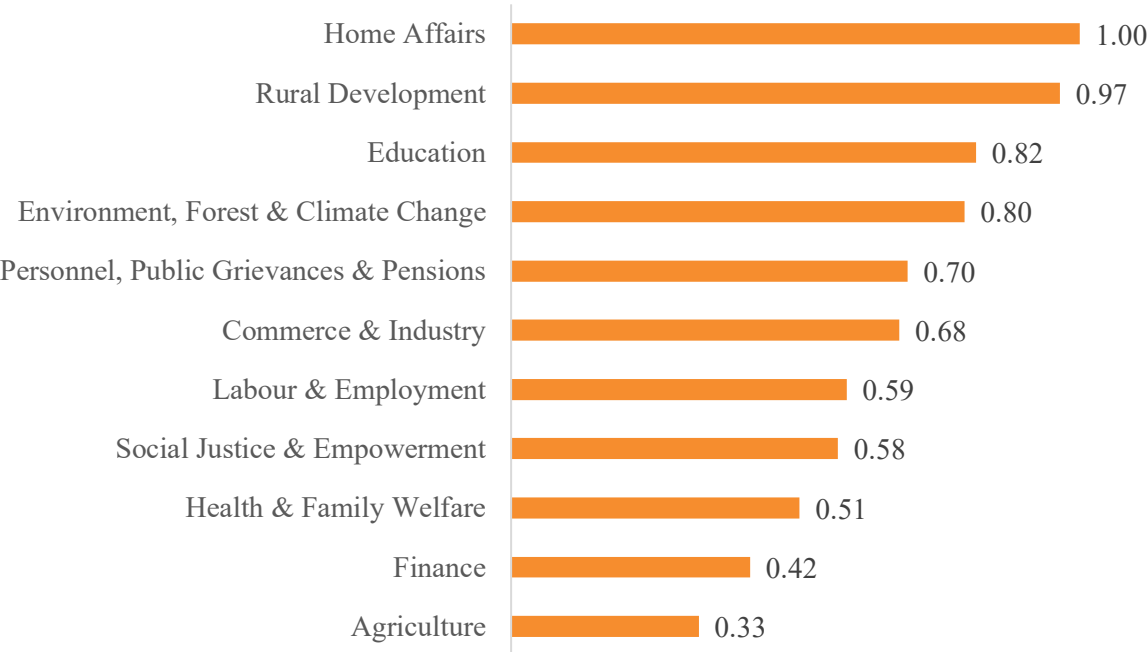
The key analysis of the Ministry Portals on the aforesaid four assessment parameters are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Home Affairs is the leading Ministry portal with 100% compliance to the criteria assessed under this parameter followed by Rural Development Ministry portal with 86% compliance. • All other Ministry Portals assessed have compliance in the range from 9% to 67% to the criteria assessed under this parameter whereas Finance Ministry portal has nil compliance under this parameter.
Content Availability	• Home Affairs and Rural Development are the leading Ministry portals with 100% compliance to the criteria assessed under this parameter • All other Ministry Portals assessed have compliance in the range of 17% to 83% to the criteria assessed.
Ease of Use	• Home Affairs, Rural Development, Environment, Forest & Climate Change and Commerce & Industry Ministry portals have 100% compliance to the criteria assessed • All other Ministry Portals assessed have compliance in the range of 50% to 93% to the criteria assessed under this parameter.

6.2 Assessment of Central Ministries

Assessment Parameters	Key Observations
Information Security & Privacy	• Home Affairs, Rural Development, Education and Environment, Forest & Climate Change Ministry portals have 100% compliance to the criteria assessed under this parameter, followed by Personnel, Public Grievances and Pensions Ministry portal with compliance of 86%. • All other Ministry Portals assessed have compliance in the range from 33% to 78% to the criteria assessed under this parameter.
Across all parameters	• Ministry portal of Home Affairs is the leading portal with compliance of 100% followed by Rural Development portal with 97% compliance to the criteria assessed across all the assessment parameters. • Ministry portals have higher compliance to the criteria assessed in Ease of Use followed by Information Security & Privacy and Content Availability

The average compliance score of the four assessment parameters across the Ministry Portals are depicted below:
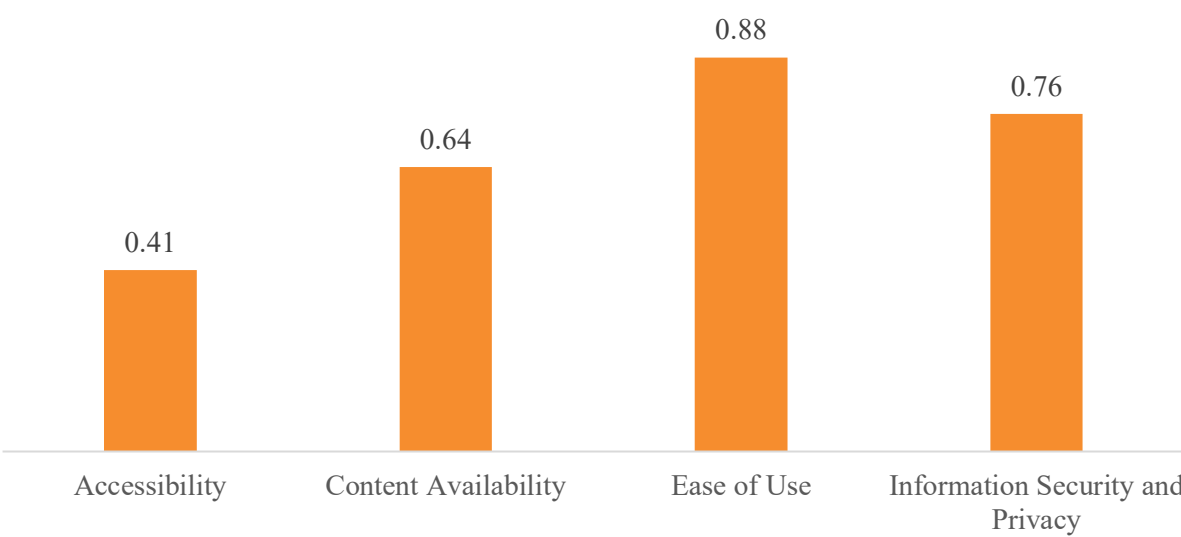
6.2 Assessment of Central Ministries

B. Assessment of Central Ministry Services Portals

As mentioned earlier, the quality of the selected Central Ministry Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7).

Basis the information provided by the Ministries, the assessment scores of their services portals for each the seven parameters are mentioned below. Further, based on the overall score – average across all the seven parameters, the selected Central Ministries have been ranked accordingly.

Ministry Name	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Finance - CPPP	0.94	1.00	1.00	0.88	1.00	0.91	0.88	0.94	1
NCRB - Digital Police	0.80	0.86	1.00	0.80	1.00	1.00	1.00	0.92	2
Bhavishya Portal	0.88	0.80	0.89	0.75	1.00	0.67	1.00	0.86	3
Finance - CBDT	0.84	0.86	1.00	0.81	0.57	0.88	0.85	0.83	4
Environment, Forest & Climate Change	0.81	0.73	0.90	0.50	0.80	0.65	1.00	0.77	5
Finance - CBIC	0.72	1.00	0.75	0.75	0.50	0.65	1.00	0.77	6
Government e-Marketplace	0.50	0.82	0.88	0.38	0.75	0.57	0.88	0.68	7
Labour & Employment	0.73	0.81	0.71	0.58	0.33	0.75	0.83	0.68	8
Education	0.85	0.53	0.88	0.44	0.63	0.61	0.46	0.63	9
Health & Family Welfare	0.63	0.50	0.80	0.60	0.60	0.44	0.69	0.61	10
Rural Development	0.69	0.71	0.65	0.36	0.38	0.67	0.71	0.60	11
Agriculture	0.56	0.55	0.39	0.58	0.50	0.66	0.70	0.56	12

Note: Ministry of Social Justice and Empowerment has not provided adequate data for the assessment of services and hence, it is not considered for analysis here.

6.2 Assessment of Central Ministries

The overall assessment scores across all the parameters for Central Ministries are graphically depicted below:

Ministry	Score
Finance - CPPP	0.94
NCRB - Digital Police	0.92
Bhavishya Portal	0.86
Finance - CBDT	0.83
Environment, Forest & Climate Change	0.77
Finance - CBIC	0.77
Government e-Marketplace	0.68
Labour & Employment	0.68
Education	0.63
Health & Family Welfare	0.61
Rural Development	0.60
Agriculture	0.56

The key analysis of the Ministry Services Portals on the aforesaid seven assessment parameters are mentioned below

Assessment Parameters	Key Observations
Accessibility	• Central Public Procurement Portal (CPPP), Bhavishya Portal, Education, CBDT and Digital Police are leading Ministry Services Portals with at least 80% compliance to the criteria assessed under this parameter. • All other Ministry Services Portals assessed have compliance in the range of 50% to 73% to the criteria assessed under this parameter.
Content Availability	• CPPP and CBIC Services Portals have 100% compliance to the criteria assessed under this parameter • All other Ministry Services Portals assessed have compliance in the range of 50% to 86% to the criteria assessed under this parameter.
Ease of Use	• CPPP, Digital Police and CBDT Services Portals have 100% compliance to the criteria assessed under this parameter. • All other Ministry Services Portals assessed have compliance in the range of 39% to 90% to the criteria assessed under this parameter.
Information Security & Privacy	• CPPP, Digital Police and CBDT Services Portals have at least 80% compliance to the criteria assessed under this parameter • All other Ministry Services Portals assessed have compliance in the range of 36% to 75% to the criteria assessed under this parameter.

6.2 Assessment of Central Ministries

Assessment Parameters	Key Observations
End Service Delivery	• CPPP, Bhavishya Portal and Digital Police Services Portals have 100% compliance to the criteria assessed under this parameter. • All other Ministry Services Portals assessed have compliance in the range of 33% to 80% to the criteria assessed under this parameter.
Integrated Service Delivery	• Digital Police Services Portal has 100% compliance followed by CPPP having 91% compliance to the criteria assessed under this parameter • All other Ministry Services Portals assessed have compliance in the range of 44% to 88% to the criteria assessed under this parameter.
Status and Request Tracking	• Digital Police, Bhavishya Portal, Environment, Forest & Climate Change and CBIC Services Portals have 100% compliance to the criteria assessed under this parameter • All other Ministry Services Portals assessed have compliance in the range of 46% to 88% to the criteria assessed under this parameter.
Across all parameters	• CPPP, Digital Police, Bhavishya Portal and CBDT are the leading Ministry Services Portals with more than 80% compliance to the criteria assessed across all the assessment parameters. • Ministry Services Portals have higher compliance to the criteria assessed in Status and Request Tracking followed by Ease of Use and Content Availability parameters.

The average compliance score of the seven assessment parameters across the Ministry Services Portals are depicted below:

6.2 Assessment of Central Ministries

C. Incremental Progress from 2019 to 2021 – Ministry Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of Ministry Portals across the assessment parameters.

Ministry of Agriculture
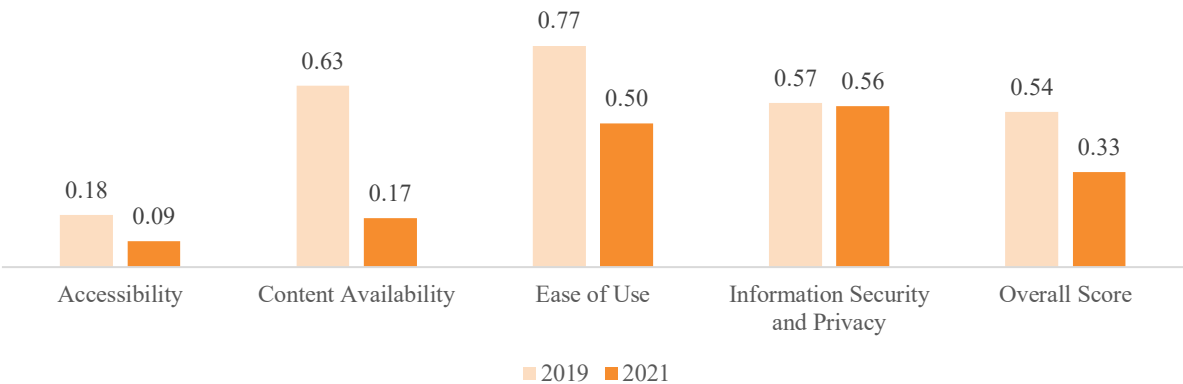
- The compliance scores of all assessment parameters need to improve.

Ministry of Education
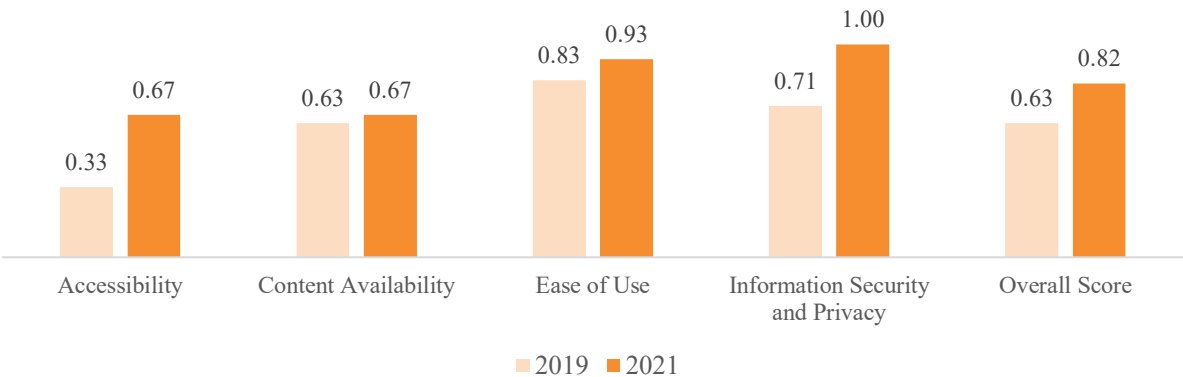
- The compliance scores of all assessment parameters have increased in 2021 as compared to that in 2019. The compliance score of Accessibility parameter has increased by 103% in 2021.
- The overall score has increased by 30% in 2021 as compared to that in 2019.

6.2 Assessment of Central Ministries

Ministry of Environment, Forest and Climate Change

■ 2019   ■ 2021
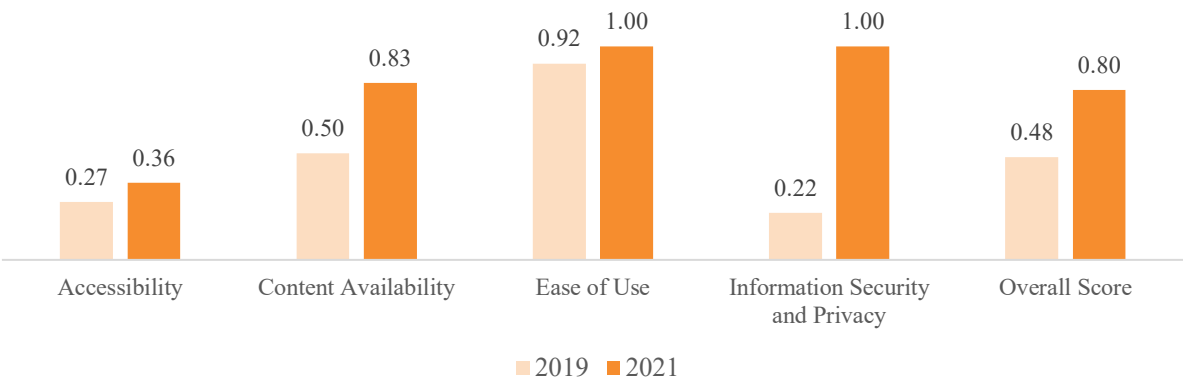
- The compliance scores of all assessment parameters have increased in 2021 as compared to that in 2019. The compliance score of Information Security and Privacy parameter has increased by 355% in 2021.
- The overall score has increased by 66% in 2021 as compared to that in 2019.

Ministry of Health and Family Welfare

■ 2019   ■ 2021
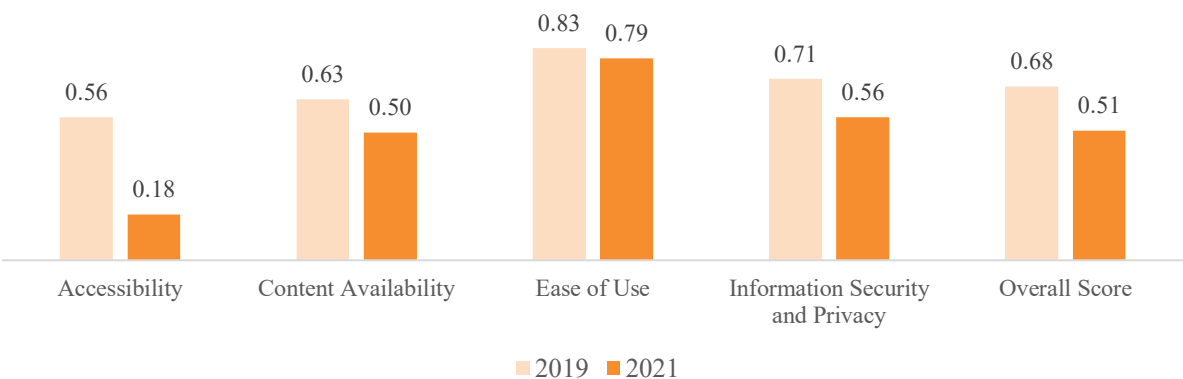
- The compliance scores of all assessment parameters need to improve.

6.2 Assessment of Central Ministries

Ministry of Rural Development
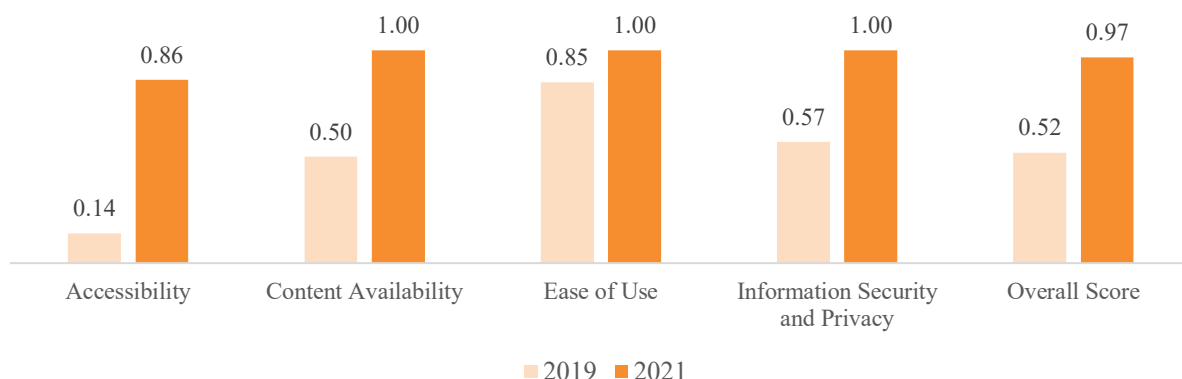
Accessibility: 2019 = 0.14, 2021 = 0.86
Content Availability: 2019 = 0.50, 2021 = 1.00
Ease of Use: 2019 = 0.85, 2021 = 1.00
Information Security and Privacy: 2019 = 0.57, 2021 = 1.00
Overall Score: 2019 = 0.52, 2021 = 0.97

■ 2019 ■ 2021

- The compliance scores of all assessment parameters have increased in 2021 as compared to that in 2019. The Ministry portal has 100% compliance to Content Availability, Ease of Use and Information Security and Privacy parameters.
- The overall score has increased by 86% in 2021 as compared to that in 2019.

Ministry of Social Justice and Empowerment

Accessibility: 2019 = 0.30, 2021 = 0.27
Content Availability: 2019 = 0.50, 2021 = 0.50
Ease of Use: 2019 = 0.85, 2021 = 0.86
Information Security and Privacy: 2019 = 0.43, 2021 = 0.67
Overall Score: 2019 = 0.52, 2021 = 0.58

■ 2019 ■ 2021
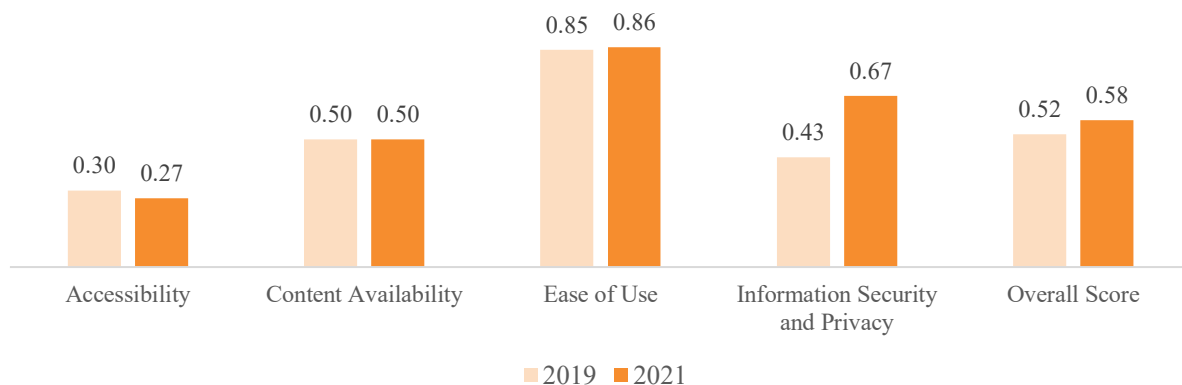
- The compliance scores of 2 assessment parameters, viz., Information Security and Privacy and Ease of Use have improved in 2021 as compared to that in 2019
- The overall score has increased by 11% in 2021 as compared to that in 2019

Note: The Ministry Portals of Home Affairs, Personnel, Public Grievances and Pensions, Commerce & Industry, Labour & Employment and Finance do not have baseline data of 2019 for comparing the scores with that in 2021.. Hence, these are not covered in the analysis of incremental progress.

6.2 Assessment of Central Ministries

D. Incremental Progress from 2019 to 2021 – Ministry Services Portals

The sub-section provides analysis of incremental progress from 2019 to 2021 of Ministry Services Portals across the assessment parameters.
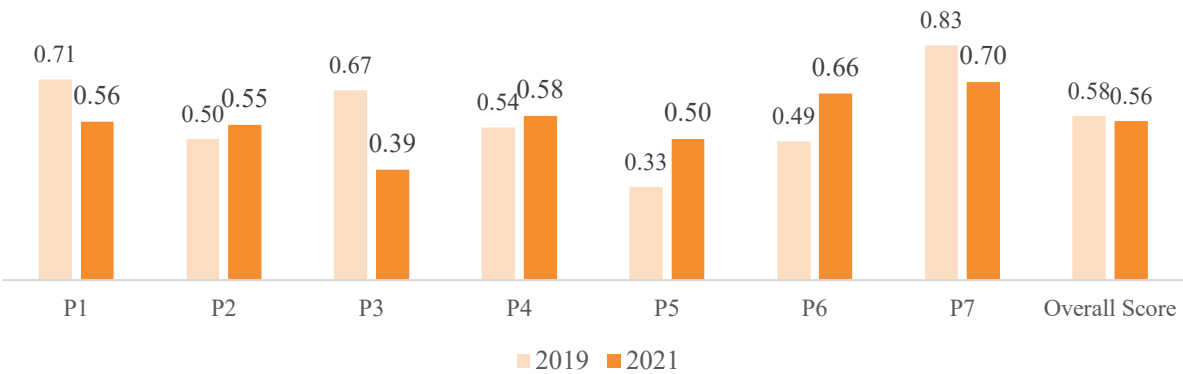
Ministry of Agriculture

Bar chart showing 2019 and 2021 compliance scores:
- P1: 2019 = 0.71, 2021 = 0.56
- P2: 2019 = 0.50, 2021 = 0.55
- P3: 2019 = 0.67, 2021 = 0.39
- P4: 2019 = 0.54, 2021 = 0.58
- P5: 2019 = 0.33, 2021 = 0.50
- P6: 2019 = 0.49, 2021 = 0.66
- P7: 2019 = 0.83, 2021 = 0.70
- Overall Score: 2019 = 0.58, 2021 = 0.56

Legend: 2019, 2021

- The compliance scores of most of the assessment parameters have increased in 2021 as compared to that in 2019.

Ministry of Education

Bar chart showing 2019 and 2021 compliance scores:
- P1: 2019 = 0.76, 2021 = 0.85
- P2: 2019 = 0.65, 2021 = 0.53
- P3: 2019 = 0.78, 2021 = 0.88
- P4: 2019 = 0.38, 2021 = 0.44
- P5: 2019 = 1.00, 2021 = 0.63
- P6: 2019 = 0.79, 2021 = 0.61
- P7: 2019 = 0.85, 2021 = 0.46
- Overall Score: 2019 = 0.74, 2021 = 0.63

Legend: 2019, 2021
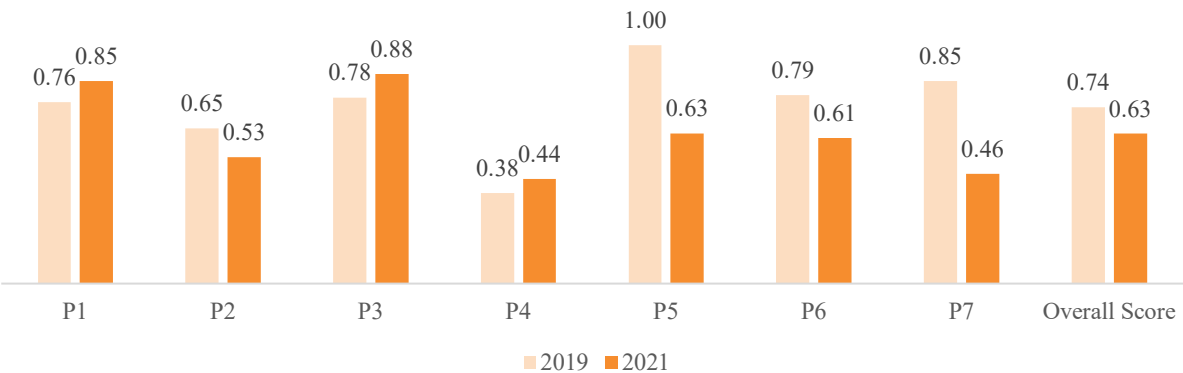
- The compliance scores of 3 assessment parameters viz., Accessibility, Ease of Use and Information Security and Privacy have improved in 2021 as compared to that in 2019.

