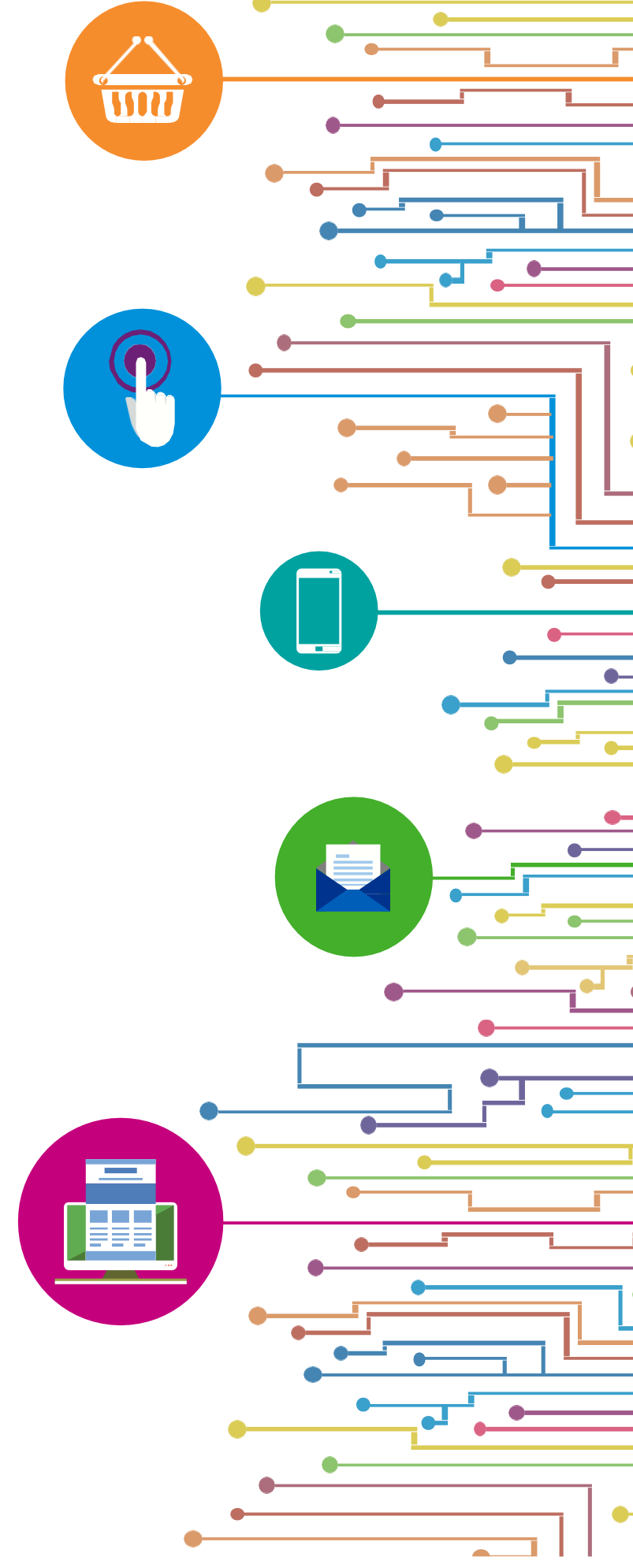
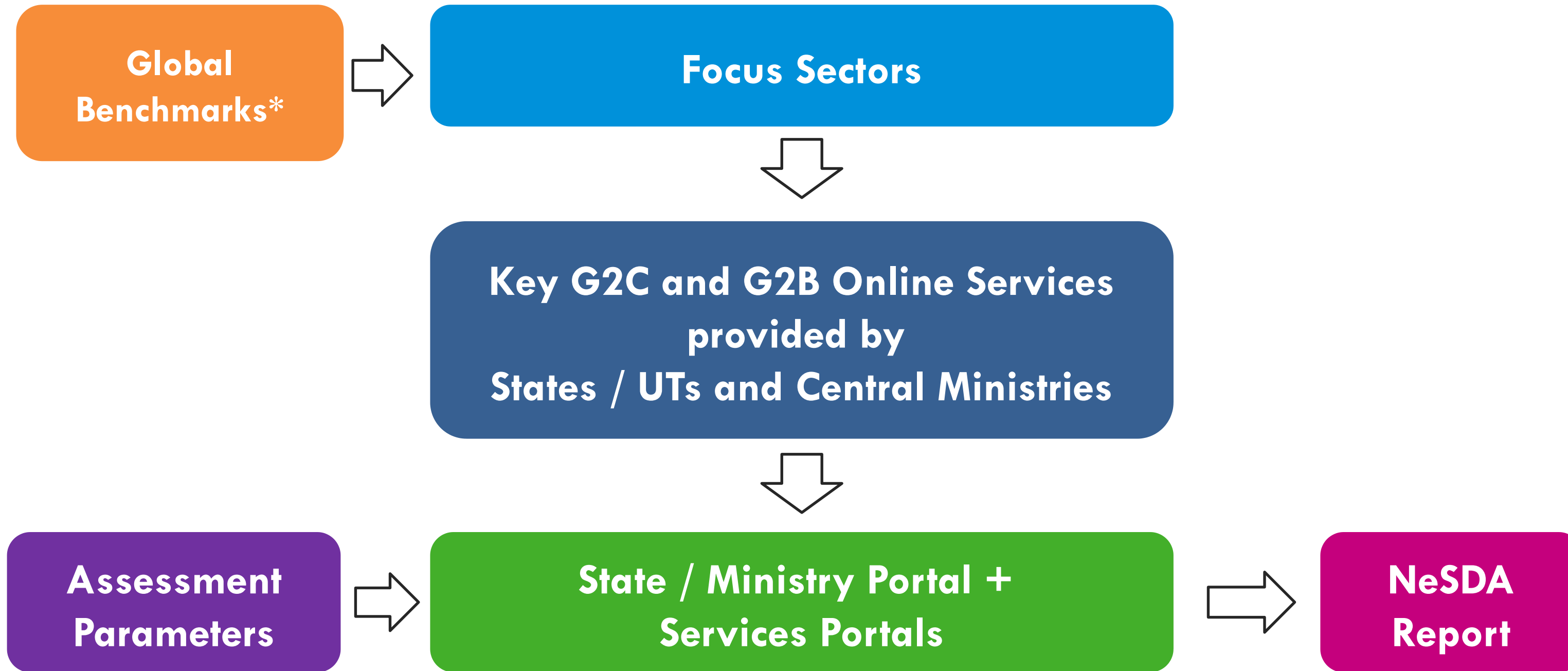