6.2 Assessment of Central Ministries

Ministry of Environment, Forest and Climate Change
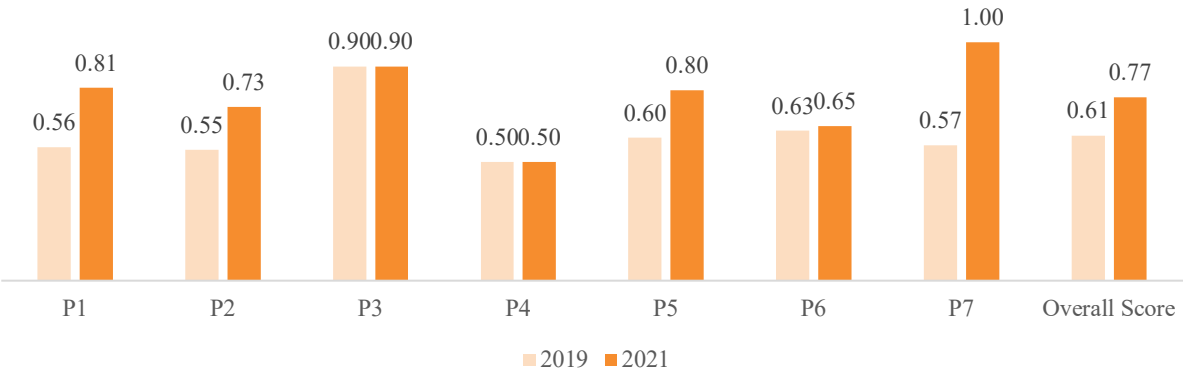
- The compliance scores of all assessment parameters have either improved or remained same in 2021 as compared to that in 2019.
- The overall score has increased by 26% in 2021 as compared to that in 2019

Ministry of Finance – Central Board of Direct Taxes (CBDT)
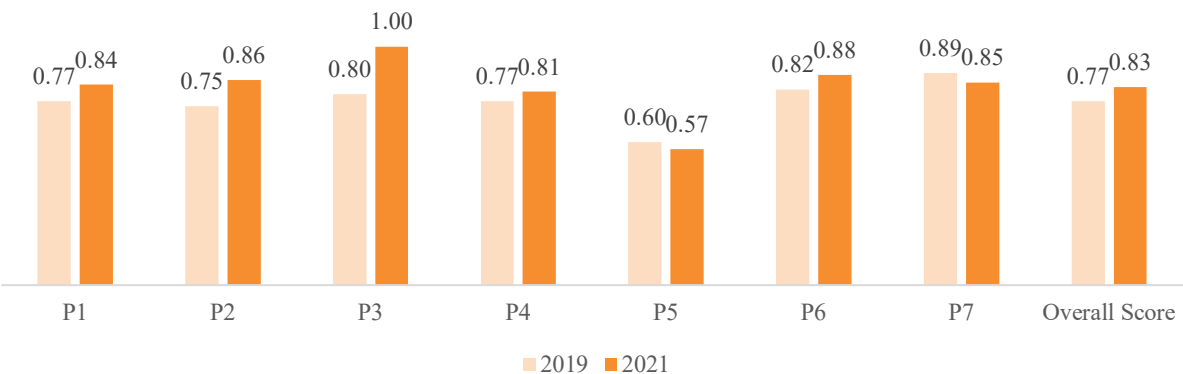
- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019
- The overall score has increased by 8% in 2021 as compared to that in 2019

6.2 Assessment of Central Ministries

Ministry of Finance – Central Board of Indirect Taxes and Customs
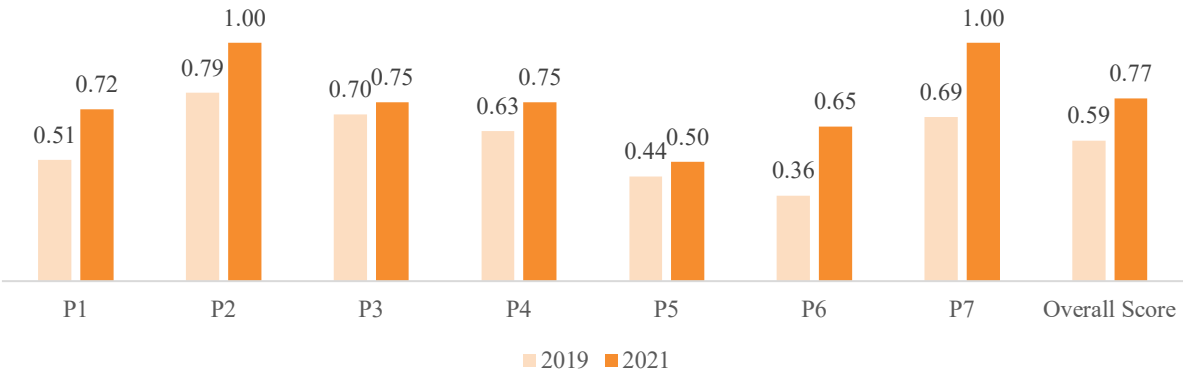
Chart values (2019, 2021):
- P1: 0.51, 0.72
- P2: 0.79, 1.00
- P3: 0.70, 0.75
- P4: 0.63, 0.75
- P5: 0.44, 0.50
- P6: 0.36, 0.65
- P7: 0.69, 1.00
- Overall Score: 0.59, 0.77

- The compliance scores of all assessment parameters have improved in 2021 as compared to that in 2019. The score of Integrated Service Delivery has the highest increase of 81% in 2021.
- The overall score has increased by 30% in 2021 as compared to that in 2019

Ministry of Health and Family Welfare

Chart values (2019, 2021):
- P1: 0.56, 0.63
- P2: 0.50, 0.50
- P3: 0.59, 0.80
- P4: 0.31, 0.60
- P5: 0.20, 0.60
- P6: 0.19, 0.44
- P7: 0.27, 0.69
- Overall Score: 0.37, 0.61
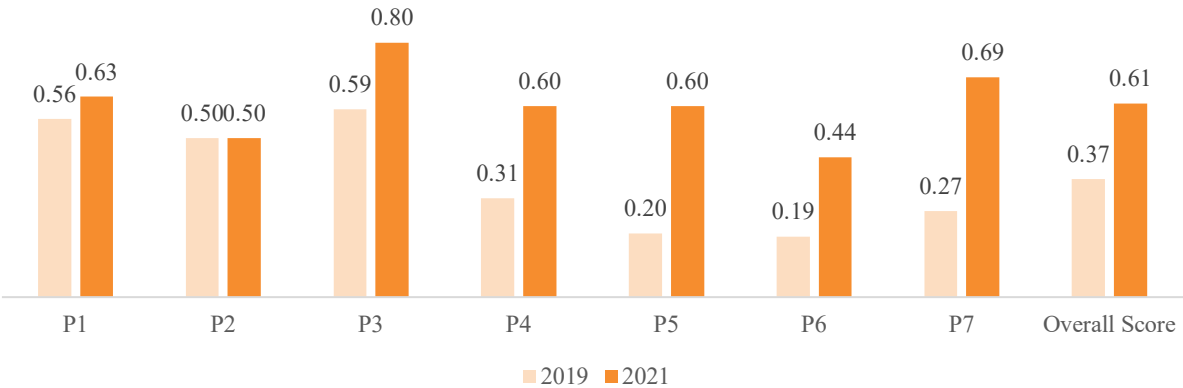
- The compliance scores of all assessment parameters have either improved or remained same in 2021 as compared to that in 2019. The compliance score of End Service Delivery has the highest increase of 200% in 2021.
- The overall score has increased by 64% in 2021 as compared to that in 2019

6.2 Assessment of Central Ministries

Ministry of Labour & Employment
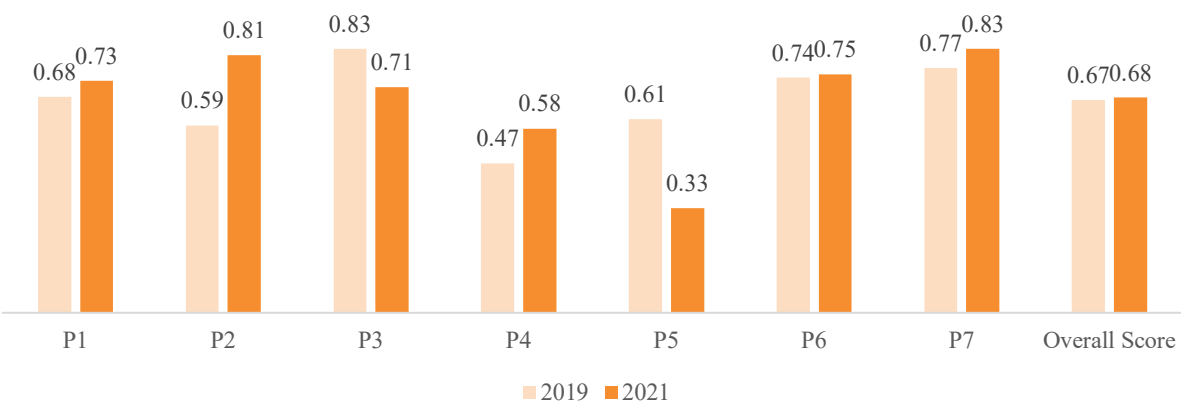
	P1	P2	P3	P4	P5	P6	P7	Overall Score
2019	0.68	0.59	0.83	0.47	0.61	0.74	0.77	0.67
2021	0.73	0.81	0.71	0.58	0.33	0.75	0.83	0.68

■ 2019 ■ 2021

- The compliance scores of most of the assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 1% in 2021 as compared to that in 2019

Ministry of Rural Development

	P1	P2	P3	P4	P5	P6	P7	Overall Score
2019	0.67	0.59	0.80	0.50	0.50	0.39	0.50	0.56
2021	0.69	0.71	0.65	0.36	0.38	0.67	0.71	0.60

■ 2019 ■ 2021
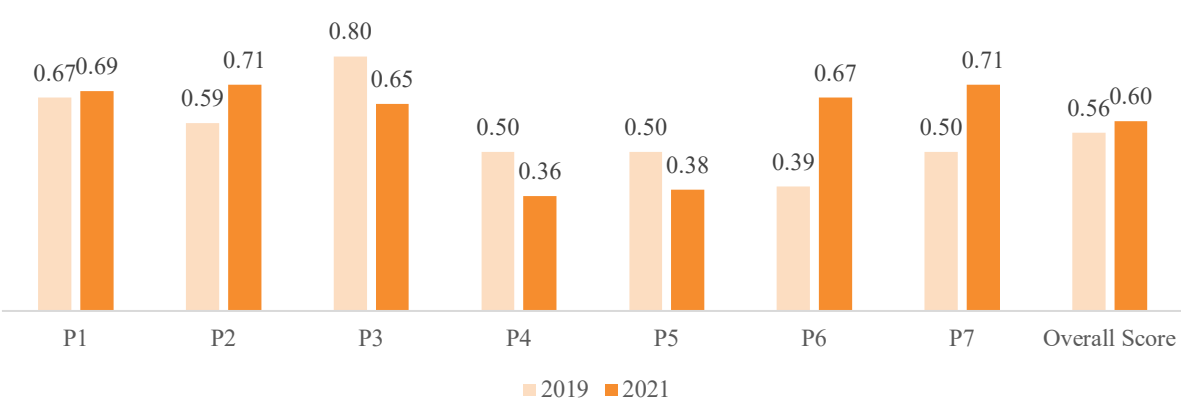
- The compliance scores of 4 assessment parameters have improved in 2021 as compared to that in 2019.
- The overall score has increased by 6% in 2021 as compared to that in 2019

Note: The 4 Ministry Services Portals, viz., Central Public Procurement Portal, Bhavishya Portal, Digital Police and Government e-Marketplace do not have baseline data of 2019 for comparing the scores with that in 2021. The Ministry of Social Justice and Empowerment has not provided adequate data for assessment of their services portal in 2021. Hence, these are not covered in the analysis of incremental progress.

7. Way Forward

7. Way Forward

7.1 Review of Way Forward Recommendations of NeSDA 2019

The NeSDA 2021 study analyzed the progressive journey of India's e-Governance from both an absolute perspective as well as relative to the 2019 assessment. The improvement of the country's e-Governance landscape was summarised into following key takeaways

- Increase in number of e-Services delivered across all States and UTs
- Rise in use of Integrated / Centralized Portals for delivery of e-Services
- Improvement in scores of all seven assessment parameters of NeSDA framework

Several improvements in 2021 have resulted directly from the implementation of recommendations from NeSDA 2019. The recommendations of NeSDA 2019 had covered each of the seven assessment parameters with an overall goal of enhancing the usability and utility of government portals. The following suggestions had been made to provide guidance for the way forward for e-Governance in India –

- Creating an inclusive digital ecosystem
- Mandatory Sector-specific Service Focus to attain SDG Goals
- Integrated Service Delivery through the adoption of the IndEA framework for a ONE Government experience
- Adoption of Standards for Uniformity in Governance
- Improving accessibility for higher uptake
- Focus on security and privacy for public data
- Embracing New Age Technologies for improved service delivery
- e-Literacy for inclusiveness

As has been seen over the course of this report, State, UT and Central governments have made significant strides towards implementing the recommendations from NeSDA 2019. Particularly, greater efforts towards making an inclusive digital ecosystem with significantly

more e-Services being delivered to the citizens across all States and UTs has been seen. This increase in delivery of mandatory e-Services across the seven sectors focusses on sustained development and improving the quality of life of the citizens. This aligns with sector-specific service focus to attain SDG Goals.

One of the key takeaways from NeSDA 2021 has been the adoption of integrated service delivery which provides multiple benefits including faster rollout of services, consistent interfaces, reduced friction and increased trust, leading to an overall better experience for citizens. Further, the citizen assessment survey has shown a high uptake of services as well as good levels of satisfaction with e-services in general – proof of the good work being done towards the Digital India mission.

Improved scores across all parameters reflects the work done towards adoption of standards for uniformity in governance.

Increase in the scores of Accessibility parameter across State / UT / Ministry Portals and Services Portals reveals the emphasis given by the governments to improve accessibility for higher uptake and improve inclusivity. Similarly, improvement in the scores of Information Security & Privacy parameter highlights the focus accorded by the governments to ensure security and privacy of public data and thereby increase confidence in usage of digital services.

However, work still needs to be done for embracing new age technologies. Also, more promotional campaigns need to be undertaken for e-Literacy to reduce the digital divide.

While, analyzing the key drivers for improved scores across all seven assessment parameters, it was observed that there is scope for improvements on multiple aspects which are elaborated in subsequent sections of the report.

7. Way Forward

Towards making the State, UT and Central Government more efficient and effective in delivering online services, the Way Forward suggestions have been broadly grouped as below

- Recommendations to improve parameters
- Learnings from Global Digital Government Trends
- Evolve NeSDA Framework

7.2 Recommendations to improve assessment parameters:

Recommendations are provided for each assessment parameter based on the assessment of State / UT Portal as well as the State / UT Services Portals across all seven focus sectors. These recommendations are provided to enhance the usability and utility of the portals, thereby encouraging greater acceptance and usage of portals among citizens.

7.2.1. Accessibility

The following recommendations are made for this pillar:

- Adherence to leading compliance standards such as W3C and GIGW should be practiced, and compliance statement should be displayed on the portal homepage.

- Web portals should be usable, accessible, well coded, and mobile-device-ready.

- Portals should be multi device compatible. being designed using auto-format to adjust to various mobile devices such as mobile phones, tablets, etc.

- Mobile applications for providing information and availing services of portal may be made available to improve user accessibility & participation.

- Assistive technology such as screen readers and screen magnifiers may be used to ensure all information on portal is accessible for all.

- Information related to key services, online polls, call centre numbers, State / UT holidays, and other useful information should be readily available on the portal to enhance its usability.

- Chatbots may be used to help guide users in availing services online, resolve their queries, provide latest information and create a more personalized and interactive experience.

7.2.2. Content Availability

The following recommendations are made for this pillar:

- At least one regional language should be provided along with English and Hindi to incorporate the multi ethnicity of India.

- The website should be easy to find in top search engines. Hence, it should be optimized by keywords, meta tags, navigation, and content to increase visibility and create greater awareness about the services provided.

- There should be sitemaps in every portal along with information manual and helpdesk numbers to access the services easily.

- Audio / video messages of key Government functionaries may be uploaded to improve user participation and to assure citizens of the services. These messages should be updated on a regular basis

- Actions taken as a result of user feedback may be displayed on the portal to increase transparency and build trust.

7. Way Forward

7.2.3. Ease of Use

The following recommendations are made for this pillar:

- e-Government service delivery portals should have facilities to log and address grievances & complaints on the portal itself.

- The availability enhance service adoption and satisfaction. of multiple portal navigation routes for services and information enhances accessibility and ease of use for citizens to leverage e-Government services

- Service delivery portals should have features to enable access to people with visual / audio / motor special needs. This will ensure that these services are accessible by all citizens without any constraints.

- Multilingual support for e-Governance portals shall increase ease of use for citizens as well as help in reducing the digital divide in India.

- Digital messaging services may be used to enable support service delivery and enable smart workflows. Platforms such as WhatsApp and Telegram which are familiar to users across the country may be utilized for this purpose.

- Portals should have well-defined internal workflow on how to process a service request. These workflows should be reviewed from time to time and suitable business process reengineering should be taken up.

7.2.4. Information Security and Privacy

The following recommendations are made for this pillar:

- Multi-factor authentication should be used for user security. Two-factor or Three-factor may be considered based on sensitivity of data.

- e-Government service delivery portals should be secured through incorporation of security technologies such as HTTPS protocol and/or third party security alliances.

- Clearly displaying adherence to STQC compliance on the portal homepage is a good practice followed internationally and serves as a reliable mark of security assurance. State Portals may highlight their compliance to increase trust.

- Disclaimer and Privacy policy must be clearly stated on all Government portals to make citizens aware of the purpose of collection, usage of their data, and to maintain integrity of data transactions.

- Password status alerts and password reset facility must be enabled for citizens to improve user friendliness and to assure citizens of the safety of their data

- e-Pramaan, the National e-Authentication service offered by DeitY provides a simple, convenient and secure way for the users to access government services and for government to assess the authenticity of users. e-Pramaan builds confidence in online transactions and encourages the use of e-services for service delivery.

7.2.5. End Service Delivery

The following recommendations are made for this pillar:

- Enactment of Right to Services Act in all States thereby ensuring the service delivery timelines and standards.

- Digital Government should be promoted and manual documents for services should be done away with by the ministry / department

- Convenient channels of service delivery to all citizens should be introduced.

- Use of digital tools like Digital Locker to deliver services like certificates, RC book, etc. which may not be provided manually.

7. Way Forward

- Officers may use Government cloud accounts to verify the documents of citizens for all services.

- Periodic improvements should be made in IT infrastructure to improve service quality and efficiency

- Rapid Assessment System (RAS) has been developed by MeitY to collect online instant feedback for e-services delivered by Government agencies and can be utilized for improving systems and service delivery.

- To enhance user satisfaction, provision may be made for collecting feedback regarding e-Services. Data on feedback received may be shared on the portal itself.

7.2.6. Integrated Service Delivery

The following recommendations are made for this pillar:

- A Whole-of-Government approach is required across Ministries, Departments and between organizational levels to provide integrated services to citizens and enhance existing service offerings.

- Innovative processes and mechanisms for service delivery, and citizen engagement as well as empowerment are essential, to make services inclusive and accessible to all groups in the society.

- Service outputs should be available through convenient digital channels such as email or online download. The need to visit physical centers for collecting service outputs should be minimized.

- The mobile app Unified Mobile Application for New-age Governance (UMANG) is a Digital India initiative of MeitY to provide a single platform for all Indian Citizens to access pan India e-Gov services. These range from Central to State / UT to Local Government bodies.

Governments should utilize the UMANG app to provide mobile-friendly versions of their services on a single platform.

7.2.7. Status and Request Tracking

The following recommendations are made for this pillar:

- A single window which enables automatic tracking of service requests is recommended. The facility should be accessible from anywhere across the web, easy to use, and reduce the issue / request resolution time which increases overall productivity.

- Offer best-in-class experience to all citizens by providing round-the-clock call centres supporting multiple languages, e-mail or messaging platform based helpdesks and mobile based applications to ensure that citizens are able to access the services in a cost effective manner

- Premium SMS services may be offered as an optional value added service for applicants to get SMS alert and automatic updates on their mobile for their application status at every stage.

- Governments should strive to offer best-in class experience for support through multilingual services, 24x7 availability and omnichannel presence

7. Way Forward

7.3 Learnings from Global Digital Government Trends:

Governance has continued to evolve in the information era and the future is coming at an increasingly rapid pace. To keep pace with global trends, the following suggestions are made in terms of digital government trends:

- **Integrated Service Delivery** – A Whole-of-Government approach is required across Departments and between levels to provide integrated services to citizens. However, this approach should be supported by a high level of political and administrative will. As per the NeSDA study, currently most of the services are not delivered through the central portal of the UT, but via independent sites. This leads users to make great efforts to access services as they need to have multiple login credentials, manage different user experiences, understand complex systems and provision same data at multiple sites.

- **Data Centric e-Government** – Data is increasingly recognized by governments as a strategic asset. The large volumes of data requires the Government to adopt a strategic approach to the use of data and technology to strengthen government intelligence, support policy making, service design, and services delivery. A Data-centric government will help build public trust.

  Government data sets can provide policymakers with better insight and foresight and make e-Services more efficient, accountable and inclusive. For achieving public good from data, government must employ a holistic, whole-of-government approach in formulating data governance framework supported by a holistic data strategy.

  Government departments should develop a culture of data analysis and use within the Government that helps in predicting

new needs and trends and understanding how to improve existing processes.

- **Policy Framework for Adoption of New Age Technologies -** The challenge of the day lies in the fact that the speed with which new age technologies (such as data analytics, artificial intelligence, machine learning, robotics, bots, Internet-of-Things, blockchain, drones, Geo-spatial technologies, etc.) are evolving surpasses the speed with which Governments can respond to and use such ICTs to their advantage. In order to encourage adoption of new age technologies, the Government needs to provide a policy framework for adopting new technologies in delivery of government services.

- **Continuous Monitoring, evaluation and improvement** – Continuous monitoring and evaluation of digital services is essential. Performance indicators can comprise user uptake and user satisfaction. Seeking user feedback is essential, but it is equally important to share results. Letting users know their feedback / suggestions are being heard and demonstrate how their input is guiding meaningful change strengthens transparency and trust in the government. Use of public feedback to improve services and programmes is part of holistic approach to digital government transformation.

- **Cyber Resilience** – Cybersecurity awareness, incident reporting frameworks and continuous staff training are essential for effective response to data breaches and cyberattacks. Cybersecurity and privacy of information is a key factor in the transformation to resilient e-Government. There is a need for trust, security, and privacy, which can be established through multiple measures by Governments which

7. Way Forward

include both technology and policy decisions. The Government websites need to adopt a harmonized set of security policies and technology against the misuse of information, thereby establishing minimum security criteria and accreditation schemes for software applications and systems.

- **Future Workforce for Governments** – Governments need to proactively plan for attracting and retaining the next generation of talent for its civil services. Trainings should enhance digital awareness and train on new skills, enabling the government workforce to meet the demands of an increasingly digital society. Continuous reskilling and upskilling are crucial to keep pace with the greater incorporation of technology in of governance.

  Every Government's strategy roadmap for a digital government should also incorporate plans for talent retention, knowledge development, overcoming talent shortages and enhancing the delivery of public services. The Government officer of the future should be able to build on people's values and ambitions and drive a culture of people-first governance.

- **e-Literacy for inclusiveness** – The most common barriers to e-Government resilience are insufficient training and accessibility, as well as e-illiteracy. While Governments are increasingly providing training and communication on the availability of e-Services, availability of content and trainings in local languages is a must for further uptake of services.

- **Prescriptive Analytics -** With enhancement in analytics technologies, particularly natural language processing and machine learning, services that can anticipate user needs and prescribe the right course of action should become a standardized experience. The large volumes of data available with Governments can enable evidence-based decision making that will help them identify the public needs

and respond effectively to their expectations.

- **Mobile-First Approach** – From banking to online shopping to entertainment, citizens are increasingly expecting a mobile-first approach for service delivery. Considering the penetration of mobile devices in India, Governments should also prioritize a mobile-first design for government service delivery. This mobile-first approach is important as it helps to increase user-engagement and can improve their experience. Websites should be designed with citizen centric approach, ensuring an intuitive experience with the most relevant content being visible across a variety of handheld devices.

- **Service Affordability:** Digital India is all about inclusive growth. It aims at ensuring a society in which every person, living even in the remotest part, gets the same opportunity. As India progresses towards an Atmanirbhar Bharat, governments need to consider the possibility of making the majority of public services free of charge. Specifically, services such as quality education, health care, energy, and water supply should be made affordable to all citizens. Towards the tenet of affordability, approaches that do not involve the government to bear all the costs need to be considered.

  With data becoming the key driver for Digital India, the government needs to innovate on monetisation of data while still adhering to the tenets of data protection and privacy. Access to government infrastructures and linkages to leverage technology and go to market strategies may be explored to improve affordability through new business models. Another way is to promote start-ups and initiatives in India to innovate affordable products and services to the

7. Way Forward

7.4 Evolving the NeSDA Framework:

To make NeSDA framework more robust and align with global digital government trends, it is suggested to include the following additional assessment parameters in the next version of NeSDA Framework:

• **Open Government Data (OGD)** - Provisioning of Data open to and available in the public domain in various formats (including machine-readable) for all to access, use, modify, share. All OGD are government data but not all government data are OGD. The objective is to provide proactive access to government owned shareable data along with its usage information in open / machine readable format within the framework of various related policies, rules and acts of the Government.

In order to provide access to the government data, Governments should have an appropriate data sharing policy, similar to Government of India's *National Data Sharing and Accessibility Policy (NDSAP)*

• **E-Participation** - Provisioning of online tools / platforms to promote interaction between the government and its people, as well as among the people for benefit of all. It enables citizens with information, engage and empower citizens to co-design policies and government services

• **Leveraging Emerging Technologies** - Encourage strategic adoption of new and emerging technologies for digital government development and enhance service delivery to its people.

• **Alignment to India Enterprise Architecture (IndEA)** - Creation of Enterprise Architecture (EA) that is aligned to IndEA (India Enterprise Architecture) and adopting some aspects of IndEA such as single Digital Id, creation of APIs for integration, establishment of Architecture Governance Committee.

Adoption of IndEA framework shall enable ONE Government Experience to citizens and businesses by offering integrated services through multiple channels in a contactless and frictionless manner.

• **Cyber Resilience** - Provide assurance to citizens on use of electronic platforms data protection through publishing of cyber security legislation / policy / guidelines, etc. and also creating awareness among general public

• **Alignment to SDG** - Defining SDG targets that are aligned to India's National indicators and providing a real-time dashboard to monitor the progress that is accessible to general public.

In NeSDA 2021, these parameters were introduced as a heads-up to the States / UTs to align their efforts towards these aspects while designing and delivering government services to the citizens. These parameters were not included in the overall scoring and ranking of States / UTs. It is suggested that these parameters may be made integral part of overall scoring and ranking of the States / UTs in the next edition of NeSDA

The current NeSDA framework has addressed most of requirements of the e-Governance assessment from an efficiency and effectiveness perspective. Going forward, DARPG would enhance the framework to address the current challenges of the Governments. Considering that DARPG intends to conduct the NeSDA study biennially, the next edition of NeSDA would be planned in 2023.

8. Annexures

8.1 Digital India: Services to Empower Citizens and the Economy

8.1 Digital India - Services to Empower Citizens and the Economy

The Digital India mission of Government of India has set forth a vision to transform the nation into a digitally empowered society and a knowledge economy. Achieving this vision requires comprehensive planning along with a robust implementation strategy and roadmap for entire ecosystem. As the Digital India and Atmanirbhar Bharat missions gain greater traction, Governments at all levels have learned to view citizen needs through different lenses and ensuring they are met effectively while building towards long term prosperity. The mantra of 'Speed, Simplicity, and Service' captures the ideal approach to using digital technologies to empower citizens and economies. In the words of the Hon'ble Prime Minister of India, "The more we learn about technology and the more we learn through technology, the better it is.". In recognition of the ability for technology to teach us how to better serve people, this section highlights some of the commendable initiatives and portals across the country.
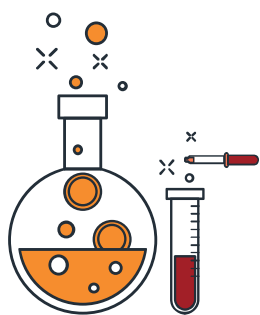
An Enabler for COVID-19 Pandemic Management

The COVID-19 pandemic has dominated every aspect of one's life for the last two years. However, 2021 shall also be remembered as the year India fought back against the pandemic, demonstrating resilience, capability and capacity in taking on the pandemic and emerging as a strong and more confident nation. Some of the efforts of the State, UT and Central Governments and highlight some initiatives implemented in the country that acted as an enabler for COVID-19 Pandemic Management are presented.

Integrated State / UT Portals for Service Delivery

As India moves further along into the information era, there is ever increasing innovation in products and processes that replace the older, outdated systems. To help citizens navigate these cycles of disruptive innovation, the impetus lies with Governments to ensure a smoother journey for citizens. Towards this, a trend has been seen towards integration of portals for citizen service delivery. These provide users a unified access point for a variety of services and tie into the best practices that NeSDA encourages. Some noteworthy State and UT portals are showcased in this section for their integrated service delivery.

Emerging Portals of Central Ministries

Portals of Central Ministries provide easy access to common services and create universally accessible digital resources. By addressing some of citizen's biggest problems, these portals create collaborative digital platforms for participative governance. There are many commendable Central portals that have enhanced and transformed digital service delivery across the country, several of which were featured in the NeSDA 2019 report. In this report, some of the emerging portals that provide new or improved services and deserve greater attention are highlighted.

8.1.1 Digital India: An enabler for COVID-19 Pandemic Management

8.1.1 Digital India – An enabler for COVID-19 Pandemic Management

During the global outbreak of the COVID-19 pandemic, governments around the globe explored new ways to engage and to provide up-to-date information to the public. With the digital efforts to manage the pandemic effects, concerns over digital divided and data privacy resurfaced. This put to test the e-government tools and applications that countries have invested in the past years. This pandemic imposed unprecedented challenge for the Government to ensure government service delivery to the citizens.

Under the ambit of Digital India, web and mobile applications were implemented by the Government at the Centre, State and District levels to help in monitoring and management of different aspects of pandemic – dissemination of information, advisories, ePass systems, complaint management systems, COVID-19 tests management, tele-education, helpline portals and dashboards.

To acknowledge the efforts of the Government (Central as well as State), this section highlights few of the initiatives implemented in the country that acted as an enabler for COVID-19 Pandemic Management. The following initiatives have been included:

S. No.	Initiative Name
1	Co-WIN Portal, Government of India
2	Aarogya Setu, NIC, Ministry of Electronics & Information Technology
3	COVID-19 India Portal, Centre for Health Informatics, Min. of Health & Family Welfare
4	COVID Management – Information Dissemination and Awareness, MyGov
5	Video-conferencing, e-Committee, Supreme Court of India
6	Repat Portal for Vande Bharat Mission, Ministry of External Affairs
7	COVID-19 Sample Collection Management System, NIC, Himachal Pradesh
8	Karnataka State COVID War Room
9	COVID Management Initiatives, Kerala Police Social Media Cell
10	Integrated COVID Management System(ICMS), Dadra & Nagar Haveli and Daman & Diu
11	COVID-19 Centralized Information System, Dept. of IT, Sikkim
12	Padhai Tunhar Duar (Education at your doorsteps), Dept. of School Education, Govt. of Chhattisgarh
13	Uttar Pradesh Higher Education Digital Library, Higher Education Department, Govt. of Uttar Pradesh
14	Technology in Aid to Administration, District Administration, Mon, Nagaland

The key highlights of these initiatives are described in the below sub-sections.

8.1.1.1 Co-WIN Portal, Government of India

https://www.cowin.gov.in/
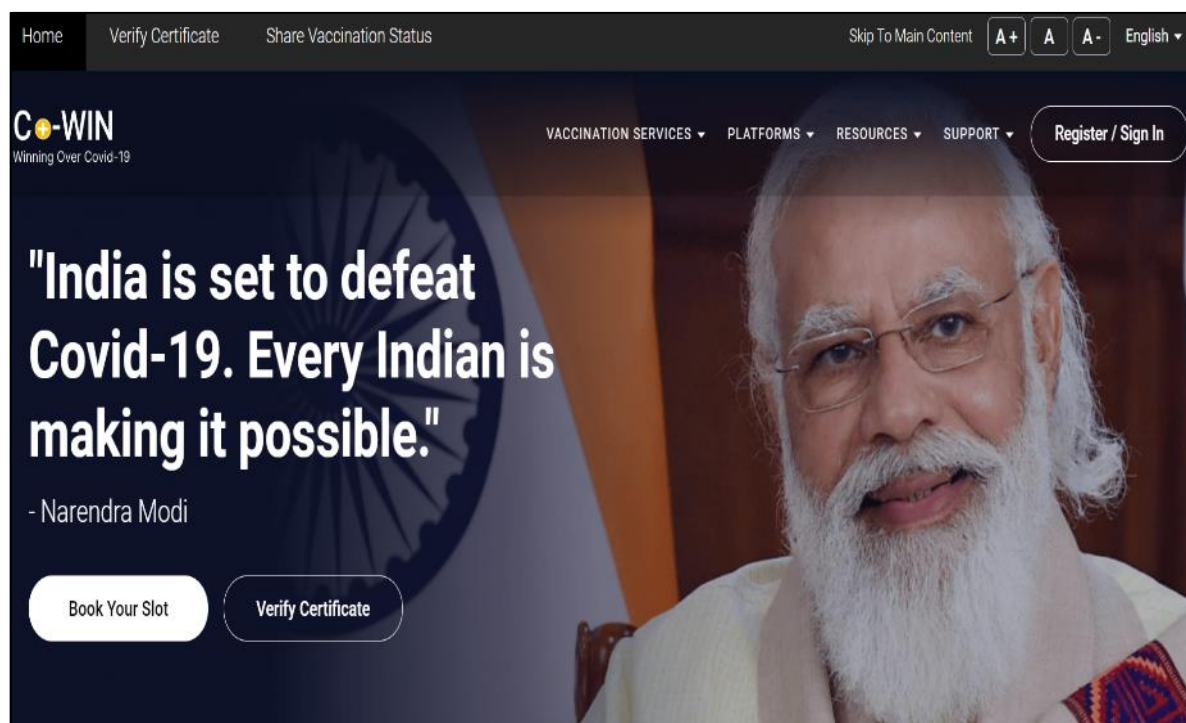
Co-WIN is a platform to register for vaccination, using Aadhaar no. or other ID proof document. The portal helps the citizens in identifying the nearest vaccination centres and book slots for vaccination on their preferred date and time. User can also download the vaccination certificates online. Co-Win's Guiding Principles include Equitable & Inclusive, Single Source of Truth, Evolvability & Scalability, Feedback & Analysis.

Co-WIN Portal – Winning Over COVID-19

Real Time Vaccination Dashboard – Total Vaccination Doses, Total Registrations, Vaccinations Today, Vaccination by State / UT

Integrated with Aarogya Setu and Umang App to register for vaccination

Real time recording of Vaccination event

Easy Download of Vaccination Certificates and International Travel Certificate

APIs allow any 3rd Party application to access certain unrestricted information

Total Registrations are ~91.45 lakhs (on 28th Dec 2021)

8.1.1.2 Aarogya Setu, NIC, Ministry of Electronics & Information Technology

https://www.aarogyasetu.gov.in/

Aarogya Setu is a mobile application to keep people informed of their potential risk of COVID-19 infection. Aarogya Setu Platform is designed, developed and hosted by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India. This is designed to keep a user informed, in case she/he cross paths with someone who has tested positive. The tracking is done through Bluetooth and location generated social graph. Aarogya Setu app also provides the relevant and curated medical advisories pertaining to the pandemic.

Key Highlights of Aarogya Setu App

- Around 20.81 crore downloads of the App on Android, iOS, and KaiOS
- Multi-lingual support

- App has evolved continuously – provides Vaccination Status, assists in getting appointments for vaccination, etc.

- Self-assessment test helps the user in identifying possibilities of infection

- Helps government to identify hotspots and hence aid in curbing spread of the infection

- Open API Service enables other organisations to query Aarogya Setu Application in real-time and get the health status of users who have consented.

8.1.1.3 COVID-19 India Portal, Centre for Health Informatics

https://www.nhp.gov.in | www.covid19.nhp.gov.in

This portal developed by Center for Health Informatics, MoHFW is for COVID19 Pandemic management in the country - **identify, track, surveillance, contain, treat, report** all incident of COVID19. Agile methodology has been used to develop this ecosystem based on multiple consultation with State/UTs. Integrated with various State level IT application on COVID19 for seamless data transfer and help in fact-based decision support.. This portal is integrated with **Emerging Technologies** and various leading **Business Intelligence** tools such as **Tableau** and **Power BI**. The Hotspot module was used for identifying COVID19 hotspot area in the country and further the containment zones created and managed.

COVID-19 India Portal

Observed Impact
- Digital data capturing up-to facility level
- Real time
- Data based decision making
- Hot spot creation
- Containment zone identification

User Base
- **19,000** + registered users
- **8000** + concurrence users
- 10 crore + patients line list data recorded
- 25 lakhs daily testing data

Data Analytics
- Patients Testing dashboard
- Quarantine dashboard
- Hotspot dashboard
- Facility inventory dashboard
- Testing Equipment's and Reagents dashboard

Information Dissemination
- Centralised Data Capturing and Reporting Mechanism
- Contact tracing
- Information dissemination
- Demand and supply of bed and consumable

Feedback mechanism

Technology
- Integrated with **RTPCR** app and **ICMR** portal
- PHP, GIT, JQuery, Ajax, Bootstrap,HTML5,MYSQL, BI tools

8.1.1.4 COVID-19 India Portal, Centre for Health Informatics

https://www.mygov.in/covid-19
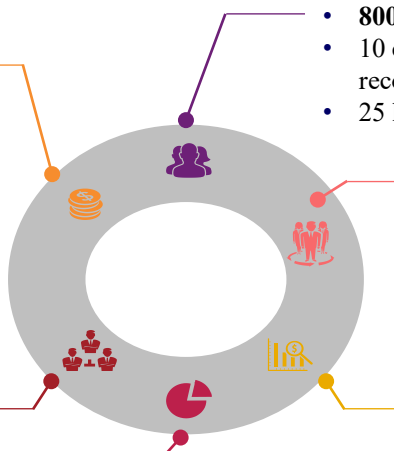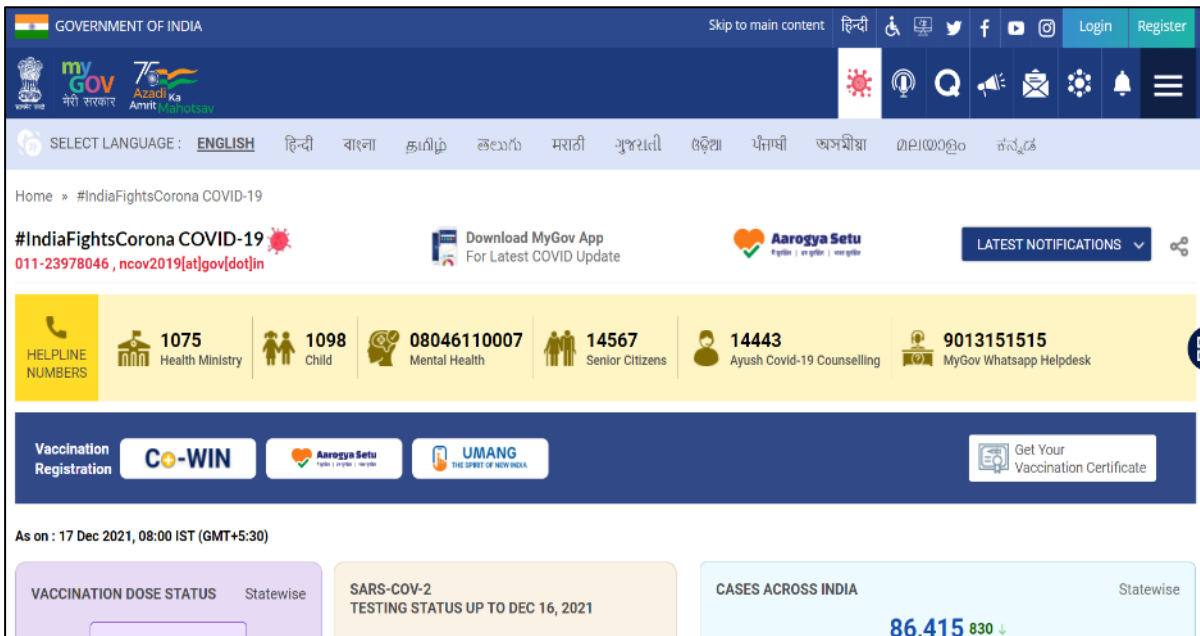
The purpose of this COVID Management micro-site within myGov is **to disseminate information for mass awareness** of the public and target population for mitigating and minimizing the risk of COVID-19. as well as **information dissemination** during the COVID-19 pandemic. Key stakeholders include Ministry of Health & Family Welfare, Ministry of External Affairs, Ministry of Home Affairs, Academia and Start-Ups in the sector MyGov is one the most reputed and trusted platform to host citizen engagement activities.

MyGov COVID-19 Management- Information Dissemination and Awareness

User Base
- 5094 registered users per day
- 102.5 lakh registered users
- 3.78 lakh followers on FB
- 16 lakh on twitter
- 4.3 lakh on Instagram
- 98k on YouTube

Technology
- WordPress
- Drupal
- MS Power Virtual agent
- Firebase Cloud messaging
- CBPS

Observed Impact
- Ease of availability of all COVID-19 related information
- Increase in no. of registered users to 164 mn
- Open to all citizens irrespective of gender, age social and economic strata

User Engagement
- Multiple Laguages-8
- WhatsApp Chatbot
- Facebook Chatbot
- 10000 feedbacks per month
- Dynamic tracking of no. of cases, vaccination status, samples tested etc.

8.1.1.5 Video-conferencing, e-Committee, Supreme Court of India

इ-कमिटी, उच्चतम न्यायालय, भारत
e-Committee, Supreme Court of India
Information and Communication Technology in Indian Judiciary

Home | About e-Committee ⌄ | Citizen's Corner ⌄ | Documents ⌄ | Media Corner ⌄ | High Courts | District Judiciary ⌄ | Judges Login ⌄

ENABLE AND EMPOWER

https://ecommitteesci.gov.in/

'Justice delayed is Justice denied', goes the saying. This initiative of conducting court hearings via video conferencing goes a long way in delivering justice to the citizens in a time bound and efficient manner during the time of the pandemic. Video Conferencing is being used for hearing matters before the High Courts and District Courts during the lockdown period either using the Vidyo or Jitsi application. This helped the courts function during the lockdown period,

Video Conferencing

- Implemented in 3477 court complexes
- 24,55,139 cases handled in High Courts during lockdown
- 51,83,021 cases handled in sub-ordinate courts lockdown

- Cost saving of approx. INR 11,250 Cr
- Time saving
- Safety and convenience
- Reduction in carbon footprint as there is no travel involved for all the stakeholders

User Base — **Technology** — **Observed Impact** — **User Engagement**

Technology:
- Vidyo Connect
- Jitsi
- Cisco WebEx
- Google meet
- Blue jeans

User Engagement:
- E-filing of applications
- E-Courts digital payment of fees for the citizens
- Touch screen kiosks at various courts
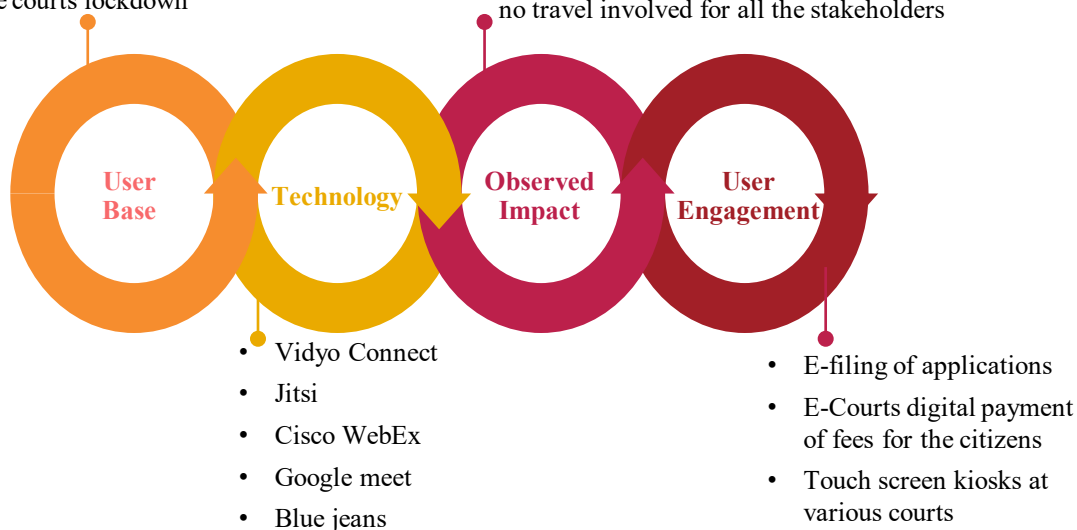
8.1.1.6 Repat Portal for Vande Bharat Mission, Ministry of External Affairs

https://repat.videshapps.gov.in/user_registrationPg

Repat portal was developed after the Corona virus pandemic began and is aimed at facilitating the repatriation of Indians stranded abroad. The portal has a **public interface** where Indians who wish to get repatriated could register themselves. Credentials were also given to Missions to enter data of Indians who wish to be repatriated. These inputs were a helpful tool for Inter-Ministerial and Inter-Departmental coordination, and for **coordination** between the Central Government agencies, State Governments and Missions/Posts abroad. The portal is **a one-point access** for different agencies to get detailed **information** on repatriation requests, and accordingly plan necessary logistics.

Repat Portal for Vande Bharat Mission

Under Vande Bharat Mission, more than 33.5 lakh passengers have travelled inbound in nearly 23 thousand flights of Air India Group

Single window registration system
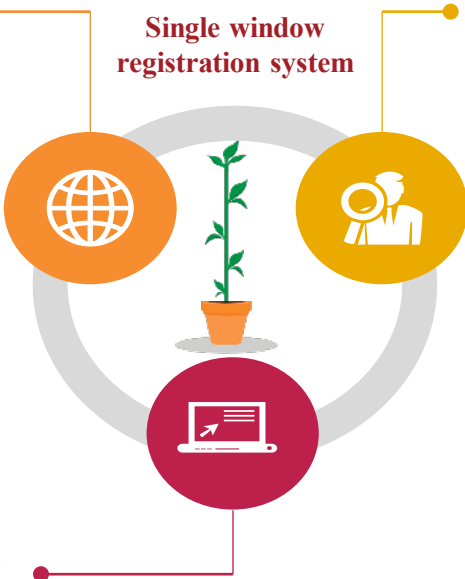
- Portal is helpful in inter-ministerial and inter-department co-ordination, between central and state governments.

- Realtime data collection

- Single point access for different agencies to get detailed information on repatriation requests, and accordingly plan necessary logistics

8.1.1.7 COVID-19 Sample Collection Management System, NIC, Himachal Pradesh

https://covid19cc.nic.in/icmr
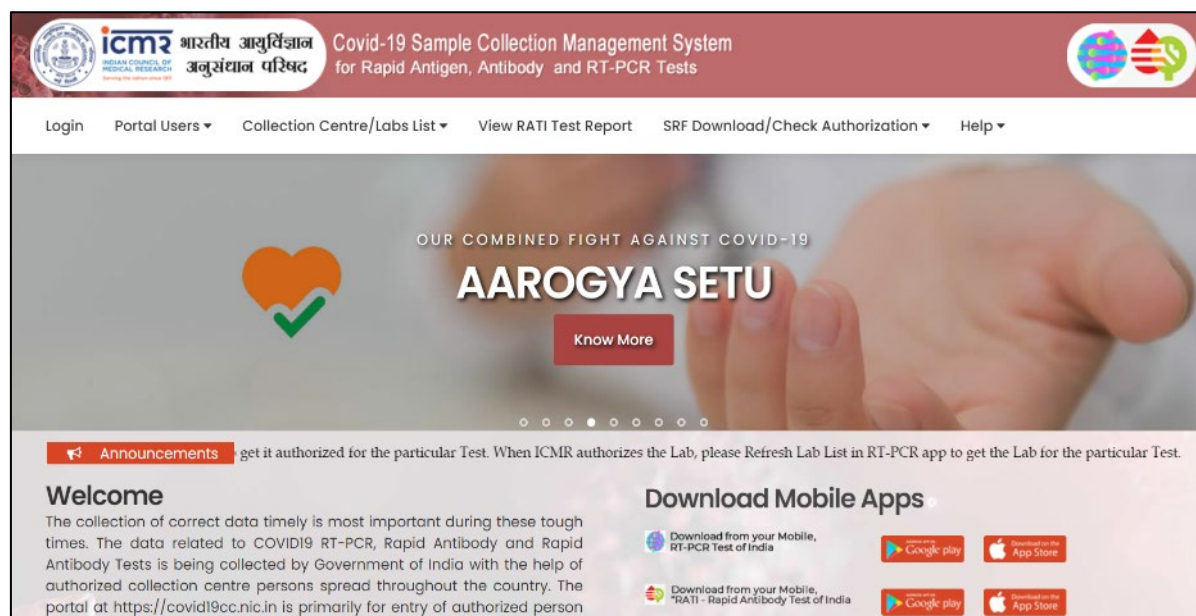
COVID-19 Sample Collection Management System (CSCMS) is designed, developed and hosted by National Informatics Centre, Himachal Pradesh Centre and owned by ICMR. It comprises of two Mobile Apps namely, RT-PCR and RATI for collecting samples for testing. The sample and patient (person) data is transferred live to the portal and made available to the ICMR and ICMR authorized testing laboratories for entry of test results. NIC cloud has been used because of huge database with sensitive information of patients

COVID-19 Sample Collection Management System

Coverage
- 4000+ administrative and health officials
- 20000+ sample collection centres
- 1.2 lakh sample collectors
- 7400 + ICMR labs

Technology
- Xamarin
- MSSQL 2019
- SMS based OTP
- .NET
- APIs
- Meghraj Cloud interface

Observed Impact
- Seamless data entry
- Increase in sample collection from 1.8 lakh to 1.3 crore per month
- Accurate Contact Tracing
- Multiple device accessibility
- Nil downtime
- Accurate data reporting

User Engagement
- More than 5 lakhs downloads from Google Play Store
- With more than 52400 views on RT-PCR videos on YouTube, have received 82 % positive feedback

ICMR

8.1.1.8 Karnataka State COVID War Room

https://www.covidwar.karnataka.gov.in/

The Karnataka State COVID War Room is the centralized, Integrated Command & Control Centre enabled through use of state-of-art technology, GPS and real-time information & data management. Mobile App and Web application were developed in-house by State War Room. The State War Room has been the most critical factor to coordinate the fight against COVID19. More than 1 lakh government staff / officer and COVID-19 Frontline Volunteers used State War Room mobile and web apps to handle all the aspects of COVID-19. The State War Room could harness the competence of the private sector and IT giants to make intervention in COVID control.

Karnataka State COVID-19 War Room – Key Modules / Functionalities

- Patient Data Management
- Hospital Bed & Treatment Management

- Testing
- Contact Tracing
- Quarantine Enforcement

- Free Tele-medicine

- Domestic & International Traveller Management

Health Survey of the Whole Population

Information services to all including citizens

COVID19 Helpline Management
- Control Room Real Time online data flow

8.1.1.9 COVID Management Initiatives, Kerala Police Social Media Cell

https://keralapolice.gov.in/
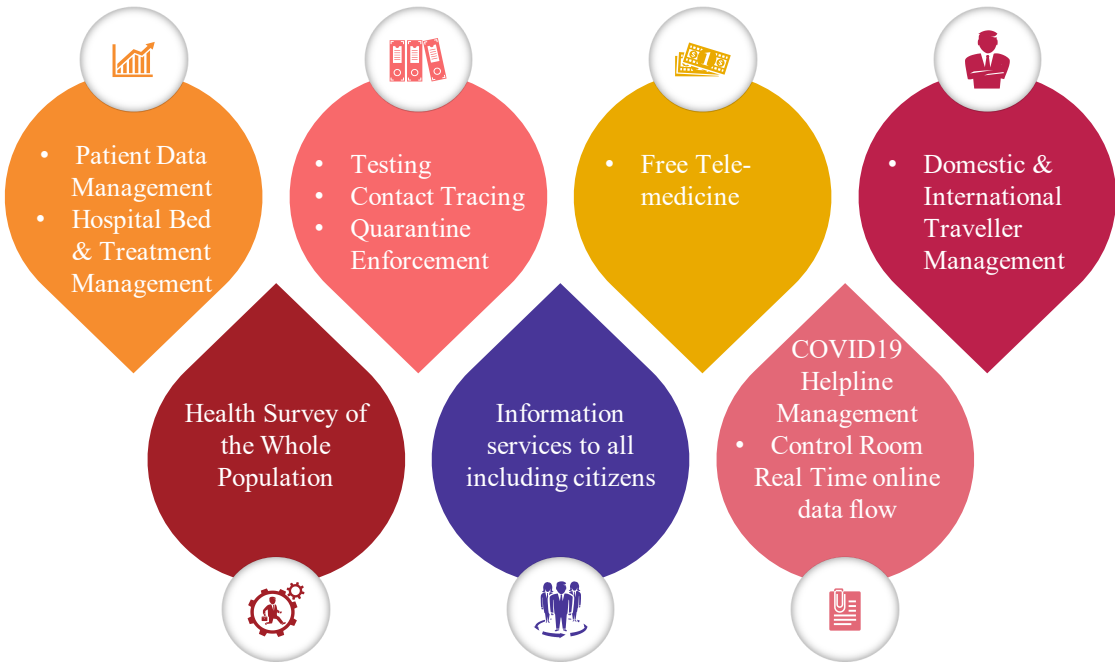
A blueprint was created at the outbreak of COVID 19 regarding the measures to be taken to communicate with public online. It was decided to conduct various campaigns and publish information about COVID 19 through Kerala Police's official social media platforms. It was decided to launch many mobile apps which can help public during lockdown. – Tele-medicine App, Cyberdome – Home Delivery App, 112 for Emergency Drug Delivery. During the COVID-19 pandemic, Kerala Police has put technology, including Drone technology, to the best use.

Kerala Social Media Cell Covid Initiatives

Kerala Police launched **Tele-medicine app** to facilitate medical consultation for its personnel engaged in duty during the lockdown period.

Around **650 drones were used** by Kerala Police **for monitoring** the lockdown regulations and to detect the violations.

In Kerala, during the lockdown, **112 - Emergency Response Support System (ERSS)** donned a new Avatar - became a lifeline for delivering essential / lifesaving medicines to patients across the State. The citizens who were in need of emergency medicines were instructed to contact the ERSS control room - 112.

Kerala Police **Cyberdome** launched **a mobile and web-based application for home delivery** of essential items in an effort to keep people indoor.

8.1.1.10 Integrated COVID Management System(ICMS), Dadra & Nagar Haveli and Daman & Diu

Local Control Room No. : 104	Toll Free No : 1075	Helpline Email : ncov2019@gov.in	ePass	Volunteers	Home Deliveries	Aarogya Setu IVRS 1921

U.T. ADMINISTRATION OF DADRA AND NAGAR HAVELI & DAMAN AND DIU
FIGHT AGAINST COVID-19

HOME   DOCUMENTS   ADVISORIES   AWARENESS   GALLERY   MEASURES   REPORTS   FAQS   PRESS RELEASES   ONLINE SERVICES

RECENT UPDATE: Free distribution of alcohol based hand sanitizers to all the 1.45 lakh household and all the shops selling essential commodities is being done in the U.T.

COVID Status   As on :- **16-04-2021 13:55:11**

DNH	Daman	Diu	Total
No. of COVID Positive Cases : 2324	No. of COVID Positive Cases : 1781	No. of COVID Positive Cases : 401	No. of COVID Positive Cases : 4506
No. of COVID Recovered Cases : 1865	No. of COVID Recovered Cases : 1525	No. of COVID Recovered Cases : 354	No. of COVID Recovered Cases : 3744
No. of COVID Active Cases : 456	No. of COVID Active Cases : 255	No. of COVID Active Cases : 47	No. of COVID Active Cases : 758
No. of COVID Migrated Cases : 2	No. of COVID Migrated Cases : 1	No. of COVID Migrated Cases : 2	No. of COVID Migrated Cases : 5
No. of COVID Deceased Cases : 3	No. of COVID Deceased Cases : 1	No. of COVID Deceased Cases : 0	No. of COVID Deceased Cases : 4

> State Disaster Management Authority : Application form for COVID 19 Ex-gratia assistance of Rs. 50000/- to the next kin of the deceased person dead due to COVID - 19 in UT Dadra & Nagar Haveli and Daman & Diu.

> State Disaster Management Authority : Notification Regarding COVID 19 Ex-gratia.

https://dddcovid19.in

During lockdown, UT Administration felt the need to control the movement of people across the UT. Administration also decided to disseminate COVID related information / guidelines etc. to the public. NIC under the guidance of Secretary IT, designed an integrated system with separate URLs for various functionalities viz. (a) ePass for issuance of Entry/exit passes to public, (b) Industrial passes for entry/exit of industrial employees, (c) combined portal developed with links and all the COVID related information with a dashboard for internal use (d) PDS Tracker (e) Volunteers Registration

Integrated COVID Management System (ICMS)

COVID Status Dashboard – District-wise data on Positive, Recovered, Active, Deceased cases

Dedicated sections for Advisories, Press Releases, FAQs, Awareness, Reports, etc.

Provides Key Contact Details such as Local Control Room No., Toll Free No., Helpline Email Id

Online Services include ePass for Citizens, Industrial ePasses, Volunteer Registration, PDS Tracker, etc.

8.1.1.11 COVID-19 Centralized Information System, Dept. of IT, Sikkim

https://www.covid19sikkim.org/
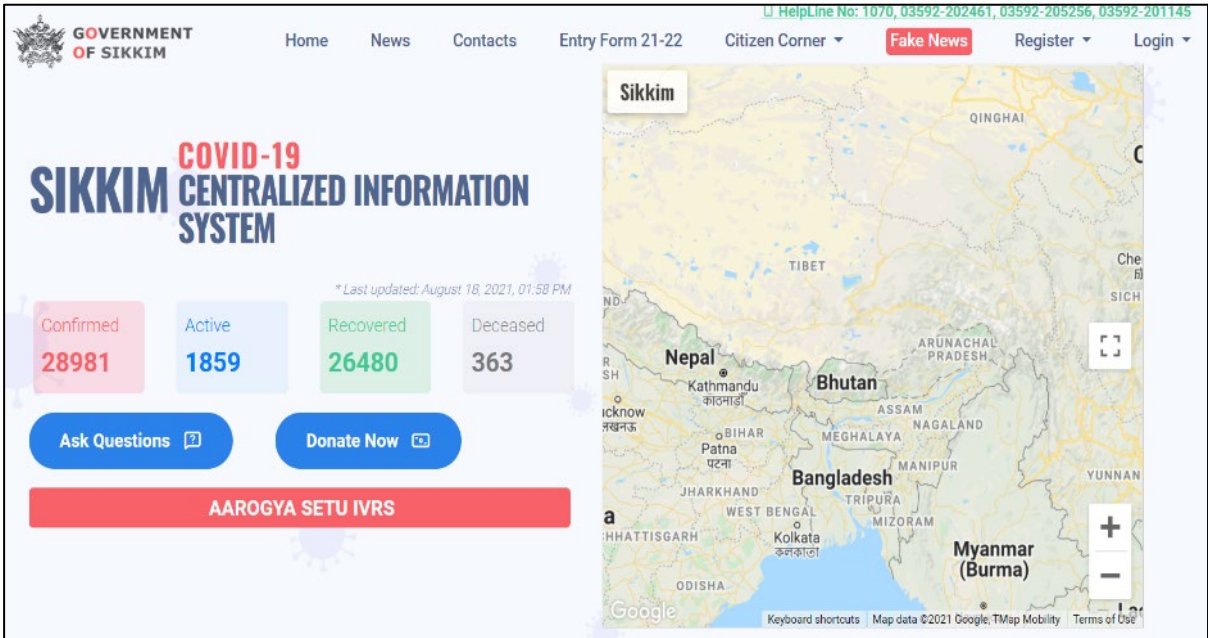
The Department of Information Technology, Govt. of Sikkim has developed a centralized web portal for information dissemination to the citizens. All important guidelines, notifications and circulars issued by the State Government were uploaded on this Portal for information of the citizens. Daily reporting of COVID-19 test results were uploaded along with the occupancy details of the quarantine centres in the State. Citizens benefitted with the consolidated information on the COVID situation in the State from a centralized Portal.