National eGovernance Services Delivery Assessment

2021

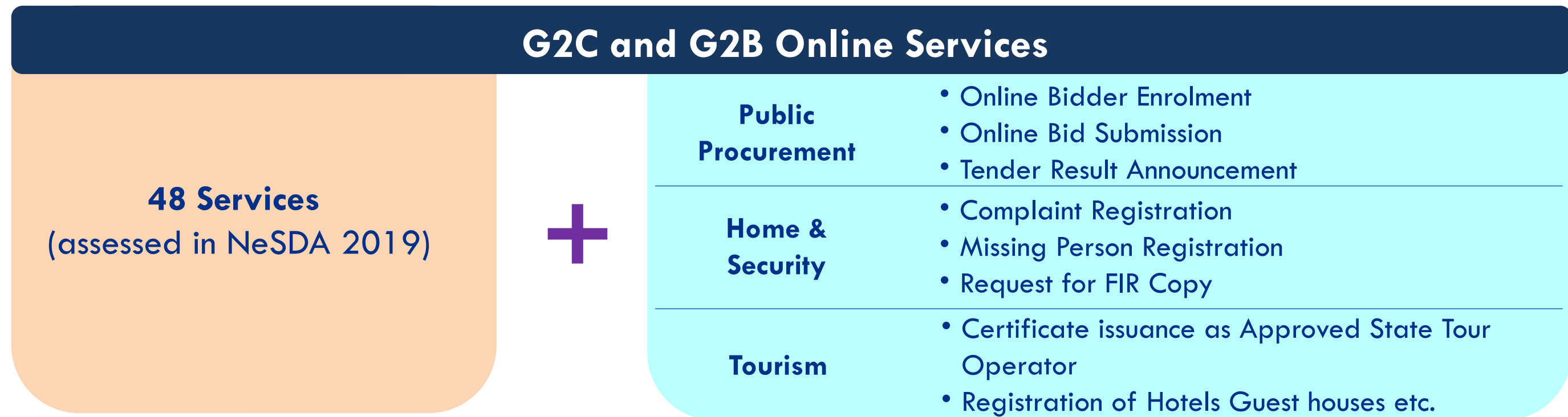
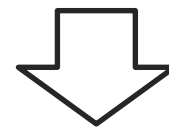