COVID-19 Centralized Information System – Key Features

- Daily reporting of COVID-19 cases, patients admitted and discharged
- Quarantine Centre occupancy Report
- Crowd Sourcing of information for citizens
- Register and Report Fake News
- Issuance of Vehicle Permit
- Latest Announcements, News, Guidelines, Important Helpline Nos.
- Dedicated section - Citizen Corner

8.1.1.12 Padhai Tunhar Duar (Education at your doorsteps), Dept. of School Education, Govt. of Chhattisgarh

https://cgschool.in/
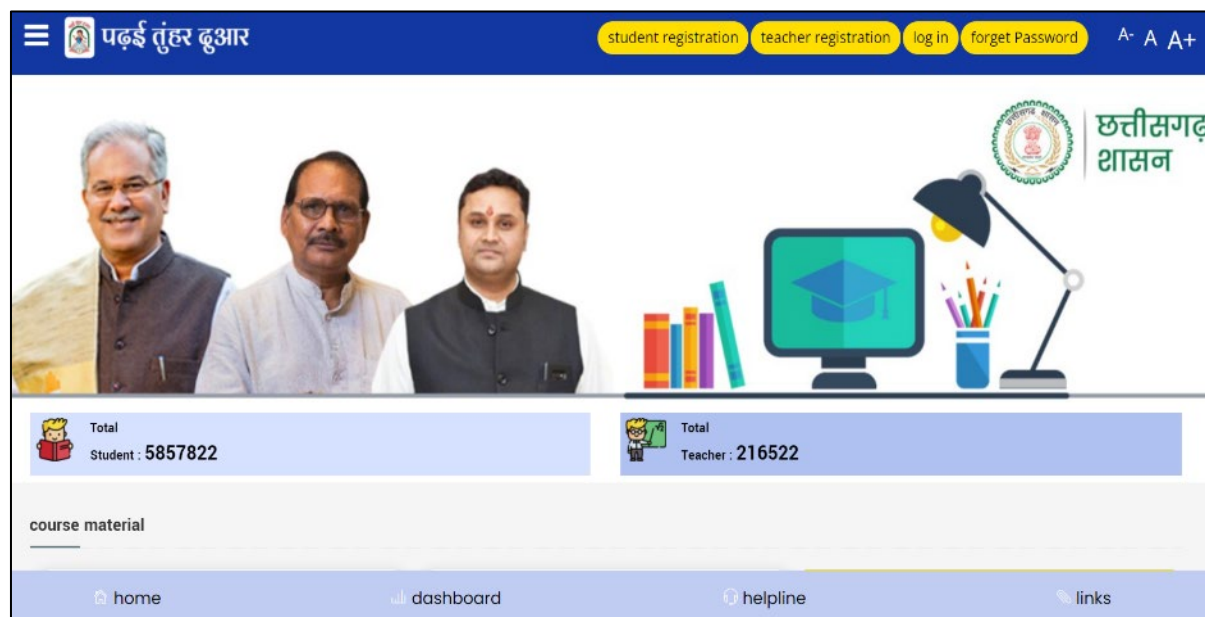
Once COVID-19 pandemic affected the state, the schools were closed, School education came to a standstill. 'Padhai Tunhar Duar' provided a platform to continue education during the lock down time and again started academic activity. Teachers could teach from their homes, give assignments, correct assignments, and clear doubts and interact with students through online classes and students could learn while sitting in their homes. Academic activities were started throughout the state after this initiative.

Padhai Tunhar Duar (Education at your doorsteps)

Observed Impact
- 2 lakh registered teachers
- 25 lakh registered students
- More than 33,000 installations of CGSCHOOL App
- More than 22,000 installations of 'Bultu Ke Bol' App
- Over 12 lakh online classes conducted

Technology
- Microsoft SQL Server Database
- Postgre SQL Database
- Android App
- Python
- Signal-R

Content Availability
- 24,847 videos, 1152 audios, 15410 images and 4662 course materials were uploaded thru crowd sourcing
- More than 19,000 assignments have been submitted, approx. 15000 doubts have been cleared
- 50,000 Multiple Choice Picture based Questions mapped to class, subject and learning outcomes

User Engagement
- CGSCHOOL' App – Android app to serve areas where there is less connectivity
- 'Bultu Ke Bol' App – Android app contains audio content created by SCERT; allows transfer of the audio content to feature phones using Bluetooth
- Target group included girls and children from BPL families

8.1.1.13 Uttar Pradesh Higher Education Digital Library, Higher Education Department, Govt. of Uttar Pradesh

http://heecontent.upsdc.gov.in/Home.aspx
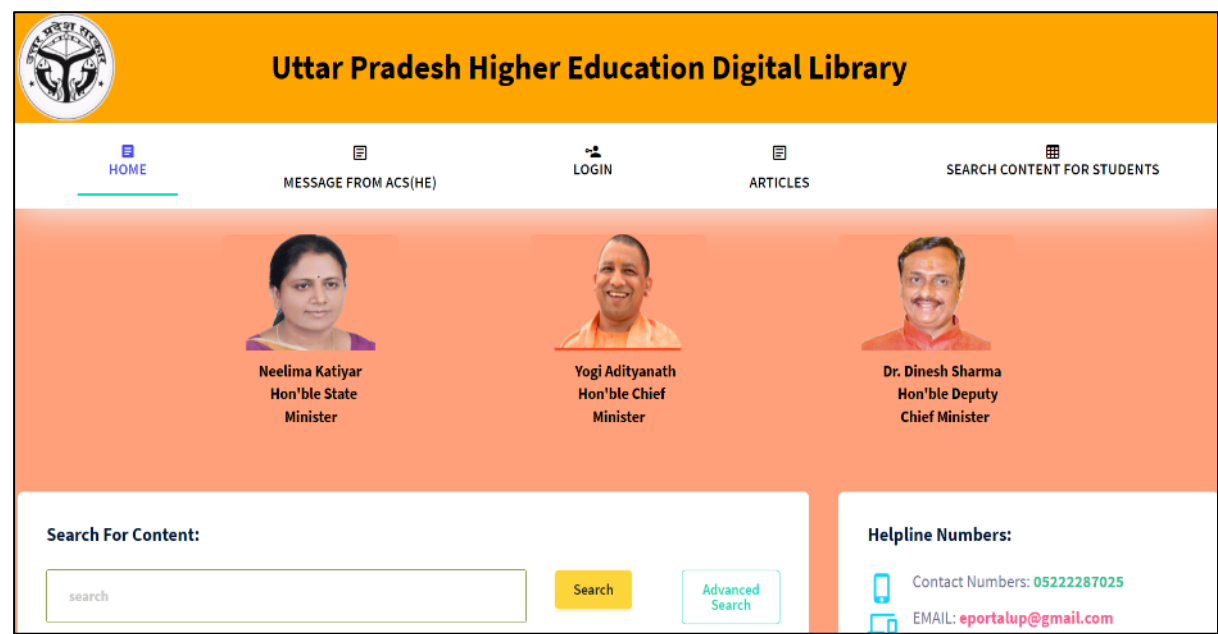
The U.P. Higher Education Digital Library was developed with the help of NIC UP and was formally launched on 15th Sept. 2020. It has been designed and developed as a web portal with a content repository for archiving and managing the learning contents for the students contributed by the Lecturers, Professors and faculty of various Universities/ Institutes. The purpose of this library is to provide a platform to access the content without any cost and restriction of time to students. This has been a boon to them during lockdown.

Uttar Pradesh Higher Education Digital Library

- ~ 7 lakh site visitors
- > 5,600 teachers
- > 7000 colleges
- > 76,000 e-contents

Repository include e-Books, magazines, newspaper, study materials in Text, PowerPoint presentations, video and audio

Publicly accessible with no login / password

No personal/ other information from users/ students is collected on the website.

Easily downloadable videos

Availability of all learning material online free of cost

Time and cost savings for the students

8.1.1.14 Technology in Aid to Administration, District Administration, Mon, Nagaland

https://mon.nic.in/
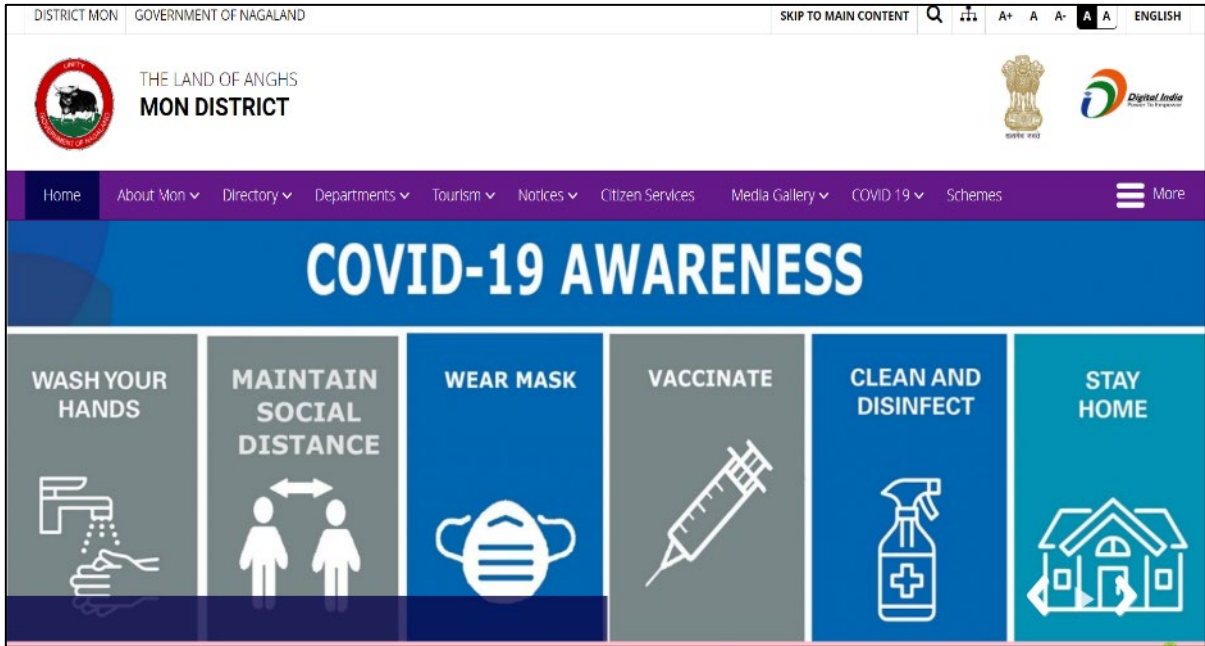
This technological initiative of the Mon district administration formed part of an overall fight against COVID-19. Several initiatives such as Doorstep delivery of essential services (banking, medicines, ration, etc.), food bank, along with technological initiative formed part of the overall architecture of the solution. The technological initiative aimed to use the various technologies that were being made available by various Indian startups to address the challenges being faced by the onset of COVID pandemic. The frontline workers used NL SOJO COVID app, e-pass module, Geo-fencing and contact tracing among others to improve effectiveness. The administration was able to enforce lockdown effectively during the entire notified period.

Technology in Aid to Administration
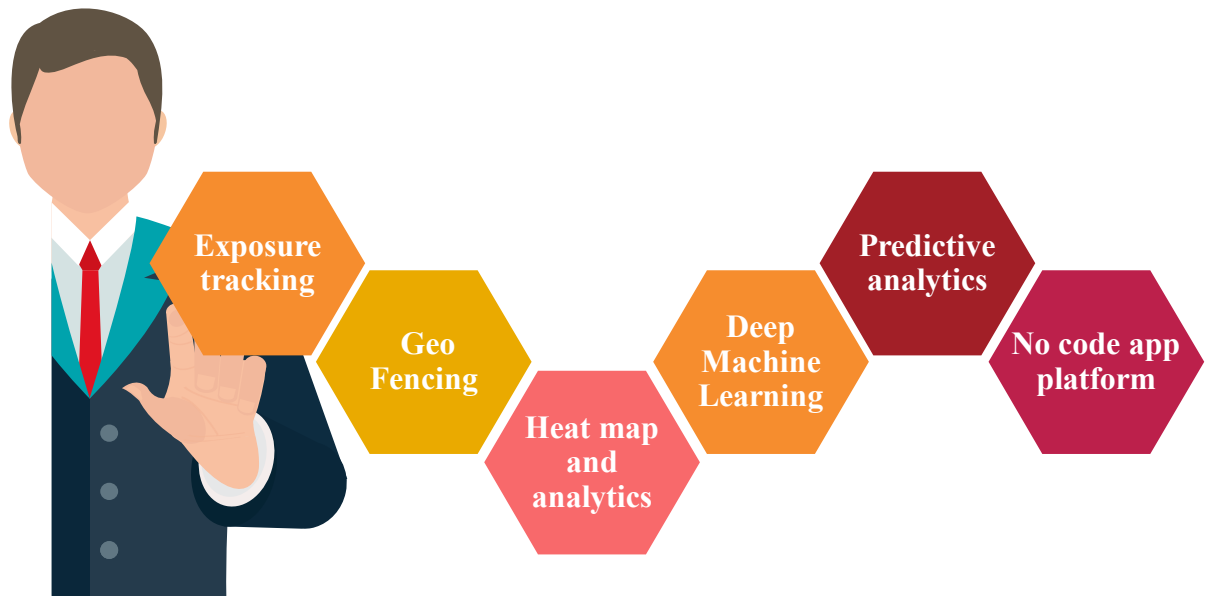
8.1.2 Digital India: Integrated State / UT Portals for Service Delivery

8.1.2 Digital India – Integrated State / UT Portals for Service Delivery

A trend has been observed towards integration of portals for citizen service delivery as integrated portals for service delivery have been developed by several States and UTs. These provide users a unified access point for a variety of services and tie into the best practices that NeSDA encourages. By seamlessly integrating services across departments or jurisdictions, they provide better governance and service availability. These also help ensure that all citizen entitlements are portable and available on the cloud. Many of these portals have also digitally transformed services to enhance ease of doing business at the State / UT level and integrated a variety of technologies, both established and emerging, for decision support and development activities.

These portals embody several of the vision areas of Digital India and have been notable during the NeSDA assessment for their adherence to best practices for e-Governance and digital service delivery. Integrated delivery of services is a core tenant of the NeSDA framework and strengthening such portals will enhance the digital empowerment of citizens. Some of the portals that are highlighted in this section for best practices in integrated service delivery include the following –

S. No.	Initiative Name
1	Ease of Doing Business Portal of Assam
2	E-District Portal of Delhi
3	Antyodaya Saral portal of Haryana
4	Seva Sindhu portal of Karnataka
5	Digital Punjab portal
6	e-Mitra portal of Rajasthan
7	e-Sevai Portal of Tamil Nadu
8	MeeSeva portal of Telangana
9	Swaagat portal of Tripura
10	Nivesh Mitra of Uttar Pradesh

The key highlights of these portals are described in the below sub-sections.

8.1.2.1 Ease of Doing Business portal of Assam

https://eodb.assam.gov.in/

The Ease of Doing Business in Assam portal aims to create a platform for providing best support towards the prospective and existing business community in the state and drives forward the State's vision of prosperity for all - by employing technology, innovation, inclusivity and sustainability as key factors for development. It provides objective measures of business regulations. The Assam EODB Portal considers aspects like system usability, system flexibility and system adaptability by the user. More then 21 departments are present in the portal to avail services. The portal has covered important parameters of the NeSDA framework viz Accessibility, Content Availability, Ease of use , Information Security and Privacy. Some good practices covered under the portal are :

Availability of copyright statements on the Portal

Portal provides information highlighting its previous years performance against the set target of SDGs

Availability of Statistics about website usage by users (no. of visitors)

State publish outcomes of each E-Participation / e-Consultation online

Chatbot service available on the portal to assist the users

8.1.2.2 E-District portal of Delhi

https://edistrict.delhigovt.nic.in/
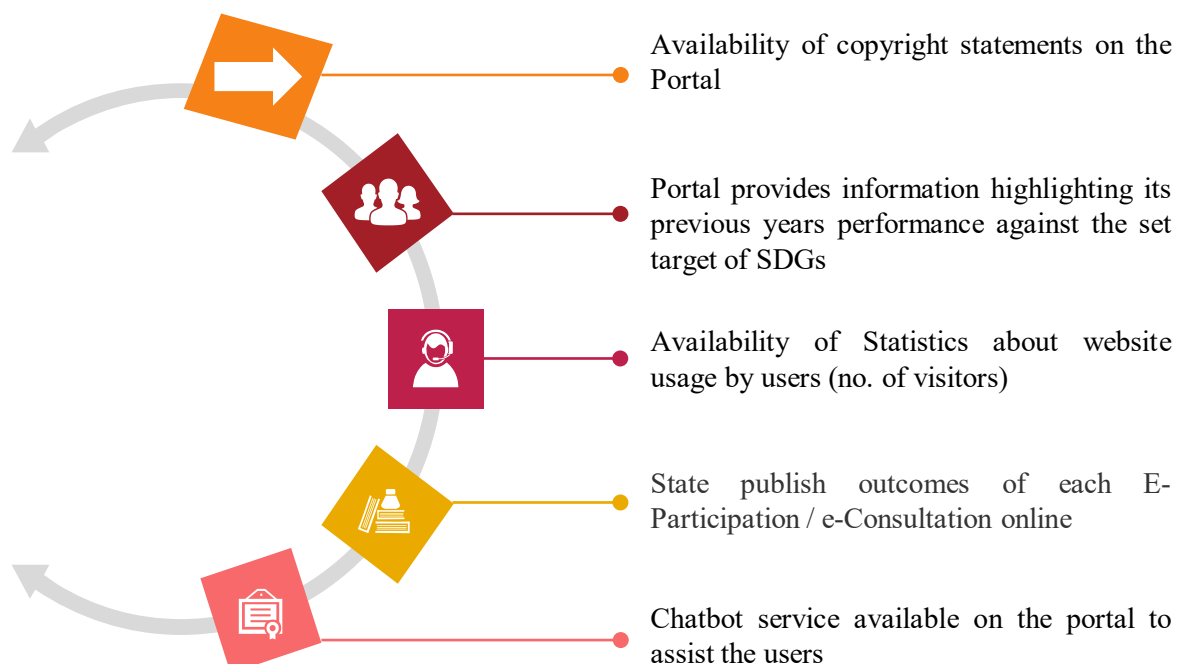
E-District Delhi is a comprehensive and web-enabled services portal through which citizens can access various services provided by the Government of NCT of Delhi. The E-District Portal of has been developed by the Delhi e-Governance Society, Information Technology Department for the online delivery of more than 426 services to citizens in a time bound and hassle-free manner. The portal provides end-to-end integrated solution for a variety of Government services, making them available at the click of the button. E-District also provides for online verification of various certificates issued by multiple Department.. Some good practices covered under the portal are:

1	Key call Centre numbers are provided in the portal
2	Tourist information has been prominently linked and is visible on the portal
3	Existence of a separate section on Frequently Asked Questions (FAQ)
4	Link of E-Participation portal available on the State Portal
5	Feature available to the users of the portal to report the cyber security related incidents
6	Portal been assessed by TPA for the online security

8.1.2.3 Antyodaya Saral portal of Haryana

Antyodaya SARAL Helpline - ☎ 0172-3968400 *7:00 AM - 8:00 PM (Monday to Saturday, excluding Government Holidays)*

https://saralharyana.gov.in/

Aligning with Digital India's vision of faceless, paperless and cashless service / scheme delivery model, Antyodaya-SARAL aims to transform citizen service delivery in Haryana through complete digitization of over 500+ services. The vision for Antyodaya-SARAL is a unified platform to deliver and track Government-to-Citizen (G2C) services/schemes across the state. The State portal provides Single Service Delivery Portal for Citizens, Ability to avail services / schemes from anywhere at any time, Live tracking of status of service requests, Timely delivery of services/schemes among other features. Some good practices covered under the portal are :

Disclaimer & privacy policy for user data available online

Existence of a separate section for Help on the portal

Real-time dashboard have date / time stamp

Existence of a section providing the list of State Departments with contact details of Ministers

Clear indication of online security measures implemented on the portal through HTTPS

Availability of multiple language support on the portal

State Holiday list provided on the portal

Last updated timestamp on each page of the portal

8.1.2.4 Seva Sindhu portal of Karnataka

https://sevasindhu.karnataka.gov.in

Seva Sindhu is an initiative of Govt of Karnataka to deliver the Government services at the doorsteps of the citizens. Seva Sindhu Integrates various service delivery channels of Govt of Karnataka, citizen service centers such as Grama One, Janasevaka, Karnataka One, Bangalore One, CSC and aims to bring to all departmental services on one platform. The objective is to provide Government services in a cashless, faceless and paperless manner. It is step towards provision of accessible, cost-effective, accountable and transparent government services to citizens. It aims to bring to all departmental services on one platform. There are more than 82 Department services available through this portal. Some good practices covered under the portal are:

State have a specific strategy on leveraging emerging technologies - Artificial Intelligence, Block Chain

State have an E-Participation policy

Existence of a section providing the list of officials with their contact details responsible for implementing SDGs in State

Link of these policy / regulation / guidelines available on the State Portal

Chatbot service available on the portal to assist the users

8.1.2.5 Digital Punjab

https://connect.punjab.gov.in/
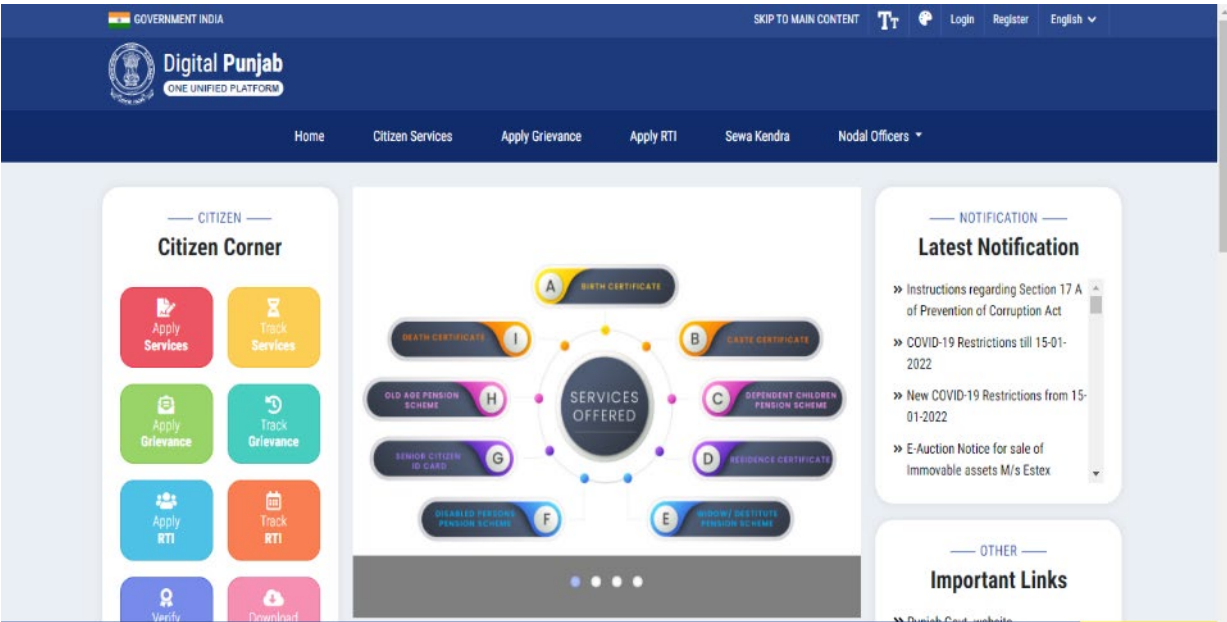
Sewa Kendras were operationalized in August 2016 with an objective to minimizing public interaction with various offices and enhance efficiency and delivery of services to the citizen of Punjab state. There are more than 514 Sewa Kendras covering the entire population of Punjab. Sewa Kendras have helped in the optimization of manpower and resources engaged in service delivery mechanism They have also provided efficient and cost-effective methods of service delivery to departments and enabled the government departments to focus on their core functions and responsibilities. Some good practices covered under the portal are :

8.1.2.6 e-Mitra portal of Rajasthan
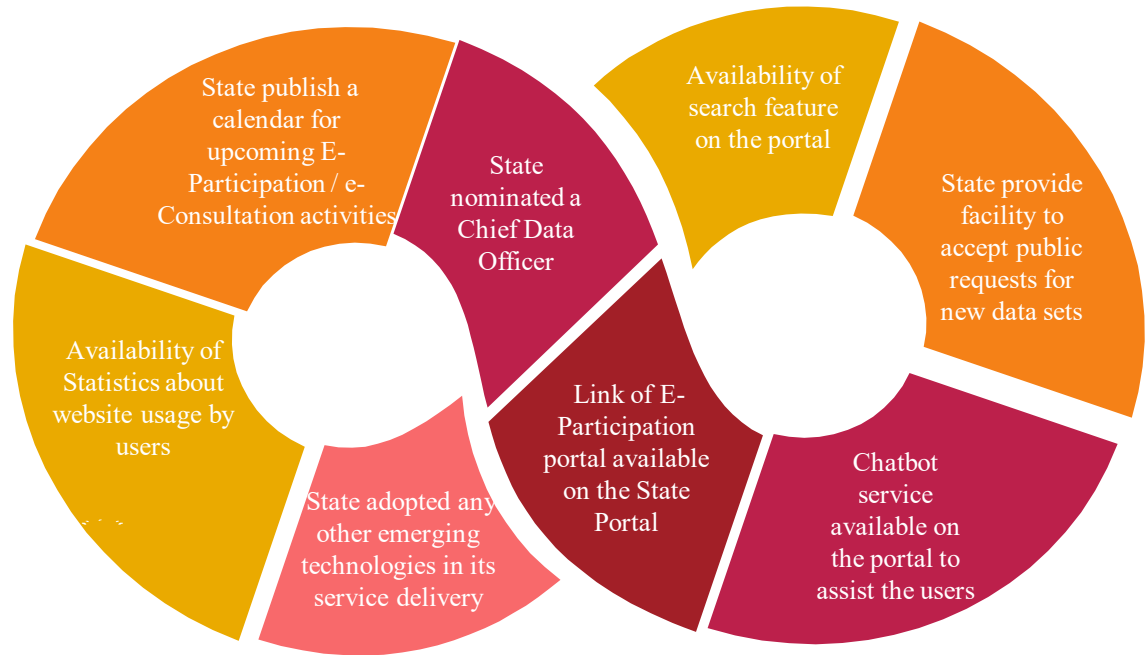
http://emitra.rajasthan.gov.in

E-Mitra portal of Rajasthan is committed to quick and convenient delivery of citizen services, Government of Rajasthan set up the e-Mitra platform of e-Governance in the year 2004. Currently, Over 250 G2C and B2C services are being provided through this platform across all rural & urban areas in 33 districts of the State. The main objective of the portal is to provide a wide range of services of various government & private organizations in a citizen-friendly manner under one roof, so that citizens can overcome the inconvenience faced in moving around various offices. The Portal also helps in generating employment opportunities for people till the grassroot level. Some good practices covered under the portal are :

Password recovery & reset facility available for the user

Availability of installable mobile applications for providing information and availing services of portal

Tourist information been prominently linked and visible on the portal

Availability of features to enable access to portal for people with visual/audio/motor disabilities

Disclaimer & privacy policy for user data available online
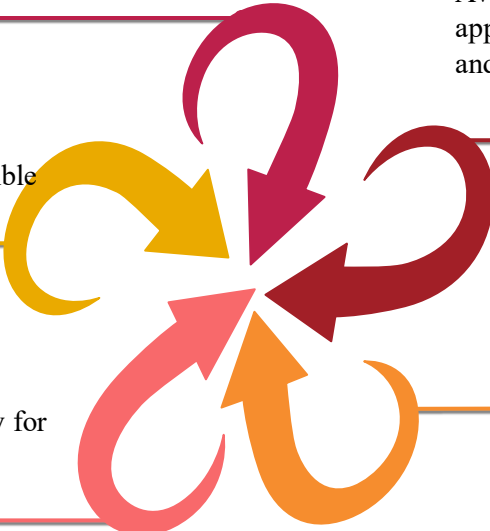
8.1.2.7 e-Sevai Portal of Tamil Nadu

Directorate of e-Governance
Tamil Nadu e-Governance Agency
Information Technology Department
Government of Tamil Nadu

TNeGA

e-Sevai
இனிய சேவை இணைய சேவை

Home   About Us   e-Sevai   Services offered   Contact Us   Help ▾   Chat   Site Map

➜ **e-Sevai Services for Citizen**

Tamil Nadu e-Governance agency (TNeGA) has developed e-Sevai application for online delivery of various citizen centric services of government department to public through Common Service Centers (CSC's). To provide the government services to citizen at their door steps on 24X7 basis, the e-Sevai application for Citizen has been developed. For applying these services, the citizen have to register their profile by clicking 'sign up' and create their own user Id and Password(one time registration). Then by using these user credentials they can 'sign in' and apply for the services.It facilitates the Citizen to apply for Government services without the manual intervention, the services are end to end computerized. The list of services provided is as follows,

For guidance view TNeGA official YouTube ▶

- REV-101 Community certificate
- REV-102 Nativity certificate
- REV-103 Income Certificate
- REV-104 First Graduate Certificate
- REV-105 Deserted Woman Certificate
- REV-106 Agricultural Income Certificate
- REV-107 Family Migration Certificate
- REV-108 Unemployment Certificate
- REV-109 Widow Certificate
- REV-111 Certificate for Loss of Educational Records due

- REV-113 Inter Caste Marriage Certificate
- REV-114 Legal Heir Certificate
- REV-115 Other Backward Classes (OBC) Certificate
- REV-116 Residence certificate
- REV-117 Small / Marginal Farmer Certificate
- REV-118 Solvency Certificate
- REV-119 No Male Child Certificate
- REV-120 Unmarried Certificate
- REV-401 Licence under Pawn Broker Act
- REV-402 Money Lender's Licence
- REV-125 Appropriate Official Document for COVID-19

https://tnega.tn.gov.in/readmore

➜ **Sign In**

User Name   Password

X R G P 6   Enter Captcha Code
Captcha is not case sensitive

Login With Mobile Number   Login

Forgot Password?
Forgot User Name?
New User? SignUp here

https://www.tnesevai.tn.gov.in/

Tamil Nadu e-Governance agency (TNeGA) has developed e-Sevai application for online delivery of various citizen centric services of government department to public through Common Service Centers (CSC's). To provide the government services to citizen at their door steps on 24X7 basis, the e-Sevai application for Citizen has been developed. For applying these services, the citizen have to register their profile by clicking 'sign up' and create their own user Id and Password(one time registration). Then by using these user credentials they can 'sign in' and apply for the services. It facilitates the Citizen to apply for Government services without the manual intervention, the services are end to end computerized. There are more than 110 List of Services offered through e-Sevai Centers. The platform's vision is to fulfill the vision of Good Governance using the tools that information technology provides, such that working within Government becomes transparent and efficient, with concomitant transparency and efficiency in delivery of services to citizens. Some good practices covered under the portal are :

1	Availability of feature for users to create personal login on the portal	6	Link of E-Participation portal available on the State Porta
2	State have a data security or cyber security policy / regulations / guidelines on the portal	7	State have a specific strategy on leveraging emerging technologies - Artificial Intelligence
3	Chatbot service available both in English and local language	8	Clear Indication of W3C Compliance of the Portal
4	State publish real-time dashboard of its SGD indicators in the public domain	9	Existence of a section providing the list of officials with their contact details responsible for implementing SDGs
5	portal been assessed by TPA for the online security	10	State has adopted any other emerging technologies in its service delivery

8.1.2.8 MeeSeva portal of Telangana

https://ts.meeseva.telangana.gov.in
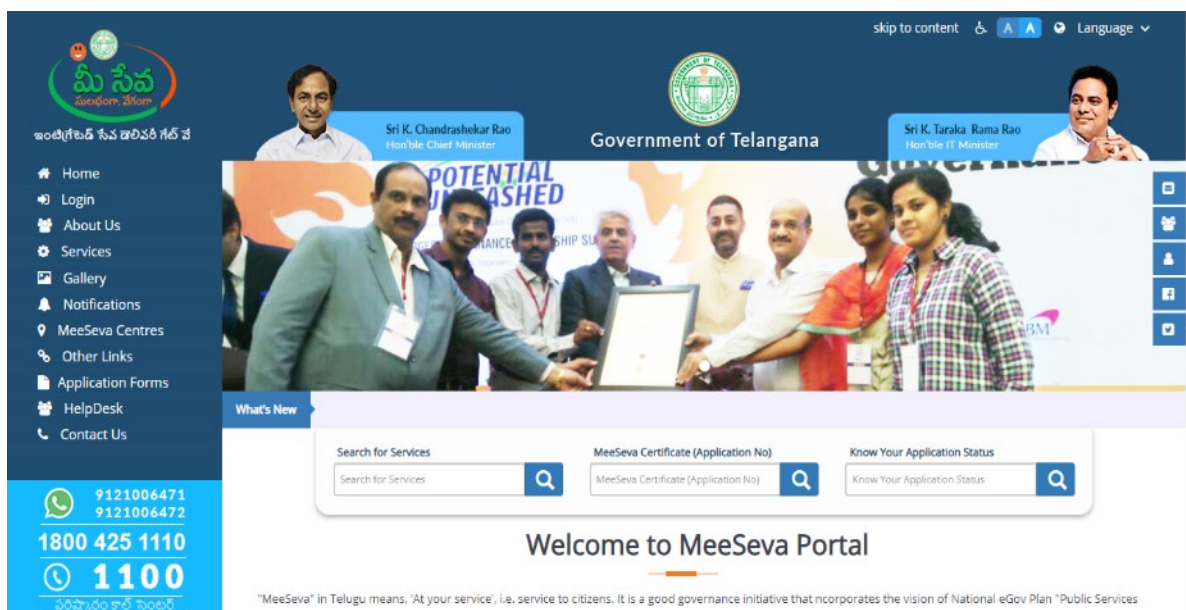
"MeeSeva" in Telugu means, 'At your service', i.e. service to citizens. It is a good governance initiative that incorporates the vision of National eGov Plan "Public Services Closer to Home" and facilitates single entry portal for entire range of G2C& G2B. objective of MeeSeva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology. The initiative involves universal and non-discriminatory delivery of all government services to citizens & businesspeople of all strata and improved efficiency, transparency and accountability for the government. There are 209 services available on the portal. Some good practices covered under the portal are :

State nominated a Chief Data Officer

Feature available to the users of the portal to report the cyber security

State defined SDG targets aligned to India's National Indicators Goals

Availability of Statistics about website usage by users

Tutorial videos for using the portal available on the portal

Portal hosted on HTTPS protocol

8.1.2.9 Swaagat portal of Tripura

https://swaagat.tripura.gov.in
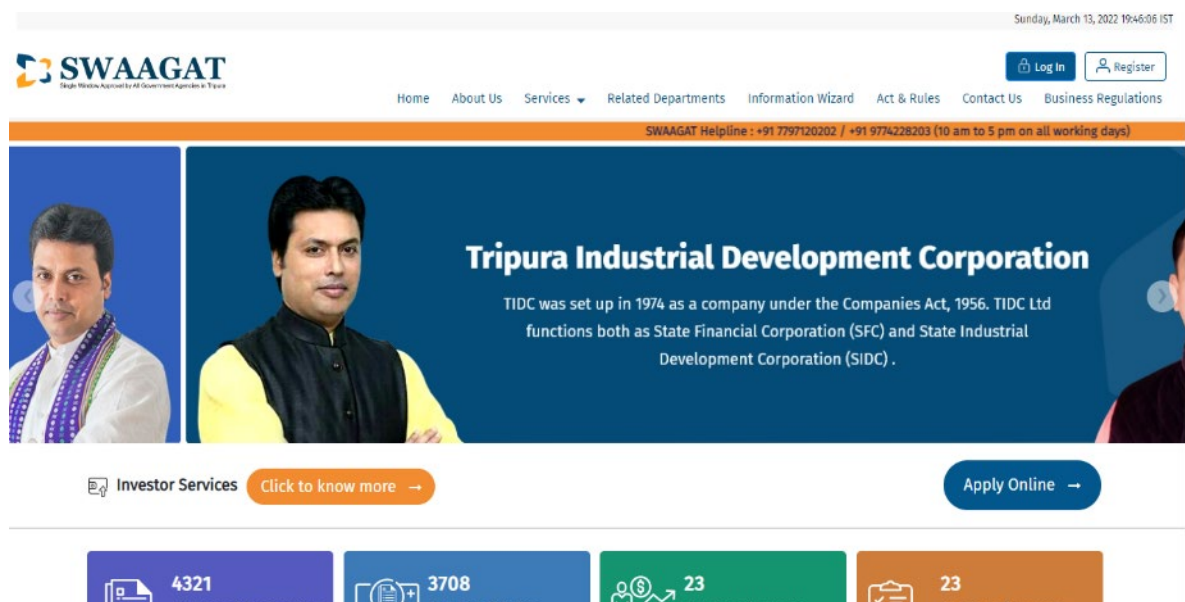
The Swaagat Portal aims to create Single window portal to cater to the Industrial fraternity with the primary objective to simplify the processes and for speedy processing of applications for issue of various clearances required for setting up of industries at a single point based on the self-certificate provided by the entrepreneur and also to create investor friendly environment in the State of Tripura. There are more than 55 services offered through this portal. Some good practices covered under the portal are :

Tourist information been prominently linked and visible on the portal	Videos on cyber security awareness for users, general public available on the State portal
Swaagat Tripura	
State have a data security or cyber security policy / regulations / guidelines on the portal	Presence of a What's new section which details the changes in the portal

8.1.2.10 Nivesh Mitra of Uttar Pradesh

https://niveshmitra.up.nic.in
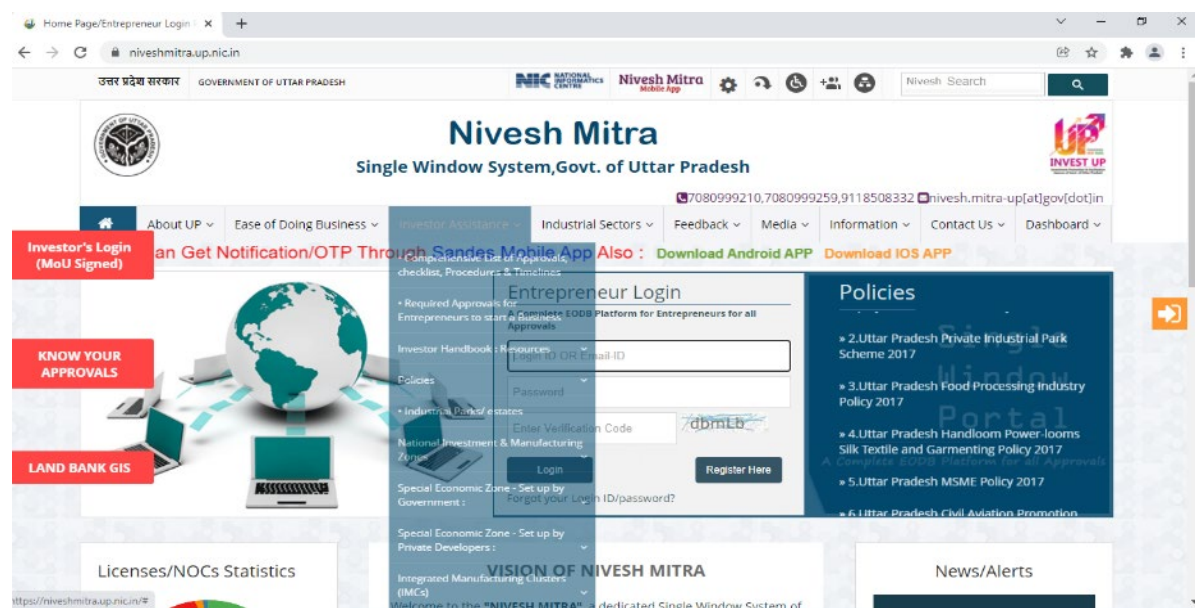
NIVESH MITRA is a dedicated Single Window System of Govt. of Uttar Pradesh. It is started to collaborate in the holistic development of industry friendly environment through progressive regulatory processes, efficient system and effective measurable timelines. main objective of the system is to enable 'ease of doing business in Uttar Pradesh' through facilitating the entrepreneurs with the electronic based transparent system for online submission and tracking of applications including online fee payment. There are more than 29 Department services available through this portal. Some good practices covered under the portal are :

Feature available to the users of the portal to report the cyber security related incidents

Link of E-Participation portal available on the State Portal

State have a data security or cyber security policy

Existence of a separate section for Help

Existence of a section providing the list of officials with their contact details responsible for implementing SDGs in State

8.1.3 Digital India: Emerging Portals of Central Ministries

8.1.3 Digital India – Emerging Portals of Central Ministries

The Government of India's Digital India initiative has strengthened good governance for citizens by bringing synchronization and co-ordination in public accountability, digitally connecting and delivering the government programs and services, and mobilize the capability of information technology across government departments. With an objective to transform India into a knowledge economy by building a participative, transparent and responsive system, the Government's push for digital initiatives have led to improved service access and delivery. Several of these central portals provide easy access to common services and create universally accessible digital resources. By addressing some of the biggest challenges facing citizens across the country, these portals create collaborative digital platforms for participative governance.

The previous edition of this report had highlighted some of the key central initiatives towards Digital India. This included Aadhar enabled payment system (AEPS), Bharat Interface for Money (BHIM), BharatNet, DigiLocker, eHospital, eNAM, eSign, eTaal, MeghRaj, MyGov, National Scholarship Portal, Pradhan Mantri Gramin Digital Saksharta Abhiyaan, Rapid Assessment System (RAS), Soil Health Card, and SWAYAM. In this edition of the NeSDA report, focus is given to some more Central Ministry portals that have made a difference in the lives of citizens and further the growth of the Digital India mission. These include the following –

S. No.	Initiative Name
1	Ayushman Bharat Digital Mission
2	Bhavishya
3	Civil Registration System
4	DIKSHA Portal (PM e-Vidya)
5	eSHRAM
6	Jeevan Pramaan
7	National Generic Document Registration System
8	National Integrated Database of Hospitality Management
9	Parivaahan Sewa

The key highlights of these portals are described in the below sub-sections.

8.1.3.1 Ayushman Bharat Digital Mission (ABDM)

https://abdm.gov.in/
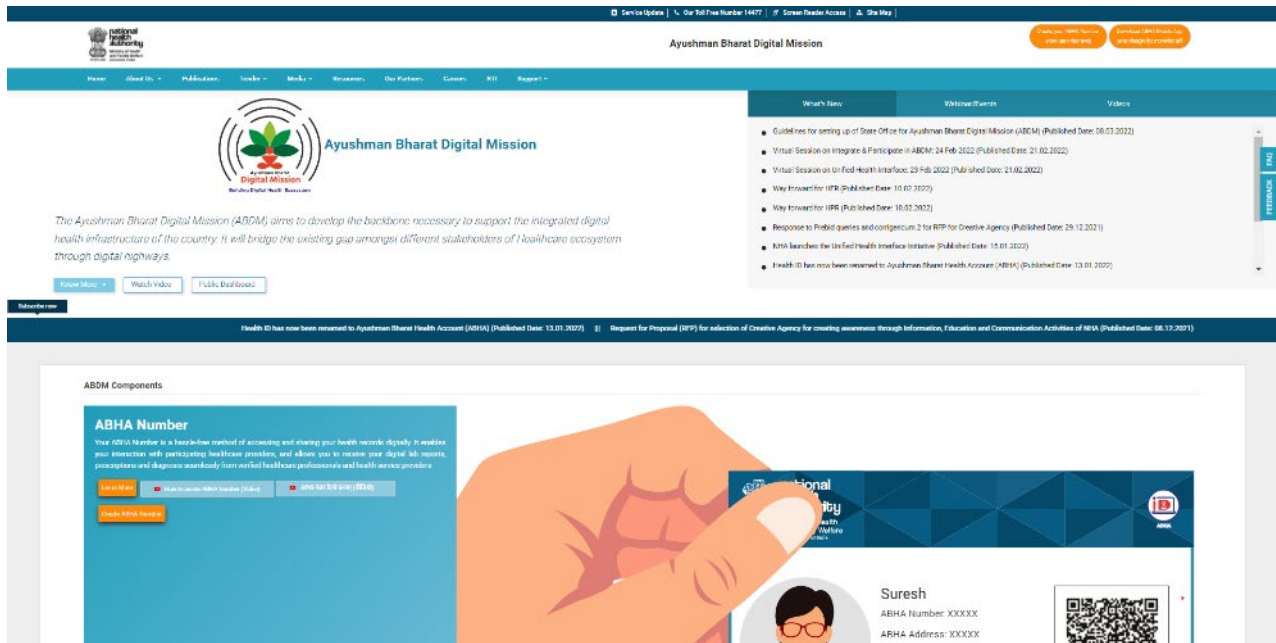
Ayushman Bharat Digital Mission (ABDM) aims to develop the backbone necessary to support the integrated digital health infrastructure of the country. It will bridge the existing gap amongst different stakeholders of Healthcare ecosystem through digital highways. THE ABD Ecosystem coves policy makers, healthcare providers, allied private entities, healthcare professionals, non-profit organizations, and administrators. Components of ABDM include ABHA Number, Healthcare Professionals Registry, Health Facility Registry, ABHA Mobile App, and Unified Health Interface.

ABHA Number Created
- 20,74,59,449

Doctors Registered
- 11,599

ABHA Mobile App downloads
- 3,59,537

Active Integrators
- 805

Health Facilities Registered
- 23,732

Data as on 25 March 2022

8.1.3.2 Bhavishya

https://bhavishya.nic.in/
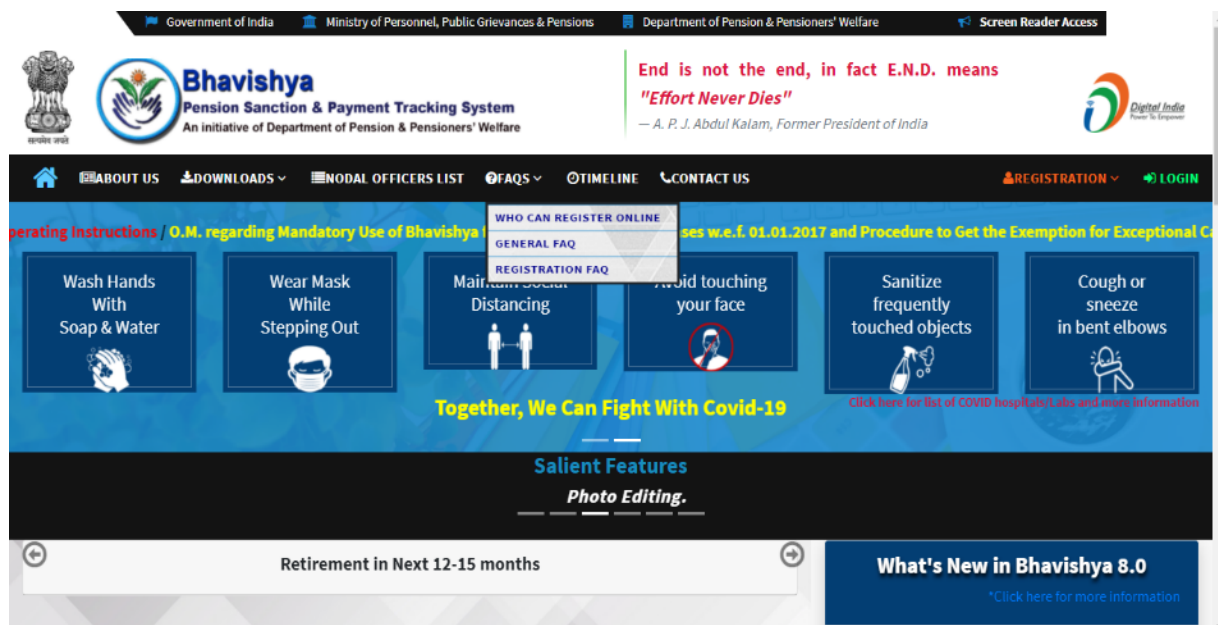
Department of Pension & Pensioners' Welfare is working with a vision of ensuring active and dignified life for pensioners. goal is to ensure payment of all retirement dues and delivery of Pension Payment Order (PPO) to retiring employees on the day of retirement itself. Towards this goal, the department has launched an online Pension Sanction & Payment Tracking System called 'BHAVISHYA'. The system provides online tracking of pension sanction and payment process by the individual as well as the administrative authorities. The system captures the pensioners' personal and service particulars. Some of Bhavishya portal features are -

814 **Offices**	**96** **Ministry / Department**	**7,787** **DDOs**
	1,54,180 **PPO Issued**	**21,897** **Retiring Employees**
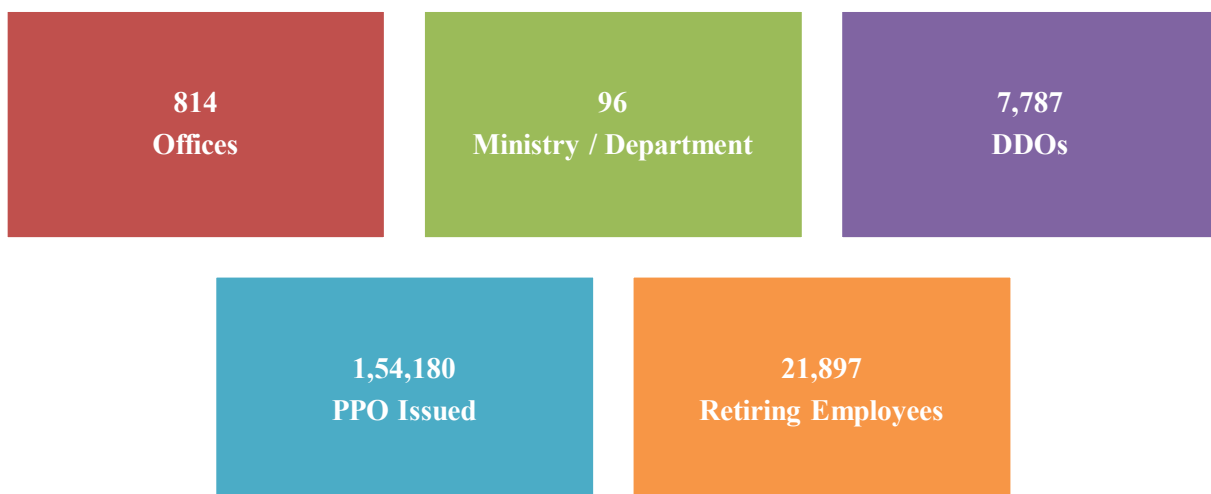
Data as on 25 March 2022

8.1.3.3 Civil Registration System

https://crsorgi.gov.in/

Registration of Births and Death Act (RBD Act) was enacted in 1969 to promote uniformity and comparability in the registration of Births and Deaths across the country and compilation of vital statistics based thereon. With the enactment of the Act, registration of births, deaths and still births has become mandatory in India. The Registrar General, India (RGI) at the Central Government level coordinates and unifies the activities of registration throughout the country. Initiatives taken by CSR are:

- Uniform Software Application for Registration of Births and Deaths
- Database of Institutions
- Application to Monitor Institutional Events
- Capacity Building of Registrars
- Data digitization
- Advocacy and Publicity
- Demand Generation
- National Population Register

8.1.3.4 DIKSHA Portal (PM e-Vidya)

https://www.evidya.in/

DIKSHA (Digital Infrastructure for Knowledge Sharing) has been formally launched by the Hon'ble Vice President of India on 5th September 2017. A comprehensive initiative called PM e-VIDYA is launched which unifies all efforts related to digital/online/on-air education to enable multi-mode access to education. This will benefit nearly 25 crore school going children across the country. Features of DIKSHA Portal include

QR Code -

- National Digital Infrastructure for Teachers and students can be accessed after scanning the QR code provided in their NCERT books

Language -

- The portal is accessible in English and varied languages that include Hindi, Marathi, Tamil, Telugu and so (18 languages).

Location-based

- The portal would first ask for the location to which you belong. For example, you choose Delhi as an option, it would further ask you to choose 'sub-location' means in which locality of Delhi you reside

Class Based

- DIKSHA portal requires a user to choose the class whose study material has to be accessed

8.1.3.5 eSHRAM

https://eshram.gov.in/

Ministry of Labour & Employment has developed eSHRAM portal for creating a National Database of Unorganized Workers (NDUW), which will be seeded with Aadhaar. It will have details of name, occupation, address, occupation type, educational qualification, skill types and family details etc. for optimum realization of their employability and extend the benefits of the social security schemes to them. It is the first-ever national database of unorganized workers including migrant workers, construction workers, gig and platform workers. Highlights of registrations on eSHRAM Portal are –

National Count	Top 5 States	
Total Registrations Completed **33,17,324**	1	**Maharashtra – 5,81,962**
	2	**Karnataka – 4,09,837**
	3	**Madhya Pradesh – 3,77,218**
	4	**Gujarat – 2,51,346**
	5	**Andhra Pradesh – 2,33,337**

Data as on 25 March 2022

8.1.3.6 Jeevan Pramaan

https://jeevanpramaan.gov.in/
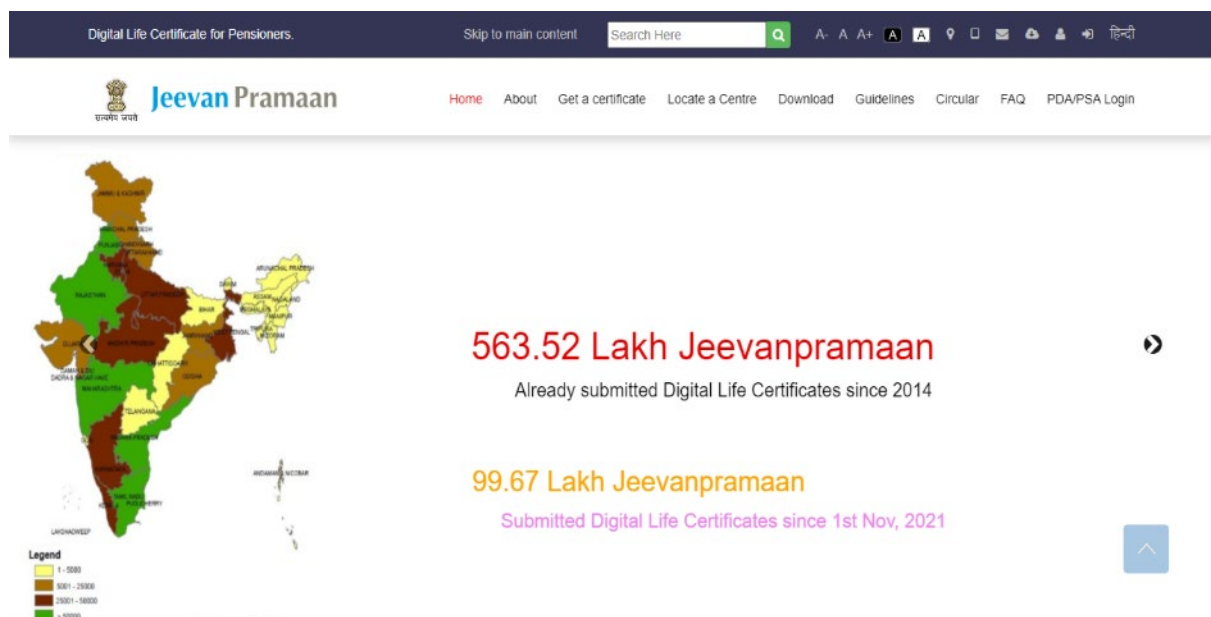
Jeevan Pramaan is a biometric enabled digital service for pensioners. Pensioners of Central Government, State Government or any other Government organization can take benefit of this facility. Digital Life Certificate for Pensioners Scheme of the Government of India known as Jeevan Pramaan seeks to address this very problem by digitizing the whole process of securing the life certificate. It aims to streamline the process of getting this certificate and making it hassle free and much easier for the pensioners. Jeevan Pramaan uses the Aadhaar platform for biometric authentication of the pensioner. A successful authentication generates the Digital Life Certificate which gets stored in the Life Certificate Repository. The Pension Disbursing Agencies can access the certificate on-line.