NeSDA 2021 Framework Components

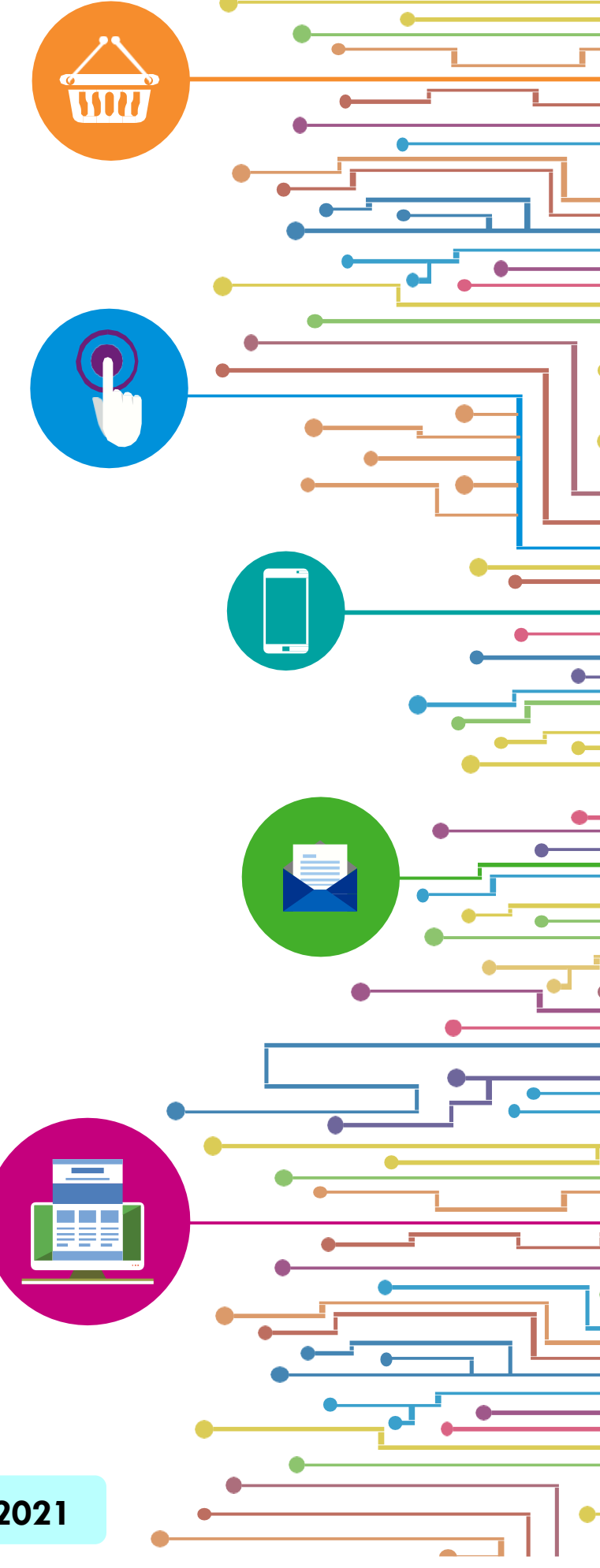


* UNDESA eGov Survey – Online Service Index (OSI)

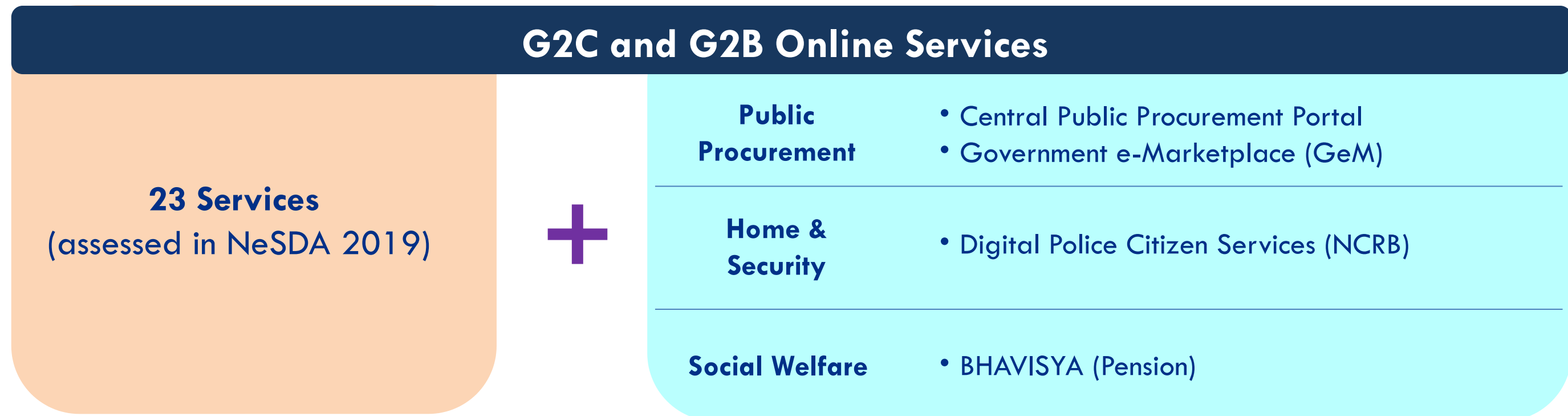
NeSDA 2021 Focus Sectors & Services – States / UTs



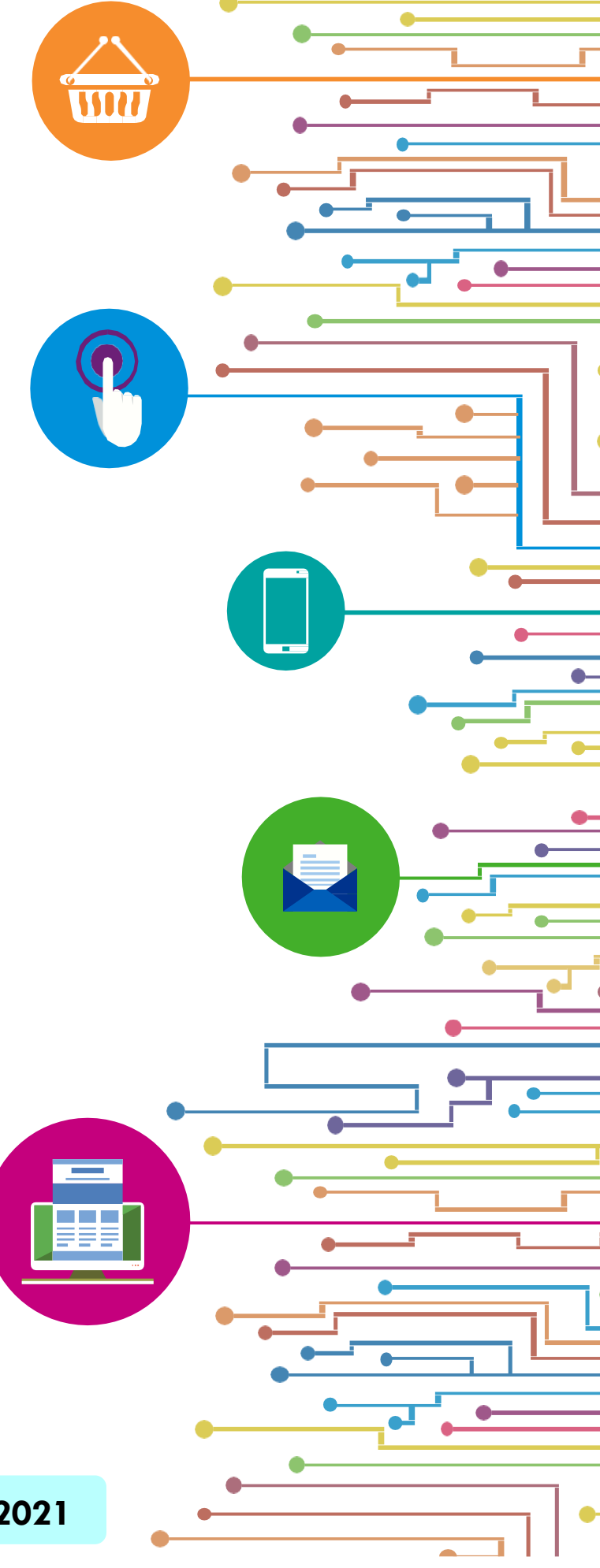
Addition in NeSDA 2021



NeSDA 2021 Focus Sectors & Services – Central Ministries



Addition in NeSDA 2021



NeSDA 2021 Framework – States / UTs

State / UT Govt. 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.