Life Certificate Generation	**Jeevan Pramaan Already Submitted Digital Life Certificates since 2014** **563.67 Lakh**
Aadhaar Authentication	
Access your Certificate	**Jeevan Pramaan Submitted Digital Life Certificates since 1st Nov, 2021** **99.83 Lakh**
Life Certificate	

Data as on 25 March 2022

8.1.3.7 National Generic Document Registration System (NGDRS)

National Generic Document Registration System (NGDRS)

13 States	1039 Total SROs	3335756 Total Appointments	352323 Documents Submitted	3140479 Documents Registered
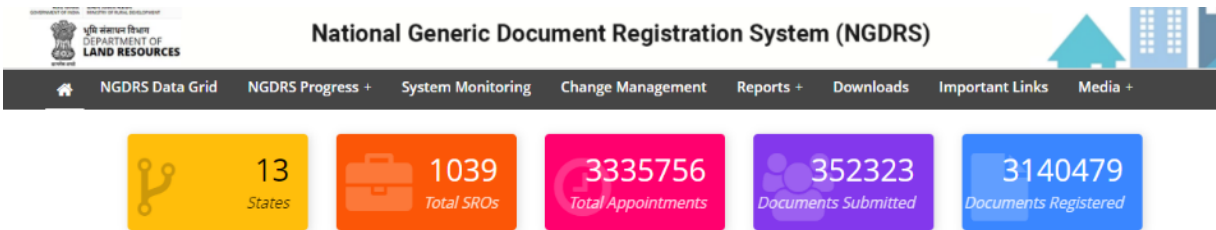
Minimum Interface With Officials

Introduction to NGDRS

A project initiated by the Department of Land Resources, Ministry of Rural Development, Government of India, the National Generic Document Registration System (NGDRS) is a common, generic and configurable application developed for registration departments across the country. The application is specifically designed for the use of sub registrars, citizens and apex users from registration departments. NGDRS facilitates states to create state specific instances and configure the software as per requirements. Offering a complete user interface for property and document registration, the application enables citizens to proceed with land buying online. They can find out

Shri Giriraj Singh
Cabinet Minister

https://ngdrs.gov.in/NGDRS_Website/

This project initiated by the Department of Land Resources, Ministry of Rural Development, Government of India, the National Generic Document Registration System (NGDRS) is a common, generic and configurable application developed for registration departments across the country. The application is specifically designed for the use of sub registrars, citizens and apex users from registration departments. NGDRS facilitates states to create state specific instances and configure the software as per requirements. Offering a complete user interface for property and document registration, the application enables citizens to proceed with land buying online. Dashboard of National Generic Document Registration System (NGDRS) has -

13 **States**	1,039 **Total SROs**	3,33,3587 **Total Appointments**

3,52,101 **Documents Submitted**	3,138,612 **Documents Registered**

Data as on 25 March 2022
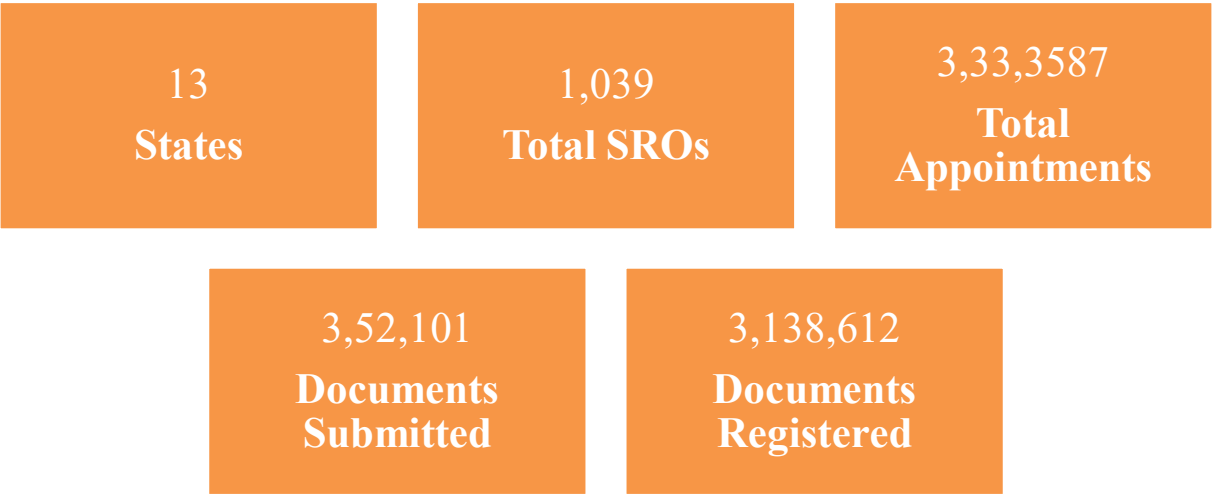
8.1.3.8 National Integrated Database of Hospitality Industry
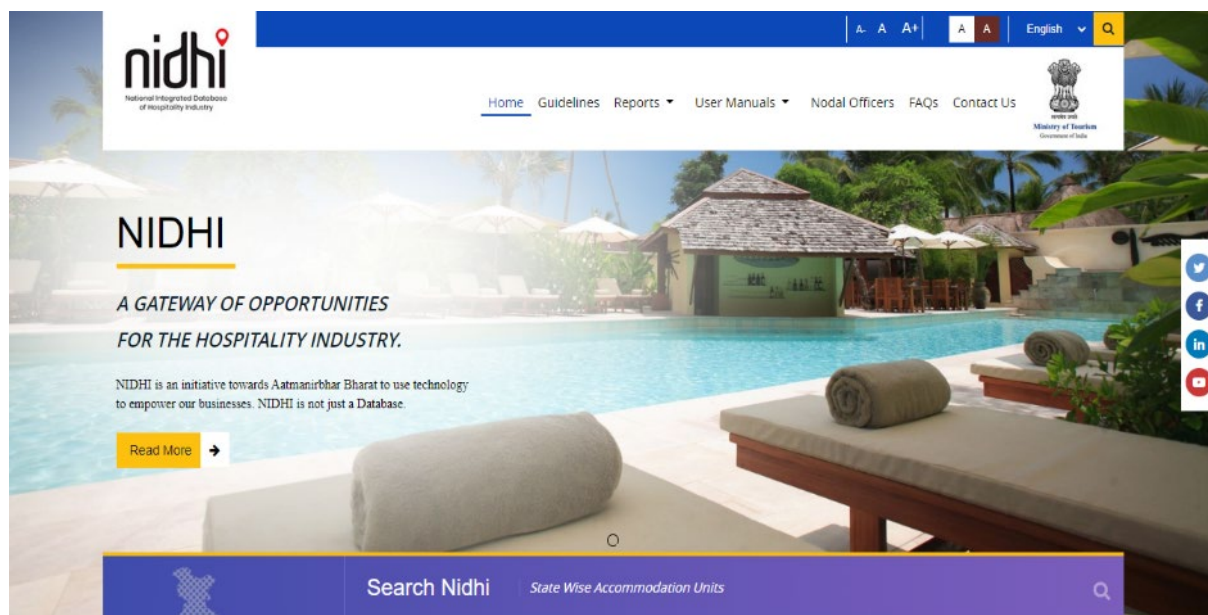
NIDHI is an initiative towards Aatmanirbhar Bharat to use technology to empower India's tourism and hospitality businesses. NIDHI is not just a Database. It aspires to become a gateway to opportunities for the Hospitality Industry. Registration with NIDHI will ensure electronic delivery of various services and benefits to the hospitality unit. It will also serve as a platform for the Hospitality organisations to ideate, share best practices and connect with the Government for ease of doing business. Services provided by NIDHI include -

Star Classification

Ministry of Tourism has scheme for star classification of various hospitality units

SAATHI Schemes

Ministry of Tourism has scheme for assisting in preparedness of hospitality unit under Covid-19

Project Approval

Ministry of Tourism grants approval to hospitality projects

Showcase on incredible India

Registered unit on NIDHI will be showcased on incredible India website

Event and Conferences

Event and Conferences for capacity building ,best practices, skill training will be featured

8.1.3.9 Parivahan Sewa

https://parivahan.gov.in/parivahan

Ministry of Road Transport & Highways (MoRTH) has been facilitating computerization of over 1300+ Road Transport Offices (RTOs) across the country. RTOs issue Registration Certificate (R.C.) & Driving License (D.L.) that are mandatory requirements and are valid across the country. It is necessary to define same standards for these documents on a pan-India level to ensure interoperability, correctness and timely availability of information. Objective is to provided Better services to Transport Department as well as citizen and Quick implementation of government policies from time to time.

Total Vehicle Registered	Total Applications Submitted	Total Revenue Issued
Till Date - 28.39 Crore	Till Date - 11.78 Crore	Till Date - 4,52,076 Cr
Current Year - 34.35 Lakh	Current Year - 23.34 Lakh	Current Year - 41,248 Cr

Vahan Public Dashboard- VAHAN for Vehicle Registration

Total Driving License Issued	Total Applications Submitted	Total Revenue Issued
Till Date -12.41 Crore	Till Date- 13.98 Crore	Till Date - 5,795.01 Crore
Current Year - 5.26 Lakh	Current Year- 33.89 Lakh	Current Year - 550.86 Crore

Sarathi Public Dashboard - SARATHI for Driving Licenses and of compiling the data

Data as on 25 March 2022

8.2 Seamless Service Delivery Excellence @ District level

8.2. Seamless Service Delivery Excellence @ District level

District administration is the front-end / face of the government where most of the government to citizen (G2C) interaction happens. Various e-Governance initiatives such as e-District project, ServicePlus platform, etc. have been conceptualized to improve the citizen experience of such interactions. These initiatives enhance the efficiencies of the various departments at the district level to enable seamless service delivery to the citizen.

The key objectives of these initiatives are to provide easy, anywhere and anytime access to government services, reduce number of visits of citizens to a government office for availing the services, and reduce administrative burden for service fulfillment, save time and costs for the government and citizens.

To acknowledge the efforts of the district administrations towards excellence in seamless service delivery, this section highlights few of the initiatives implemented by the districts. The following initiatives have been included:

S. No.	Initiative Name
1	Indore-311 Application, Indore Municipal Corporation, Madhya Pradesh
2	Silvassa Citizen Connect Project, Silvassa Municipal Council, Dadra & Nagar Haveli and Daman & Diu
3	Panchayat Development Index, Bandipora, Jammu & Kashmir
4	Electronic Authority Services Enabling Application (eASE App), Udham Singh Nagar, Uttarakhand
5	Saksham Surajpur, Surajpur, Chhattisgarh
6	Illegal Mining Tracking System (IMTS), Chhota Udepur, Gujarat
7	Divyang Mitra App, Zilla Parishad Nanded, Maharashtra
8	Aapda App, Koderma, Jharkhand
9	Infrastructure Snapshot App, Goalpara, Assam
10	Jana Sunani, Jharsuguda, Odisha
11	SANVAD, Amravati, Maharashtra
12	SHG Mobile Book Keeping, Chittoor, Andhra Pradesh
13	eDROP (Electronically Deploying Randomly Officers for Polling), Thrissur, Kerala

8.2. Seamless Service Delivery Excellence @ District level

S. No.	Initiative Name
14	Solutions of Online Complaint Helpdesk (SOCH), Champawat, Uttarakhand
15	Doon Integrated Command and Control Centre (DICCC), Dehradun, Uttarakhand
16	Vikasa Society for Employment Generation - East Godavari, Andhra Pradesh
17	Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN, Solan District, Himachal Pradesh
18	SAMBARDHAN Mobile App, Purnea District, Bihar
19	Gyanodaya, a digital learning program, Godda District, Jharkhand
20	Safe Kollam, Kollam District, Kerala

The key highlights of these initiatives are described in the below sub-sections.

8.2.1 Indore-311 Application, Indore Municipal Corporation, Madhya Pradesh

Description:
The application was launched by Indore Municipal Corporation on 2nd October 2016 to communicate directly with their community leaders in government to resolve

https://www.smartcityindore.org/311-app/

The application was launched by Indore Municipal Corporation on 2nd October 2016 to communicate directly with their community leaders in government to resolve issues in their neighborhood. Indore 311 application provides citizens a single platform to access information about various public services – Traffic, iBus, Helpline, Complaints, information of nearby places of interest (Banks, Hospital, Bus Stand, Gym, Petrol pumps, Public Toilet, Post Offices, Police Station, etc.).

Key Aspects of 311 - Indore

- **Allows Citizen to report Indore city civic issues in real-time**
- **Location aware state-of-the-art Technology**
- **Language agnostic user interface**
- **Works in every area of the city (provided you have internet connectivity)**

- **Instant sharing to Facebook & Twitter**
- **User-friendly public communication system for civic issues**
- **Birth, Death and Marriage Certificate application integrated with mobile app 311 – citizens can get the certificate at their home**

VERY EASY TO USE – JUST 4 STEPS:
- **Capture a Photo of the issue**
- **Select category of issue**
- **Optionally, write a short description**
- **Submit the issue**

8.2.2 Silvassa Citizen Connect Project, Silvassa Municipal Council, DNH and DD

http://smcdnh.nic.in/

Silvassa Municipal Council (SMC) has formulated Silvassa Citizen Connect Project. The first module of this project was Complaint Management System launched on 6th Dec. 2018. Citizens can lodge a complaint on web or mobile based application. More than 2900 complaints have been resolved. The complaint resolutions have become easier not only for the citizens but also for the employees. On successfully resolving the complaint, a notification in the form of email and SMS is sent to the complainant.

Citizen Connect Project – Complaint Management System
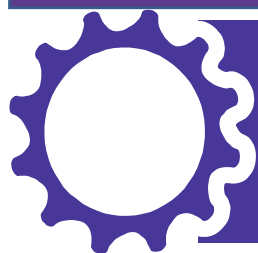
Citizen Preference: Citizens are finding it easier to file a complaint on https://www.smcdnh.in rather than filing a physical complaint because **the** chances of resolution are much higher. Every complaint which is not resolved is escalated to the higher level. All the citizens can submit their complaint and also ask for information within the same framework under citizen connect.

Approach had three main components: (a) Provide easy way to register complaint online with all needed details (b) Equip govt. staff with robust complaint management software (c) establish communication channel between citizens and govt. to help better understand the complaint and give citizens progress updates

Automated Workflow - Complaint is categorized as per department under SMC, auto-assigned to the concerned official with due date. Automated eMail and SMS alerts to update the citizens on their complaint status. Complaint automatically escalated to higher authority if concerned official is unable to act before due date. In case complaint is not satisfactorily resolved, citizens can reopen the complaint.

8.2.3 Panchayat Development Index, Bandipora, Jammu & Kashmir

https://bandipore.nic.in/notice/panchayat-development-index-pdi-of-bandipore/

Panchayat Development Index (PDI) is a vital statistical tool to capture movement in development at grass root level and to witness impact of centrally sponsored schemes at Panchayat level. The index is applicable to all Panchayats across the country. The index shall evaluate a base score of each Panchayat and keep stakeholders viz. District officers, PRI functionaries, frontline workers, etc. motivated towards improving PDI through a real time monitoring feature. PDI has helped Administration to identify weak areas with ease and work towards their progressive upliftment on periodic basis.

Key Aspects

There are 81 outcome indicators spread over six thematic areas of Health & Nutrition, Education, Agriculture and Allied, Skill & Self Employment, Financial inclusion and Basic infrastructure with suitable weightage.

PDI aims to ensure rapid transformation of Panchayats by focused intervention in key areas and to monitor outcome indicators on real time basis in Key sectors.

PSI also aims to generate positive competition among Panchayats and to strengthen PRIs by participatory approach in Planning process

PDI has helped district achieve 100% ODF in SBM-Grameen, 90% of schools have clean drinking water and washrooms, provided functional household connections to 31000 out of 45000 households

8.2.4 Electronic Authority Services Enabling Application (eASE App), Udham Singh Nagar, Uttarakhand

This is an initiative of the Department of Housing, Govt. of Uttarakhand towards e-Governance for better e-General Services (GSM) delivery and better administration. This application enabled District Level Development Authority to deliver the public services effectively and efficiently. For Building Permit, the applicants find it much easier to process and understand the Building By-laws.

Electronic Authority Services Enabling Application (eASE App) – Key Benefits

- Reduction of customers' and organization's time, effort and costs
- Application is a step towards enhancing the living standards, giving 'Ease of Living' experience to citizens

- Improvement of service delivery and citizens' satisfaction
- Creating trust and transforming relations between the stakeholders

- Stakeholders benefited with 24X7 access to application for submission, tracking, processing with ease through any web enabled device from anywhere
- Improved efficiency of the Authority in processing of data

- Increase of users' ICT skills, internet knowledge and computer usage
- Improvement in services design through better understanding of users' requirements, aiming at seamless online services
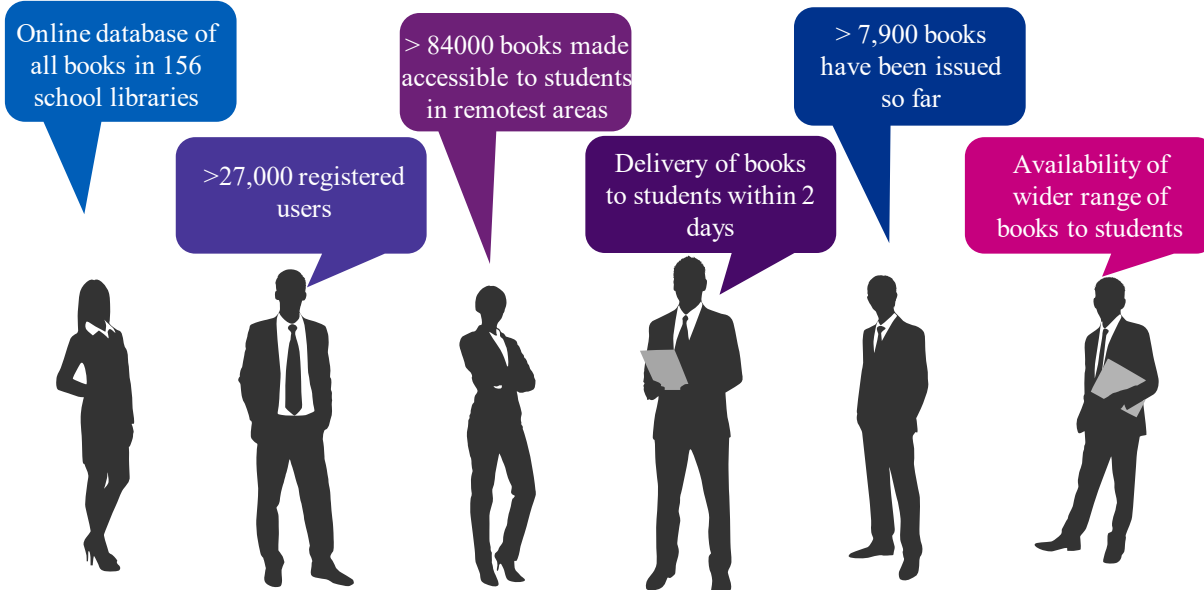
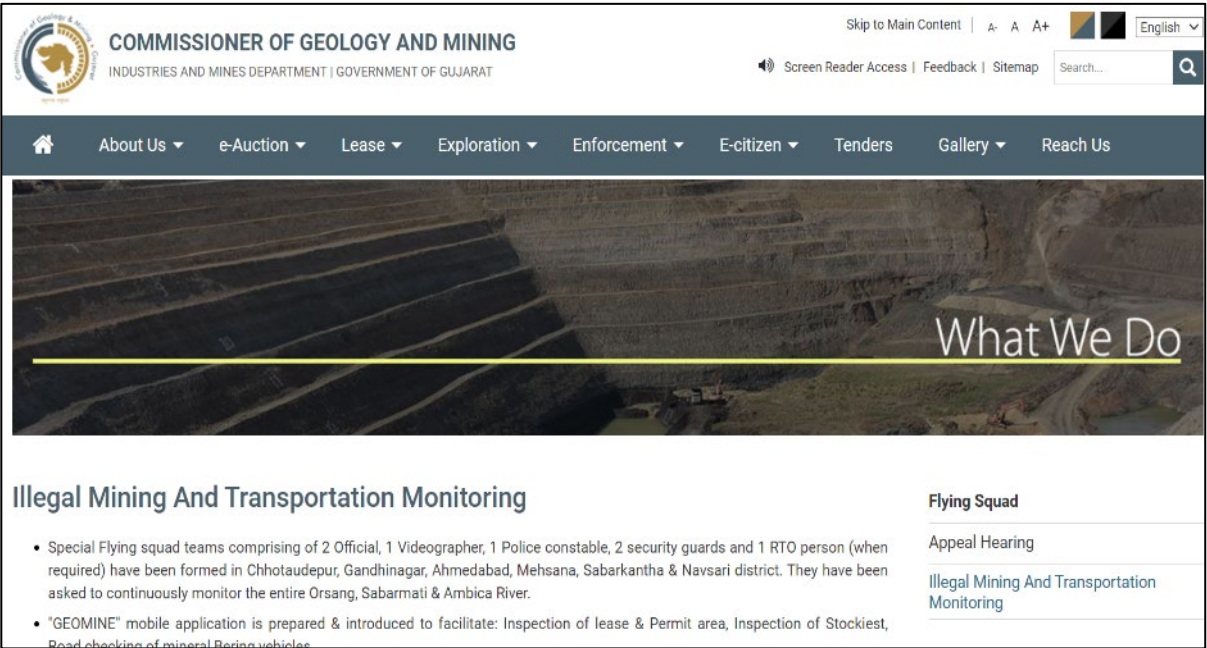# 8.2.5 Saksham Surajpur, Surajpur, Chhattisgarh

An initiative by district administration of Surajpur for making a wide range of books available to the students studying in any part of the district. A database of all the books available in the identified schools was created. A unique ID was created for every school and a unique book code was assigned to every book\so that it can be easily identified to which school the book belongs. Students can browse the database by logging in using his/her student ID and places an online request for issuing the book. To ensure the book requested reaches the student within 2 days, the Cluster Academic Coordinator (CAC) was given the responsibility to handover the book to Block Resource Coordinator (BRC), School Principal of the requesting student and finally the student.

Saksham Surajpur

- Online database of all books in 156 school libraries
- >27,000 registered users
- > 84000 books made accessible to students in remotest areas
- Delivery of books to students within 2 days
- > 7,900 books have been issued so far
- Availability of wider range of books to students

8.2.6 Illegal Mining Tracking System (IMTS), Chhota Udepur, Gujarat

https://cgm.gujarat.gov.in

The district administration of Chhota Udepur has been able to monitor sand mining activity and control illegal mining with the use of latest remote surveillance and IT enabled services. Sustainable sand mining has been ensured by this IT enabled system. This system restricts haphazard mining outside lease area, mining during night hours by lease holder or sand mafia was controlled. The integration of GPS on excavator with geo-fencing of lease area has been very successful in monitoring and identifying the violations and gives very precise information which removes ambiguity / confusion.

Illegal Mining Tracking System (IMTS)

- 01 Remote Surveillance system
- 02 Real time tracking system
- 03 Geo-fencing system
- 04 Integration of GPS system
- 05 Increase in state revenues
- 06 Data Analytics
- 07 Command and Control centre
- 08 Reduction in illegal sand mining
- 09 Increase in accountability

8.2.7 Divyang Mitra App, Zilla Parishad Nanded, Maharashtra

"दिव्यांग मित्र ॲप नांदेड"

(नाविन्यपूर्ण उपक्रम)

नैसर्गिकरित्या किंवा अपघाताने अपंगत्व आलेल्या समाजातील दिव्यांग व्यक्तींना त्यांचे हक्क प्राप्त करुण देणे आणि त्यांच्यासाठी जाहिर केलेल्या योजनांचा त्यांना पूर्ण लाभ मिळवून देणे यासाठी शासन नेहमी अग्रही असते. या गोष्टींसाठी जाणीवपूर्वक प्रयत्नांची आवश्यकता आहे.

दिव्यांग व्यक्तींसाठी विविध शासकिय योजनांचा लाभ मिळवून देऊन त्यांचे जीवनमान उंचावणेसाठी जिल्हा परिषद नांदेड मार्फत नाविन्यपूर्ण उपक्रमांतर्गत दिव्यांगमित्र ॲप बनविण्यात आलेले आहे.

दिव्यांगमित्र ॲपचे वेशिष्ट्ये पुढील प्रमाणे
1. या ॲपव्दारे दिव्यांग व्यक्ती आपली स्वतःची नोंदणी करू शकतो.
2. या ॲपव्दारे दिव्यांग व्यक्ती शासनाच्या विविध योजनांची माहिती मिळवू शकतो.
3. या ॲपव्दारे दिव्यांग व्यक्ती शासनाकडून लागणा-या मदतीसाठी विनंती करू शकतो.
4. शासनाकडून पाठविण्यात आलेले निर्देश अथवा संदेश या ॲपव्दारे प्राप्त करू शकतो.

दिव्यांग ॲप डाउनलोड करा

येथे डाउनलोड करा

दिव्यांग ॲडमिन पोर्टलवर लॉग इन करा

लॉगीन करा

http://divyangmitrananded.in/web/

The government is keen to ensure that persons with disabilities who are naturally or accidentally disabled get full benefits of government's schemes announced for them. Divyang Mitra app has been developed by Zilla Parishad Nanded to raise the standard of living of persons with disabilities by availing various government schemes.

Divyang Mitra App

With this app, a disabled person can register himself.

Through this app, a disabled person can request for help from the government.

Through this app, a disabled person can get information about various schemes of the government.

Can receive instructions or messages sent by the government through this app.

8.2.8 Aapda App, Koderma, Jharkhand

https://koderma.nic.in/disaster-management/

The district administration is providing disaster management services through the use of the 'AAPADA APP'. Through this app, applications are processed, approved and compensatory/ relief amount is disbursed to the victims. The entire process is hassle-free, transparent and each step can be easily supervised by the officer higher in hierarchy. The development of the 'AAPDA APP' will dispense with the manual maintenance of the disaster related records and stimulate digital literacy. This will improve service delivery mechanism and also provide citizen centric governance structure.

Aapda App

- App aims to provide timely information - prior warning, rescue relief and related compensation
- Assisting the disaster affected victims in timely rehabilitation and returning to normal life
- Citizen can directly give the feedback to Deputy Commissioner through App
- Services at the doorsteps of the citizens
- Response time and the time for redressal of the grievance has reduced considerably
- Extensive training on App provided to officials as well as masses
- Relief amount directly transferred to beneficiary bank account

8.2.9 Infrastructure Snapshot App, Goalpara, Assam

http://goalpara.gov.in/index.html

Through this app the people of the district are able to register their grievances regarding infrastructure facilities. This app is also a tool for any person to flag an urgent alert for natural calamities, violence, domestic violence etc. Another high impact beneficiary group is the administration and line departments as the app has enabled more meticulous supervision besides providing accurate, immediate and invaluable ground level feedback on functioning of departments, impact of schemes besides giving a clear picture of the areas of improvement.

Infrastructure Snapshot App

App asks for location access for geotag authentication and also requires photographic data.

Rigorous and regular monitoring of government schemes

Increase in resolution rate of complaints and public grievances

App also allows offline survey and at later stage can sync to the online database

Increase in transparency in the system

Grievances with photo and location enables departments to take action quickly

Multi-level authentication of the complaint eliminates spurious entries

8.2.10 Jana Sunani, Jharsuguda, Odisha

https://janasunani.odisha.gov.in/

A platform to register citizen's grievances and assist them in their grievance redressal. It encourages employees dealing with grievance redressal for a fair and speedy means of dealing with complaints and to take appropriate actions and ensure that promises are kept. The citizens are able to track their grievance and thereby build credibility of the platform.