Addition in NeSDA 2021



NeSDA 2021 Framework – Central Ministries

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**

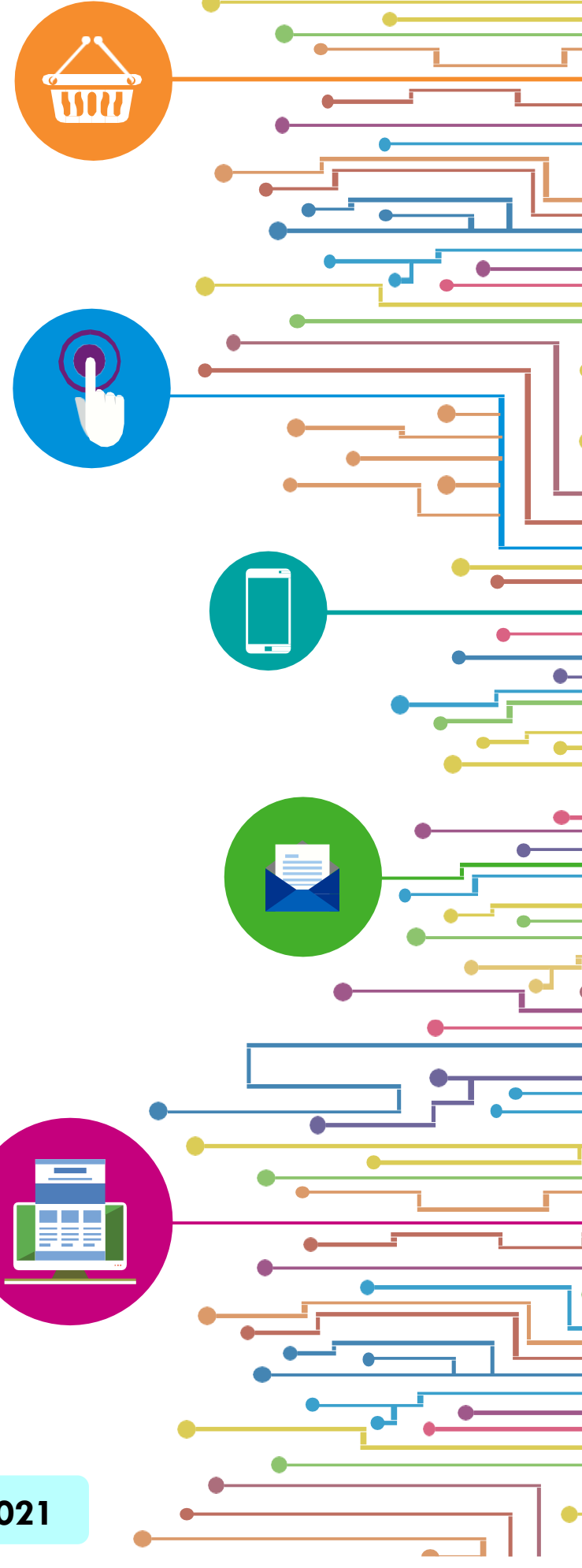
**Min. of Finance - Central Public
Procurement Portal**