Jana Sunani – Key Aspects

- Grievance registration from anywhere
- SMS alerts to citizens
- Track status of grievances through WhatsApp
- Availability of Chatbot Helpdesk to lodge and track complaint
- Portal provides detailed FAQ for citizens
- Portal has feedback section for citizens
- Provide efficient service to citizens
- Omni channel platform to register grievance
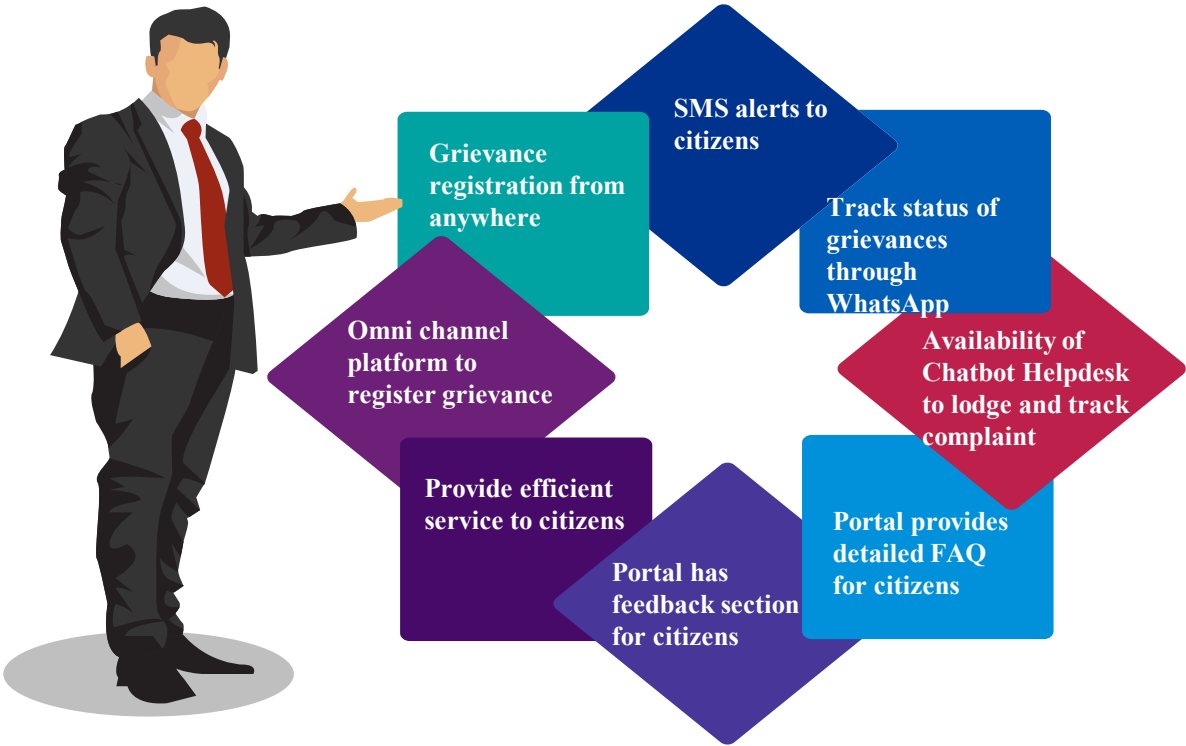
8.2.11 SANVAD, Amravati, Maharashtra

http://www.sanvad.in/
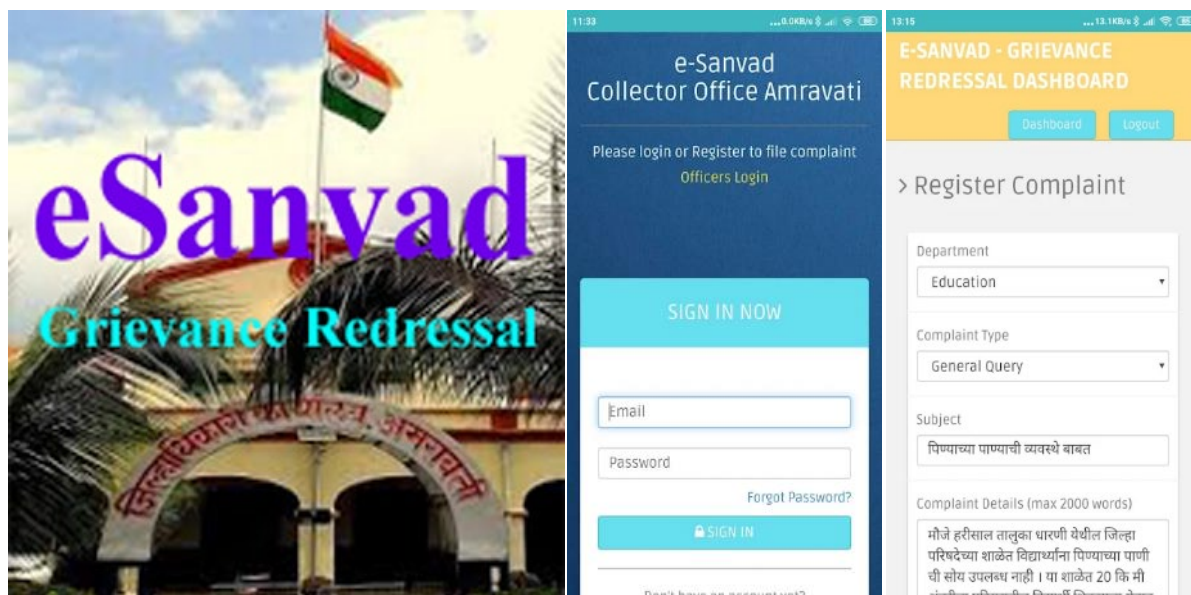
Through the web portal and mobile app, citizens of Amravati district can lodge a complaint by sitting at home through his/her mobile as well as computer. This saves the time and cost for citizens. Once a complaint is lodged, the citizen can also find out the current status of his/her complaint on the portal. Tollfree number is also available for citizens to register their grievances through telephone. These complaints are registered on SANVAD portal and forwarded to concerned department.

SANVAD Platform

01
- Citizens can lodge their complaint online, offline and through telephone (Tollfree number)

02
- Alert is sent to HoD of concerned department once compliant is forwarded to that department

03
- Once grievance is resolved, SMS alert is sent to citizen

8.2.12 SHG Mobile Book Keeping, Chittoor, Andhra Pradesh

http://103.210.74.217/AP/V2_login/Reports/index.aspx

The broad objective is to expand access to finance for people in rural Andhra Pradesh leveraging the community-based organisation (CBO) infrastructure in place. The transactions of Self-Help Groups (SHG) and their federations are captured on real-time basis. SHG members can know member-wise savings, loan outstanding, SHG profit and loss in their mobiles itself.

SHG Mobile Book Keeping
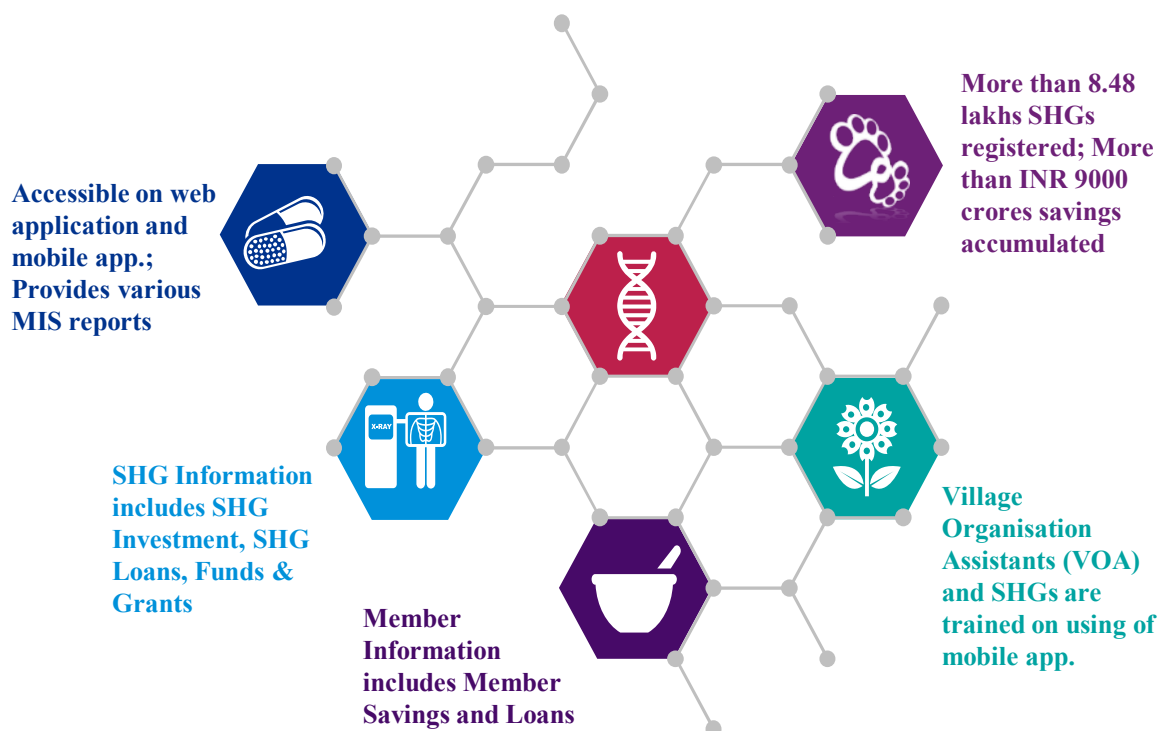
Accessible on web application and mobile app.; Provides various MIS reports

More than 8.48 lakhs SHGs registered; More than INR 9000 crores savings accumulated

SHG Information includes SHG Investment, SHG Loans, Funds & Grants

Member Information includes Member Savings and Loans

Village Organisation Assistants (VOA) and SHGs are trained on using of mobile app.

8.2.13 eDROP (Electronically Deploying Randomly Officers for Polling), Thrissur, Kerala

https://www.edrop.gov.in/

eDROP is the official software solution of Kerala State Election Commission for deploying officers for polling duty with the technical help of NIC. The project provides a web-based solution for all matters related to posting of officials for election duty. The system randomly mixes all data and assigns the officials for polling duty against each polling station.

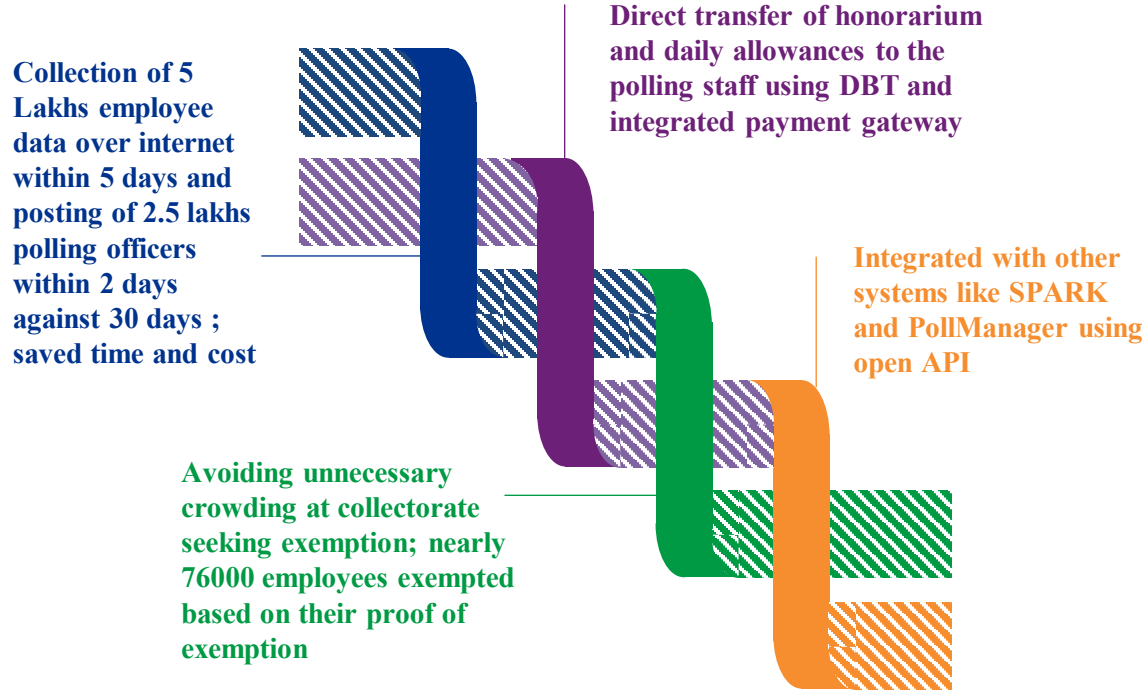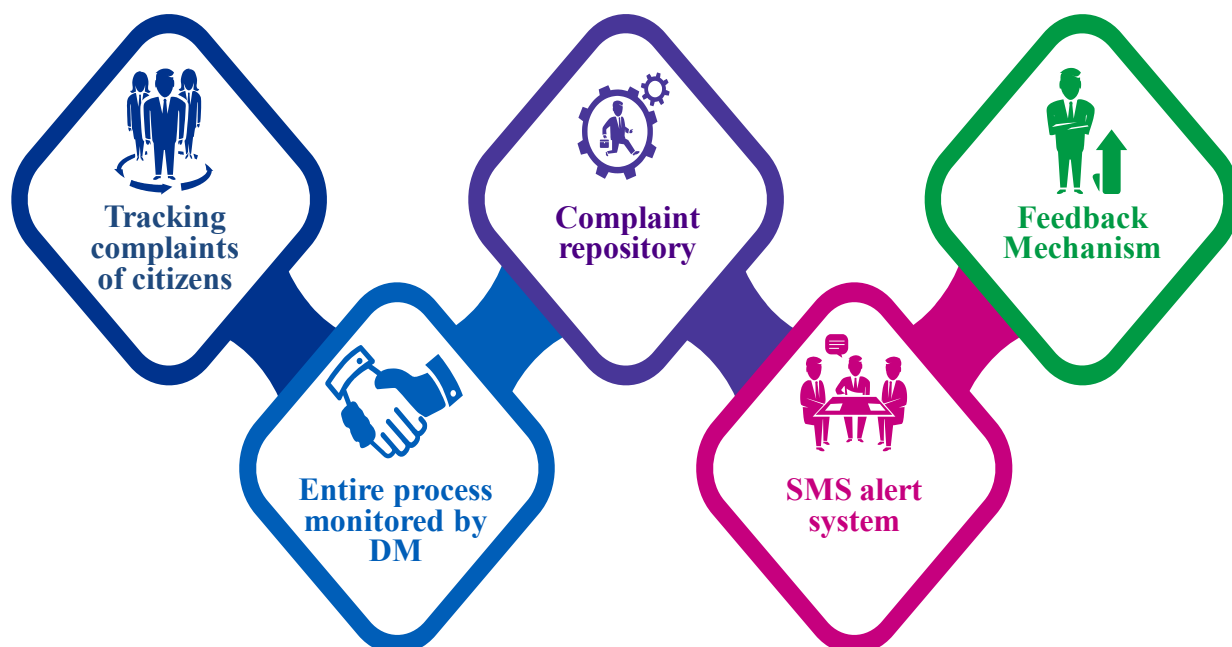### e-DROP - Electronically Deploying Randomly Officers for Polling

Collection of 5 Lakhs employee data over internet within 5 days and posting of 2.5 lakhs polling officers within 2 days against 30 days ; saved time and cost

Direct transfer of honorarium and daily allowances to the polling staff using DBT and integrated payment gateway

Integrated with other systems like SPARK and PollManager using open API

Avoiding unnecessary crowding at collectorate seeking exemption; nearly 76000 employees exempted based on their proof of exemption

8.2.14 Solutions of Online Complaint Helpdesk (SOCH), Champawat,

https://champawat.nic.in/service/grievance-redress/

Any complaint received through Janta Milan, Multipurpose Camp, Tahsil Diwas etc. is directly uploaded to the SOCH Portal in order to process the complaint electronically. Complaint status is sent through the SMS to complainant. If not resolved within 10 days, a reminder is sent to the respective department. The entire process is monitored by the District Magistrate (DM).

SOCH (Solutions of Online Complaint Helpdesk)

Tracking complaints of citizens

Entire process monitored by DM

Complaint repository

SMS alert system

Feedback Mechanism

8.2.15 Doon Integrated Command and Control Centre (DICCC), Dehradun,

http://smartcitydehradun.uk.gov.in/doon-integrated-command-control-centre
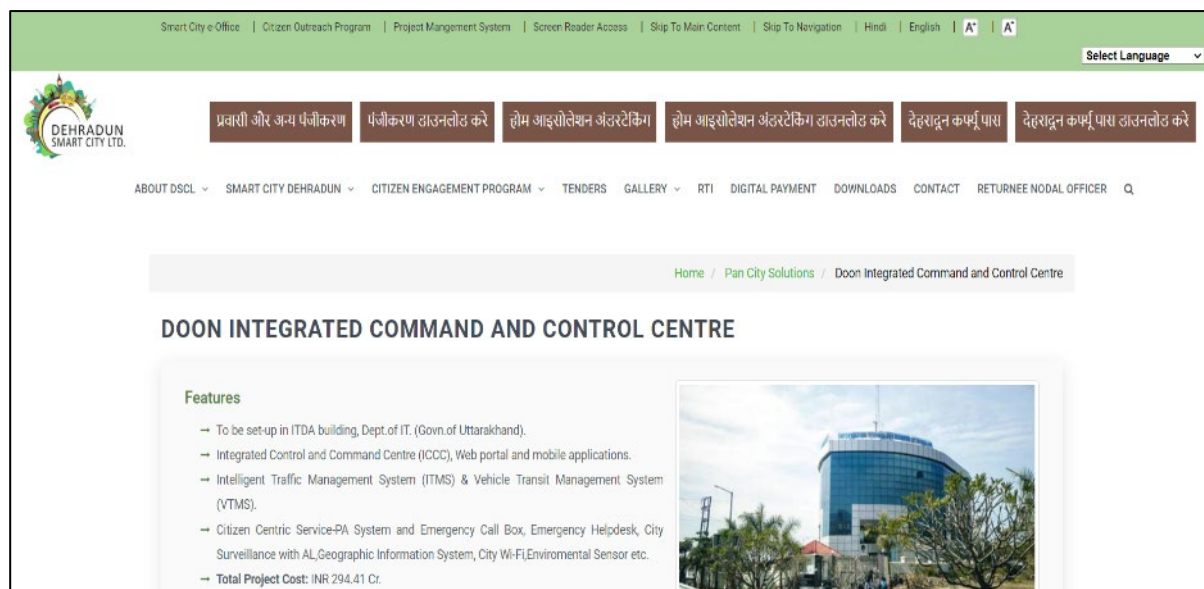
Doon Integrated Command And Control Centre setup by Dept. of IT. (Govt. of Uttarakhand) is one of the Pan-city solutions under the D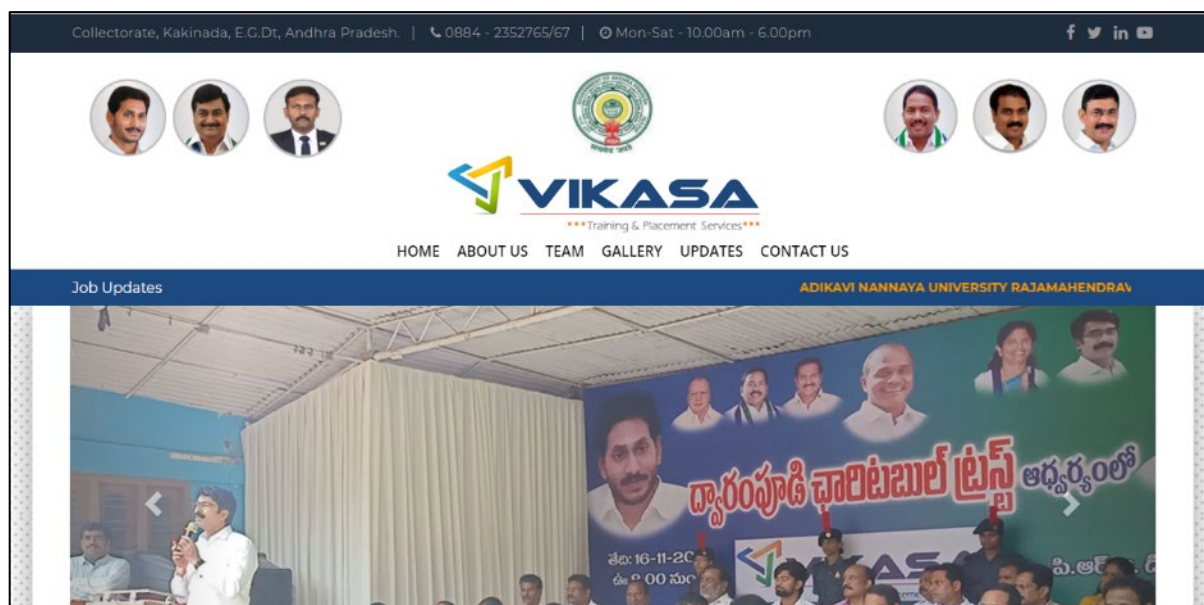ehradun Smart City initiative. This would house web portal and mobile applications related to Intelligent Traffic Management System (ITMS) and Vehicle Transit Management System (VTMS). Citizen Centric Service-PA System and Emergency Call Box, Emergency Helpdesk, City Surveillance with AI, Geographic Information System (GIS), City Wi-Fi, Environmental Sensor etc.

Doon Integrated Command & Control Center

- One stop shop for all city applications
- Increased punctuality of services delivered with improved quality
- Help district administration to converge data repository
- Real time information
- Performance monitoring & management for improved citizen services
- Creating closed loop for each incident reported using mobile app

8.2.16 Vikasa Society for Employment Generation - East Godavari, Andhra Pradesh

https://www.vikasajobs.com/

Vikasa is a Government Society providing training and placement services. It helps in implementation of skill development programs. Further, it helps in mobilizing the job aspirants for the job melas. A number of personality development and communication skills classes to build confidence in the candidates participating in Job Melas for selection in the reputed companies. Vikasa provides a platform for job aspirants and employers for all types of jobs.

Vikasa – Key aspects

Facility to submit Resumes and Company Registration

Every application is checked, interviews arranged and hire the best candidate

More than 3 lakhs applicants with over 86,000 jobs placed

8.2.17 Third Eye: Evidence Based Policing/Governance with CCTV Surveillance Matrix in Industrial Hub BBN, Solan District, Himachal Pradesh

https://www.tribuneindia.com/news/himachal/himachal-pradesh-police-bag-silver-award-in-e-governance-350342

Key initiatives like Geo-tagging of CCTVs on Google My Maps and surveillance through vehicle-mounted cameras were introduced for the first time to step up surveillance in crime-torn industrial belt. More than 2,000 CCTV cameras were installed in the Baddi police district with 1,845, worth Rs 2.45 crore, under the private public partnership (PPP) mode since 2019. The funds secured under the PPP mode also helped in the renovation of the cyber lab facilitating setting up of a CCTV footage analysis lab and geotagging of CCTVs versus crime which helped in effectively solving crimes."

	Key Highlights	
1	It has been awarded the Silver Category Award for National e-Governance 2022 in the district-level category for 2021-22, Department of Administrative Reforms and Public Grievance, Government of India.	
2	The initiative led to a sizeable decline in offences like theft and burglary and recovery of stolen property.	
3	A study on the impact of CCTV surveillance on crime in the BBN area also revealed how the crime scene had transformed following the installation of CCTV cameras in 2019.	
4	A decrease of 37 per cent was registered in 2020 in the theft and burglary cases vis-à-vis 2018. While the decrease was 19 per cent in 2019	
5	The recovery percentage, which stood at a mere 21.84 per cent in 2018, increased to 73.67 per cent in 2019 and 77.1 per cent in 2020.	

8.2.18 SAMBARDHAN Mobile App, Purnea District, Bihar

Identification of the SAM, MAM and Normal Child is a common part that is handled by Health Department and ICDS. 1st level screening through a mobile application for Stunting and Wasting at Anganwadi level. 2nd level screening through mobile application for SAM, MAM or NORMAL. Follow-up of the children through mobile application for a defined period.

Key Highlights

- **Implementation has been done in cascade model – District level workshop cum training, Block level training for ASHA facilitator, Lady supervisors, Block Programme managers of Jeevika, Sector level training for front line workers**

- **1st time child is registered using the mobile app, unique ID is given to the child. Registration data is synchronized to central server. After every screening of the child, data is synchronized with central server.**

8.2.19 Gyanodaya, a digital learning program, Godda District, Jharkhand

https://godda.nic.in/gyanodaya-godda/

Gyanodaya is an online education initiative by Adani Foundation, helping students from rural areas to learn more efficiently in Jharkhand's Godda district (declared an aspirational district by NITI Aayog). In collaboration with the Godda District Administration and Eckovation Pvt Ltd, it is delivering a cutting-edge interactive curriculum through smart classrooms, furthering Sustainable Development Goal (SDG) 4 i.e.. quality education.

Key Highlights

Enhancement learning outcome

Improvement in Students' attendance

Reduction in Student drop-out

Improvement in pass percentage

Covers 70,000+ students across 276 govt. schools across 600 villages in 9 blocks of the district

8.2.20 Safe Kollam, Kollam District, Kerala

https://www.thehindu.com/news/national/kerala/a-social-safety-net-for-kollam/article29577834.ece
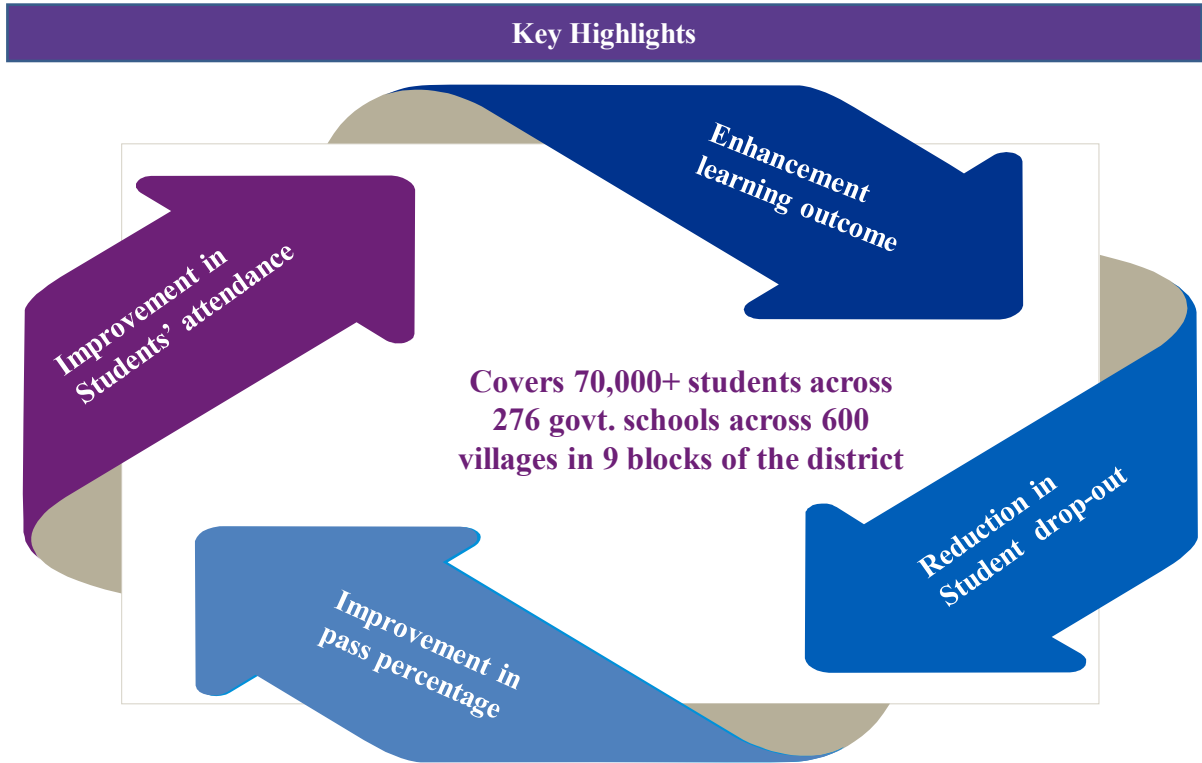
In 2019, the district administration launched Safe Kollam initiative focusing on multiple aspects including safe environment, safe water, safe food, safe road and safe children. Ward-level committees formed by local bodies are in-charge of disseminating information and door-to-door awareness programmes. The project was also able to bring about behavioral changes in children and students.

Key Highlights

01 Through waste management activities considerable reduction in the amount of waste production and littering of open spaces are ensured

02 Contamination of water bodies was prevented

03 Number of road accident and death due to accidents was reduced

04 The usage of drugs and narcotics among children and youth were reduced

05 Adulteration of food materials and sale of adulterated food were checked.

8.3 Mandatory Services List and Description of Services

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
1	Finance	Record of Rights (ROR) (G2C)	ROR is an extract from the land records registers which contains complete information about the history of holders of land indicating the legal status of a property
2	Finance	Mutation of Revenue Records (G2C)	Mutation of revenue records is the transfer or change of title entry in revenue records due to reasons like death of the original owner and subsequent transfer of the ownership due to inheritance or succession
3	Finance	Domicile Certificate (G2C)	Domicile or residence certificate is issued to prove that the person bearing the certificate is a resident of the state/UT by which the certificate is being issued
4	Finance	Online application of Marriage Certificate (G2C)	Marriage certificate is a valid legal document that confirms the marital status of a couple
5	Finance	Online application of Caste Certificate (G2C)	Caste certificate is the proof of one's belonging to a particular caste, especially in case one belongs to any of the 'Scheduled Castes' as specified in the Indian Constitution
6	Finance	Online application of Income certificate (G2C)	Income certificate is issued to the citizen by the Government as an evidence confirming their annual income and testifying all sources of the income
7	Finance	Apply online for Encumbrance Certificate (G2C)	Encumbrance certificate is an evidence of ownership title with the records assuring that the property is free from any legal or monetary dues such as uncleared loans or mortgages
8	Finance	Appointment for Registrations under Indian Registration Act (G2C)	Booking an appointment under the Registration Act, 1908 to provide a method of public registration of documents to give information to people regarding legal rights and obligations arising or affecting a particular property and to perpetuate documents which may afterwards be of legal importance and to prevent fraud
9	Finance	Registration of societies under Societies Registration Act (G2B)	In order to societies to operate they should register under The Society Registration act. This act is implemented with the purpose of augmenting the legal stipulations of society registration for the advancement of literature, fine arts, science or distribution of awareness for bountiful purposes
10	Finance	Registration of partnership firms under Partnership Firms Act (G2B)	Registration under the Indian Partnership Act, 1932, for a creation of a partnership which is the relation between persons who have agreed to share profits of a business carried on by all or any of them acting for all

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
11	Finance	Issuance of statutory forms (G2B)	Issuing CST Statutory forms through Central Repository section for C Form, F Form, H Form, EI Form and EII Form under the Central Sales Tax Act
12	Finance	e-Return Filing (G2B)	e-Return filing is the process of electronically filing income tax returns online
13	Finance	Online Bidder Enrolment (G2B)	Online facility for corporates / vendors / bidders to enrol themselves on the procurement portal to participate in the tenders published by the government departments / agencies.
14	Finance	Online Bid / Proposal Submission (G2B)	Online facility for the enrolled bidders to submit their bid / proposal on the procurement portal for the tenders published by the government departments / agencies
15	Finance	Tender Result Announcement (G2B)	Online Facility for the bidders to view the tender evaluation results on the procurement portal for which the bidder had submitted the bid / proposal
16	Labour & Employment	Registration and Licensing - Motor Transport Workers Act (G2B)	Registering and grant of license under the Motor Transport Workers Act, 1961, for regulating the varied employment conditions enforced to present special rights to motor transport workers for their welfare and to provide them with amicable working conditions
17	Labour & Employment	Application for License of a Contractor (s) for recruitment of migrant workmen (G2B)	Applying for the license online by the applicant who possesses the contractual agreement with the principal employer and authorization when the applicant engages 5 or more interstate migrant workmen in the contractual work
18	Labour & Employment	Application for Registration of Shops and Establishment (G2B)	Applying under the Shop & Establishment Act, that regulates payment of wages, hours of work, terms of service, wages for holidays, leave policy, work conditions, overtime work, interval for meals and rest, prohibition for employment of children, employment of young persons or women, maternity leave and benefits thereof, opening and closing hours, closed days, weekly holiday, dismissal, cleanliness, lighting and ventilation, fire safety and precautions, accidents, record keeping, etc. within the prescribed number of days from date of commencement in the prescribed form along with prescribed fees
19	Labour & Employment	Employee Registration (G2C)	Online registration facility provided by the State / UT to allow their employees to register with the government - register by providing necessary details.
20	Labour & Employment	Job Seeker Registration (G2C)	Online registration facility provided by the State / UT for the job seekers - register by providing necessary details.

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
21	Labour & Employment	Job Skill Development (G2C)	Enhancing skills through institutional training, infrastructure, convergence, trainers, overseas employment, sustainable livelihoods and leveraging public infrastructure
22	Labour & Employment	Employer Registration (G2B)	Online registration of employer with the department to avail the facility of finding the right candidate to fill vacancies by the posting of job vacancies and searching the candidate database for suitable resumes
23	Education	Online application for Scholarship (G2C)	Online student application for availing various scholarship schemes.
24	Education	Check examination results online/Online result display (G2C)	Users to view results online of various examinations conducted by CBSE, ICSE, State Educational Boards, SSC, UPSC, etc.
25	Education	School Registration (G2B)	Registration of schools under necessary boards through online
26	Education	NOC for Schools (G2B)	No Objection Certificate (NOC) for CBSE/ICSE affiliation to be granted to applicant school and subsequently recognized as specified in the RTE Act subject to conforming with the mentioned guidelines
27	Social Welfare including Health, Agriculture, Home & Security	Online Registration System for OPD Appointment (G2C)	Online Registration System for OPD appointment is the framework to link various hospitals for Aadhar based online registration and appointment system for patients in which OPD registration and appointment system through HMIS (Hospital Management Information System) has been digitalized, enabling the patient to book online appointments with various departments of different hospitals using eKYC data/Aadhar number/UHID number
28	Social Welfare including Health, Agriculture, Home & Security	Patient Registration (G2C)	Online registration of patient through verification using Aadhar mobile number registered with UIDAI
29	Social Welfare including Health, Agriculture, Home & Security	Pregnant women assistance (including Benefit transfers) (G2C)	Schemes that are assisting pregnant women to avail benefits Ex:- Under the JSY (Janani Suraksha Yojana), eligible pregnant women are entitled for cash assistance in a government or accredited private health facility along with DBT (Direct Benefit Transfers) being rolled out in various districts to reduce maternal and infant mortality by promoting institutional delivery
30	Social Welfare including Health, Agriculture, Home & Security	Child Registration (G2B)	Child birth registration is the official recording of the child's birth by the government administrative processes as a permanent and certified record. This official recording of birth is done by the hospital with the concerned health authorities.

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
31	Social Welfare including Health, Agriculture, Home & Security	NOC for new establishments (G2B)	No Objection Certificate (NOC) for new hospital buildings subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, fire fighting and evacuation measures
32	Social Welfare including Health, Agriculture, Home & Security	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.) (G2C)	Users can access details on schemes such as Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP Scheme), Deendayal Disabled Rehabilitation Scheme to promote voluntary action for persons with Disabilities (DDRS Scheme), National Awards and National Scholarships for persons with disabilities, Trust Fund for empowerment of persons with disabilities and schemes arising out of the implementation of related programmes
33	Social Welfare including Health, Agriculture, Home & Security	Scholarships for students (G2C)	Students can apply for scholarships for the categories of pre-matric scholarship scheme, post-matric scholarship scheme, top class scholarship scheme and merit cum means (MCM) scholarship scheme through the online portal
34	Social Welfare including Health, Agriculture, Home & Security	Pension (any type) (G2C)	Pension through the e-National Pension System (eNPS) to open pension account and make contributions to the account with the objective to provide social security to the citizens of India, regulated by the PFRDA
35	Social Welfare including Health, Agriculture, Home & Security	Online Complaint Registration (G2C)	Online facility for citizens to lodge complaints with the police department
36	Social Welfare including Health, Agriculture, Home & Security	Missing Person Registration (G2C)	Online facility for citizens to report cases of missing persons.
37	Social Welfare including Health, Agriculture, Home & Security	Request for FIR copy (G2C)	Online facility for citizens to request for a copy of FIR by providing the necessary requested details.
38	Local Governance & Utility Services	Birth Certificate (G2C)	Online application form for the mandatory birth certificate to register every birth in which registration must be done within 21 days of the birth, which provides details on date of birth, place of birth, name, guardian's names, etc.

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
39	Local Governance & Utility Services	Death Certificate (G2C)	Online application for death certificate serving as a document issued to the nearest relatives of the deceased stating the date, fact and cause of death
40	Local Governance & Utility Services	Property tax online payment (G2C)	Property tax payment by online through net banking , e-wallet, debit card or credit card for local tax payment collected by the municipal authorities from the property owners
41	Local Governance & Utility Services	Permission for Water Connections (G2C)	Online application for new domestic water service connection for installation of water and sewer connection by the water supply and sewerage board
42	Local Governance & Utility Services	Building or development permit (G2B)	Online application for building permit which is the official approval issued by the local governmental agency that allows you or your contractor to proceed with a construction or remodeling project on your property intended to ensure that the project plans to comply with local standards for land use, zoning, and construction and to ensure the safety of current and future owners and occupants providing enforcement of zoning and land use policies
43	Local Governance & Utility Services	Occupancy Certificate (G2B)	Applicant can submit an online application for occupancy certificate that is issued by the local municipal authorities or by the building proposal department declaring that the construction of the building is in accordance with the approved plans when a building is constructed and is ready to be occupied implying that the building has proper civic infrastructures like water, sanitation and electricity
44	Local Governance & Utility Services	Application for NoC for Building (Plan) Construction (G2B)	Viewing of process, procedure, documents required and online application for No Objection Certificates (NOCs), approvals and licenses required for an establishment before construction, during construction and after construction like fire NOC, CLU, building plan, fire fighting scheme, DPC level inspection, etc.
45	Local Governance & Utility Services	e-Payment of Electricity Bills (Citizen) (G2C)	Online electricity bill payment by citizens on the respective electricity department website by logging in through contract account number, verifying bill details and making payment through credit/debit card/other available online payment methods
46	Local Governance & Utility Services	New connection (business) (G2B)	Online application by businesses/commercial enterprises for new electricity service connection through filling in details required in the non-domestic supply form as per the type of new service, district, service category, type of ownership of property, name, billing address, mobile number, e-mail id, etc. and upload the required supporting documents attested by the company secretary/director for a new connection

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
47	Local Governance & Utility Services	e-Payment of Bills (Business) (G2B)	Online electricity bill payment by businesses/commercial enterprises on respective electricity department website by logging in through contract account number, verifying bill details and making payment through credit/debit card/other available online payment methods
48	Local Governance & Utility Services	Load change/ Category change (G2B)	Online application for addition or reduction of load in respect of electricity service connection through the respective web portal by filling in the required details of type as per applicant category of load addition or load reduction, consumer number, region code and other details such as name, billing address, mobile number, email id, etc.
49	Local Governance & Utility Services	e-Payment of Bills (G2C)	E-payment service through water bill payment system by entering consumer id/mobile number/email id to preview the latest bill, proceed to payment option and make the payment online through the payment gateway by selecting the desired option from the available methods
50	Local Governance & Utility Services	Application for Water Connection (business) (G2B)	Online application form for water supply connection for business/commercial/industrial use by creating new registration, login with registered user name, online payment to buy application form, fill in application form and upload of required documents such as sanctioned building plan, khata certificate, road cutting permission, photographs of building, owner, and rain water harvesting system, receipt of GBWASP payment, occupancy certificate
51	Environment	Initial No Objection Certificate / Plan Approval for Building Permit (citizen) (G2C)	Online application for initial No Objection Certificate (NOC), approvals and licenses required including the fire fighting scheme in the pre-construction stage of the commercial establishment
52	Environment	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen) (G2C)	Final fire No Objection Certificate (NOC) for residential buildings subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, fire fighting and evacuation measures by filling in building details, tower details, applicant details, upload of documents, upload of fire fighting equipment photographs, etc.
53	Environment	Initial No Objection Certificate / Plan Approval for Building Permit (business) (G2B)	Online application for initial No Objection Certificate (NOC), approvals and licenses required including the fire fighting scheme in the pre-construction stage of the commercial establishment

8.3.1 Mandatory Services List and Description of Services

S. No.	Focus Sector	Service Name	Description
54	Environment	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business) (G2B)	Final fire No Objection Certificate (NOC) for hotels, hospitals, education buildings, multiplex buildings, industrial buildings, business buildings, etc. subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, fire fighting and evacuation measures by filling in building details, tower details, applicant details, upload of documents, upload of fire fighting equipment photographs, etc.
55	Tourism	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator (G2B)	Online facility for Tour Operators to get necessary approvals from the Department to issue Certificate of Recognition as Provisional / Approved State Tour Operator
56	Tourism	Registration of Hotels Guest houses/ tourist Accommodation units/ etc. (G2B)	Online registration facility for Hotels, Guest Houses, Tourist Accommodation units, etc. to get necessary approvals from the Department to operate.

8.3.2 Central Ministry Services List

S. No.	Ministry Name	Service Name
1	Ministry of Finance – Central Board of Direct Taxes	a) PAN card application/ corrections b) e-Filing income tax returns (ITR) c) Apply online for Tax Deduction Account Number d) e-Filing of TDS returns
2	Ministry of Finance – Central Board of Indirect Taxes and Customs	a) E-filing services for documents like Bill of Entry & Shipping Bill b) E-payment of Customs duty
3	Ministry of Finance – Procurement Policy Division	a) Central Public Procurement Portal
4	Ministry of Labour and Employment	a) Register your establishment with EPFO b) Online challan submission of EPF c) Apply online to transfer your EPFO claim d) Apply for jobs on National Career service portal
5	Ministry of Social Justice and Empowerment	a) Grants given to NGOs by the department through portal (e-Anudaan)
6	Ministry of Health and Family Welfare	a) Online Patient Registration b) Online service portal of Central Government Health Scheme
7	Ministry of Agriculture	a) eNAM b) Soil Health Card c) Pradhan Mantri Fasal Bima Yojna
8	Ministry of Rural Development	a) Kaushal Panjee - Skill Register b) Meri Sadak
9	Ministry of Environment, Forest and Climate Change	a) Environmental Impact Assessment (EIA) clearance b) Forest clearance proposals
10	Ministry of Commerce & Industry	a) Government e-Marketplace (GeM)
11	Ministry of Education (formerly Min. of Human Resource Development)	a) Online Education Service b) Online Library Service
12	Ministry of Home Affairs - National Crime Records Bureau (NCRB)	a) Digital Police
13	Ministry of Personnel, Public Grievances and Pensions -Department of Pension & Pensioners' Welfare	a) BHAVISHYA Portal

8.4 Assessment Questionnaire

8.4.1 Assessment Questionnaire – State / Ministry Services Portal

S.No.	Evaluation Area	State Services Questionnaire
1	Accessibility	Existence of the service link in state portal or national services portal
2	Accessibility	Is service available both in English and local language
3	Accessibility	Information about the eGovernment/IT department/ respective department
4	Accessibility	Contact Information of government officials/ agency responsible for the provision of specific online services/queries
5	Accessibility	Existence of a separate 'Contact Us' section
6	Accessibility	Availability of downloadable forms for provisioning of services which cannot be submitted online
7	Accessibility	Availability of multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.)
8	Accessibility	Does the web page provide any service delivery charters which are published
9	Accessibility	Availability of feature for users to create personal login profiles OR sign in through an integrated authentication initiative such as Aadhaar
10	Accessibility	Availability of promotional campaigns to avail eServices
11	Accessibility	Are details to avail the service across channels (portal, mobile, Kiosk, others) available online
12	Accessibility	Availability of facility for users to register/ log in online
13	Accessibility	For registered users, is there provision for the user to check details of previously availed services, transaction history etc.
14	Accessibility	Has the website been designed using auto format to adjust to various mobile devices like tab, iPad, mobile phones etc.
15	Accessibility	Availability of information about compatible browsers and best screen resolutions
16	Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities
17	Accessibility	Does the portal support audio and video playing?
18	Accessibility	GIGW compliant
19	Content Availability	Availability of facility for user to provide feedback / comments regarding eServices
20	Content Availability	Information about results of user feedback about online services
21	Content Availability	Existence of a separate section for Help
22	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ)
23	Content Availability	Availability of sitemap

8.4.1 Assessment Questionnaire – State / Ministry Services Portal

S.No.	Evaluation Area	State Services Questionnaire
24	Content Availability	Availability of information of the last updated timestamp on each page of the website
25	Content Availability	Is last updated timestamp as of current year
26	Content Availability	Does the website have relevant and updated contents?
27	Content Availability	Availability of Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.
28	Content Availability	Availability of Statistics about transaction count of services availed by users
29	Content Availability	Information about how to avail electronic/ digital signature facility for availing the services?
30	Ease of Use	Can service application forms be downloaded online
31	Ease of Use	Are eServices available within 2-clicks from home page
32	Ease of Use	Presence of a What's new section which details the changes in the website
33	Ease of Use	Is website easy to find in top search engines - use of search engine optimization technique?
34	Ease of Use	Availability of procedures describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.)
35	Ease of Use	Availability of search feature
36	Ease of Use	Is the website available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.
37	Ease of Use	Does the website have built-in facility to populate content relevant to user's recent activity / interest
38	Ease of Use	Does the department/service portal have a defined internal workflow to process a service request
39	Ease of Use	Is the user manual available to guide the users?
40	Information Security and Privacy	Are mobile alerts available for unauthorized access to user profile, password changes etc.
41	Information Security and Privacy	Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.
42	Information Security and Privacy	Clear Indication of W3C Compliance of the web page on the Home page
43	Information Security and Privacy	Is the web page hosted on HTTPS protocol
44	Information Security and Privacy	Is the personal data of the citizens been safeguarded through the security policy of the government

8.4.1 Assessment Questionnaire – State / Ministry Services Portal

S.No.	Evaluation Area	State Services Questionnaire
45	Information Security and Privacy	Is the web page been assessed by TPA for the online security
46	Information Security and Privacy	Has the web page mandated 3 factor authentication for username & password
47	Information Security and Privacy	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.
48	End-service delivery	Is end service available through email, online (downloadable)
49	End-service delivery	Is end service available upon visit to respective centre/department etc.
50	End-service delivery	Is OTP facility available for user authentication during final service delivery
51	End-service delivery	Are service delivery timelines published on the website
52	End-service delivery	Whether the manual provision of services been completely done away by the State
53	Integrated service delivery	Availability of feature to submit service forms online (PDF or web based)
54	Integrated service delivery	Availability of facility to make Online payments
55	Integrated service delivery	Is digital signature facility available
56	Integrated service delivery	Does the website allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.)
57	Integrated service delivery	Single payment gateway for all channels
58	Integrated service delivery	Can the service be availed without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online
59	Integrated service delivery	Single Sign on /Unique ID (Aadhaar) sign in
60	Integrated service delivery	Are the available citizen services linked to Digital Locker
61	Integrated service delivery	Availability of facility to make online payment towards services availed on web page using mobile device
62	Integrated service delivery	Does the web page provide for various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service
63	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and auto-populated while submitting service application details online.
64	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online.

8.4.1 Assessment Questionnaire – State / Ministry Services Portal

S.No.	Evaluation Area	State Services Questionnaire
65	Integrated service delivery	Are apps available for each of the services - Availability of installable mobile applications for providing information and availing the service
66	Integrated service delivery	Has the webpage been integrated with Social Media Apps like Twitter, Facebook etc.
67	Status and request tracking	Availability of feature to track Service Applications/ Requests online
68	Status and request tracking	Availability of facility to log Grievances / Complaints
69	Status and request tracking	Availability of Ticket / Complaint No. for status tracking and future follow-ups
70	Status and request tracking	Are service update alerts sent through SMS
71	Status and request tracking	Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls
72	Status and request tracking	Does the user get feedback on their complaints like email, call back etc.
73	Status and request tracking	Availability of Information about helpline for issues regarding online payments through web page
74	Status and request tracking	Does the web page provide help desk, online support, and call centre for users?

8.4.2 Assessment Questionnaire – State / Central Ministry Portal

S.No.	Evaluation Area	Central Ministry Services Questionnaire
1	Accessibility	Is the state portal URL provided in this survey also listed in NGSP (https://services.india.gov.in/) portal?
2	Accessibility	Availability of feature for users to create personal login on the portal
3	Accessibility	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?
4	Accessibility	Availability of installable mobile applications for providing information and availing services of portal
5	Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.
6	Accessibility	Are key call centre nos. provided in the portal?
7	Accessibility	Has the tourist information been prominently linked and visible on the portal?
8	Accessibility	Is the State Holiday list provided on the portal?
9	Accessibility	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?
10	Accessibility	Is there any eSurvey/online polls being done on the portal currently?
11	Accessibility	How many services of the State is/are available on NGSP?
12	Content Availability	Existence of a section providing the list of State Departments with contact details of Ministers & Senior officials?
13	Content Availability	Existence of a section providing the list of Districts with contact details of DM and senior officials?
14	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal
15	Content Availability	Availability of information of last updated timestamp on each page of the portal
16	Content Availability	Is last updated timestamp on each page of the portal as of current year
17	Content Availability	Availability of Statistics about website usage by users (no. of visitors)
18	Content Availability	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.
19	Ease of Use	Is portal easy to find in top search engines - use of search engine optimization technique?
20	Ease of Use	Contact Information of government officials/ agency responsible for the provision of specific online services/queries
21	Ease of Use	Existence of a separate 'Contact Us' section on the Portal
22	Ease of Use	Availability of facility to log Grievances / Complaints on the Portal
23	Ease of Use	Availability of multiple portal navigation routes for services and information (E.g. A to Z services Index, State Department wise Service Groups, Service type groups etc.)

8.4.2 Assessment Questionnaire – State / Central Ministry Portal

S.No.	Evaluation Area	Central Ministry Services Questionnaire
24	Ease of Use	Availability of information about compatible browsers and best screen resolutions
25	Ease of Use	Presence of a What's new section which details the changes in the portal
26	Ease of Use	Availability of search feature on the portal
27	Ease of Use	Availability of multiple language support on the portal
28	Ease of Use	Existence of a separate section for Help on the portal
29	Ease of Use	Is the portal available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.
30	Ease of Use	Availability of features to enable access to portal for people with visual/audio/motor disabilities
31	Ease of Use	Availability of sitemap of the Portal
32	Ease of Use	Does the portal support audio and video playing?
33	Information Security and Privacy	Clear indication of online security measures implemented on the portal through HTTPS, symbols for third party security alliances etc.
34	Information Security and Privacy	Clear Indication of W3C Compliance of the Portal on the Home page
35	Information Security and Privacy	Availability of copyright statements on the Portal
36	Information Security and Privacy	Are copyright statements as of current year
37	Information Security and Privacy	Is the portal hosted on HTTPS protocol
38	Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online
39	Information Security and Privacy	Is the portal been assessed by TPA for the online security
40	Information Security and Privacy	Is password recovery & reset facility available for the user
41	Information Security and Privacy	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.

8.5 Citizen Survey Questionnaire

8.5 Citizen Survey Questionnaire

Welcome to NeSDA Citizen Survey

National eGovernance Service Delivery Assessment (NeSDA) is an initiative by the Department of Administrative Reforms and Public Grievances (DARPG) which will be used to assess and benchmark e-government development and public service delivery efficiency in India at a state/UT level. This assessment framework will be used as a benchmarking tool to evaluate **common services provided to citizens (G2C), business users (G2B) and government (G2G) departments under focus sectors of Finance, Labour & Employment, Education, Social Welfare (including Health & Agriculture), Local Govt. & utilities and Environment of 29 states, 7 Union Territories (UTs).** The overall goal of the study is to promote participation of all departments and ministries at state/UT and central level to adopt the e-government framework in their day-to-day functioning to reinforce **Minimum Government and Maximum Governance.**

Why Citizen Survey

The purpose of this survey is to gain insight on the citizens' experience in availing e-services from their respective States/UTs. Accurate and relevant data from citizens and the meaningful analysis of the same will help States/UTs to chart a course for the future. The aim of the survey is to deploy the research findings in improving e-service delivery efficiency by sensitizing and promoting participation of all departments and ministries. The end goal is the adoption of the egovernment framework in their day-to-day functioning.

This survey would take 4-6 minutes (Approximately) to complete.

Diclaimer
- Your participation in this research study is voluntary.
- The data collected is stored in a password protected electronic format.
- Your survey responses will remain anonymous.

* Indicates mandatory

Continue to Survey

Citizen Survey – Basic Details of Citizen

Name of the Citizen *

Mobile Number

Email

Gender *

Select the Age Group *

Education *

Occupation *

Annual Income Range *

State/UT in which you are residing *

Enter Text in image *

Previous   Next

Citizen Survey – Awareness of E-Governance Services

Are you aware of e-governance services implemented by your state/UT government? *

- Select -

Previous   Next

8.5 Citizen Survey Questionnaire

Citizen Survey – Usage of E-Governance Services

Have you used/availed e-governance services offered by your state/UT government? *

- Select -

Previous Next

Citizen Survey – Citizen Services Questionnaire

From which State's/UT's online government portal have you availed an e-service from? *

Select State Name   Select District Name

Kindly tick/mark the e-services you have availed from your respective State/UT online government portal *

Finance

- [ ] Record Of Rights (ROR)
- [ ] Mutation of Revenue Records
- [ ] Domicile Certificate
- [ ] Online application of Marriage Certificate
- [ ] Online application of Caste Certificate
- [ ] Online application of Income certificate
- [ ] Apply online for Encumbrance Certificate
- [ ] Appointment for Registrations under Indian Registration Act
- [ ] Passbook (Land)
- [ ] Land Tax payment
- [ ] Agriculture Land Value Certificate application
- [ ] Online Application form for occupancy certificate
- [ ] Registration of Establishment Employing Contract labour
- [ ] No Property Certificate Application

Social Welfare, Health & Agri Services

- [ ] Online Registration System for OPD Appointment
- [ ] Patient Registration
- [ ] Pregnant women assistance (including Benefit transfers)
- [ ] Child Registration
- [ ] Financial Aid/Assistance (for differently abled/widows/disabled/handicapped etc.)
- [ ] Scholarships for students
- [ ] Pension (any type)
- [ ] Agriculture schemes application registered
- [ ] Online Crop Insurance (NAIS) Application
- [ ] Financial assistance (any other type)
- [ ] Animal Husbandry schemes application registered
- [ ] Issuance/Renewal of Fertilizer/Insecticide/Seed License

Local Governance & Utility Services/Vehicle

- [ ] Birth Certificate
- [ ] Death Certificate
- [ ] Property tax online payment
- [ ] Permission for Water Connections
- [ ] Driving License
- [ ] Vehicle Registration (Dealers as Deemed RTO)
- [ ] e-Payment of Electricity Bills
- [ ] e-Payment of Bills
- [ ] Trade license
- [ ] Building permission/Building Plan Approval
- [ ] Application for Electricity Connections
- [ ] New water connection

Labour & Employment

- [ ] Employee Registration
- [ ] Job Seeker Registration
- [ ] Job Skill Development
- [ ] Benefits to Construction Workers

Education

- [ ] Online application for Scholarship
- [ ] Check examination results online/Online result display
- [ ] Age Certificate
- [ ] Online application for duplicate mark list
- [ ] Recounting of mark certificate application form
- [ ] Online application for mark sheet correction
- [ ] Application for migration certificate

Fire & Environment

- [ ] Initial No Objection Certificate / Plan Approval for Building Permit
- [ ] Final No Objection Certificate / Plan Approval for Occupancy Certificate
- [ ] Forest Clearance to cut and transport trees

Other e-service (specify)

Previous Next

8.5 Citizen Survey Questionnaire

Citizen Survey – Citizen Services Questionnaire

Which option/options have you used to avail government services?*

☐ Internet on devices like computer, mobile, tablet, etc

☐ CSCs (Common Services Centres)/Public Kiosk

☐ Government/Department Office

Have you used an agent/agency/intermediary to avail e-governance services? *

- Select -

Previous   Next

Rate the following for the assessment of e-governance services *

Criteria for Assessment of E-Governance Services

Ability of the portal to support multiple languages *	Access to the portal through multiple devices *
Select	Select
Updated information on the portal *	User feedback facility on the portal *
Select	Select
Search feature on the portal *	eServices User Manual on the portal *
Select	Select
Online payment facility of the portal *	Social media integration of the portal *
Select	Select
Tracking of eService applications and grievances logged*	Status updates and alerts for eServices*
Select	Select
Alerts due to unauthorized changes in user profile*	Password recovery and reset facility on the portal*
Select	Select
Availability of eServices within specified timelines on the portal*	Availability of end service online without manually visiting a Government office/Kiosk*
Select	Select

Previous   Next

Would you choose E-Governance Services or Manual Services when it comes to cost, time and effort: *

Assessment Factors

Cost*	Time*
Select	Select

Effort *

Select

Do you believe that E-Governance Services can be used to deliver better services to citizens? *	Kindly provide your feedback on how E-Governance service delivery can be improved based on your experience

Previous   Submit

8.5 Citizen Survey Questionnaire

Select the reason(s) why you have not availed E-Governance Services *

☐ Not familiar with online services

☐ Security or privacy issues/concerns

☐ Do not trust/believe in online services

☐ Lack of proficiency in using a computer

☐ Bad experiences in the past while availing eServices

☐ Online service portals are not user-friendly

☐ Security concerns about making online payments

☐ No regular access to internet

☐ No gadgets/electronic devices to access online services

Others (Specify)

Previous   Submit

8.6 Categorisation of States

North-East and Hill States	
S. No.	**State Name**
1	Arunachal Pradesh
2	Assam
3	Himachal Pradesh
4	Manipur
5	Meghalaya
6	Mizoram
7	Nagaland
8	Sikkim
9	Tripura
10	Uttarakhand

Union Territories	
S. No.	**UT Name**
1	Andaman & Nicobar Islands
2	Chandigarh
3	Dadra & Nagar Haveli and Daman & Diu
4	Delhi
5	Jammu & Kashmir
6	Ladakh
7	Lakshadweep
8	Puducherry

Remaining States – Group A	
S. No.	**State Name**
1	Andhra Pradesh
2	Goa
3	Gujarat
4	Haryana
5	Karnataka
6	Kerala
7	Maharashtra
8	Punjab
9	Tamil Nadu
10	Telangana

Remaining States – Group B	
S. No.	**State Name**
1	Bihar
2	Chhattisgarh
3	Jharkhand
4	Madhya Pradesh
5	Odisha
6	Rajasthan
7	Uttar Pradesh
8	West Bengal