**Min. of Personnel, Public Grievances and
Pensions – BHAVISHYA (Pensions)**

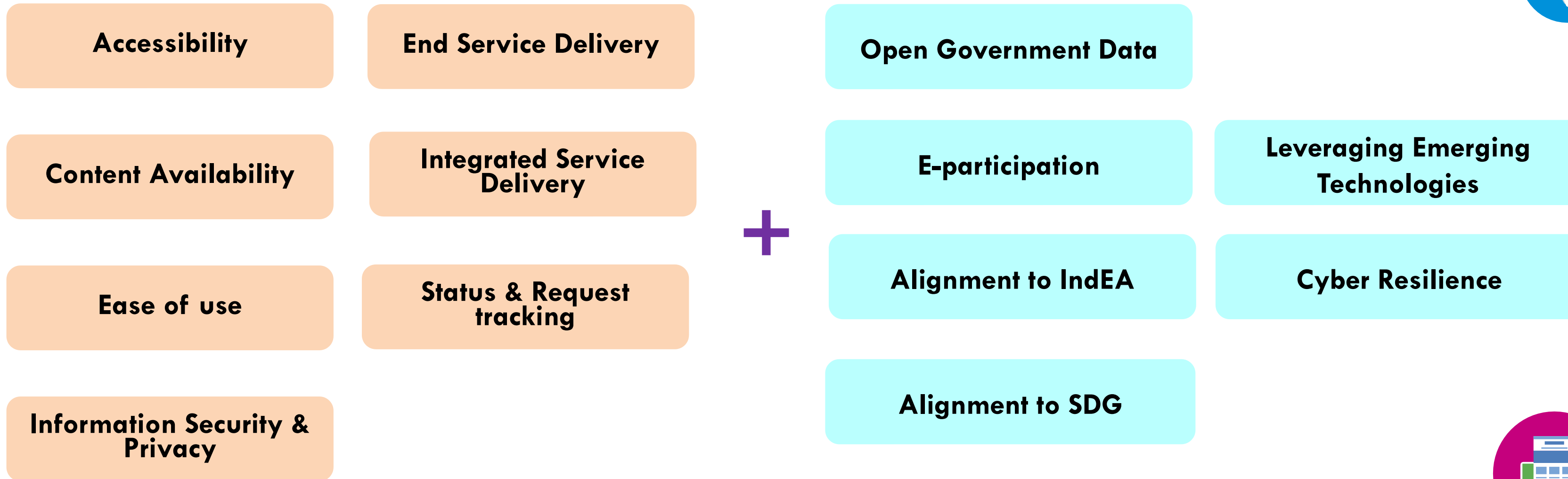
**Min. of Commerce & Industry-
GeM**

Min. of Home Affairs - NCRB

Addition in NeSDA 2021



NeSDA 2021 Framework - Assessment Parameters

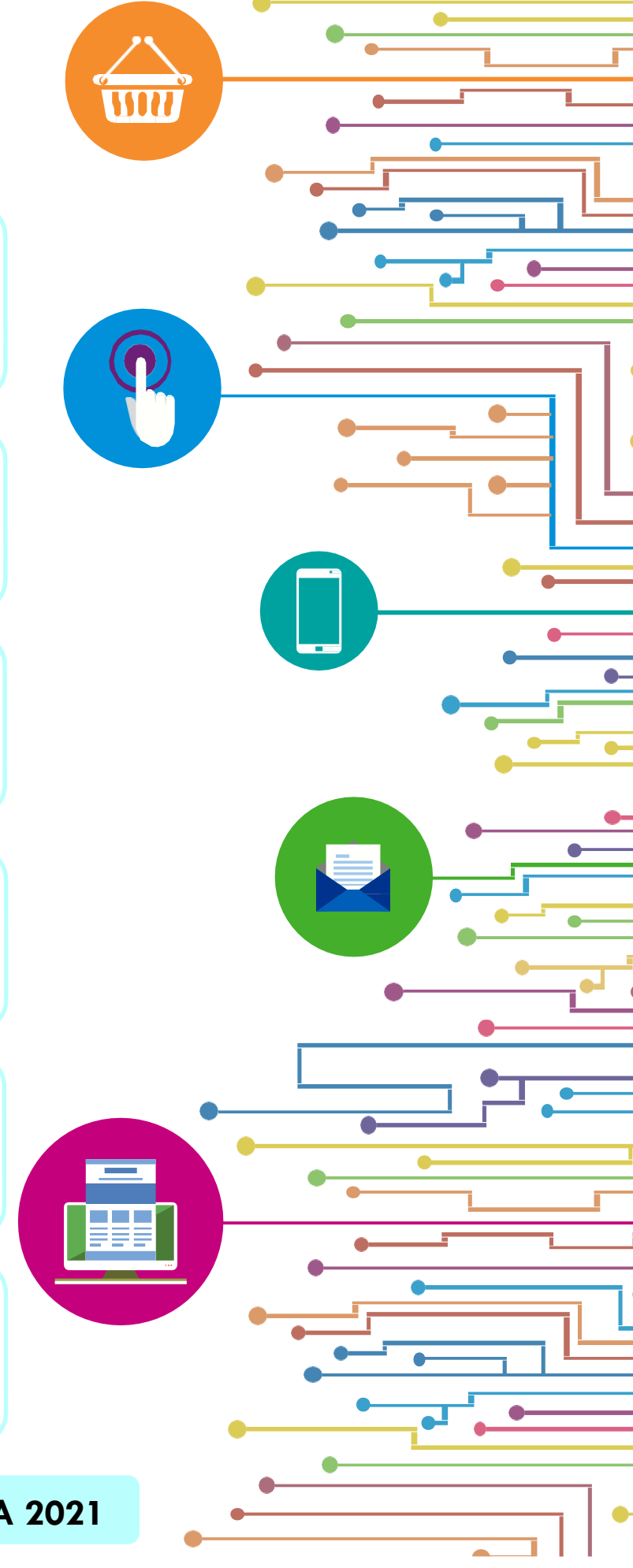


Addition in NeSDA 2021



NeSDA 2021 – Additional Assessment Parameters

Open Government Data	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.
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
Alignment to 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.
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
Leveraging Emerging Technologies	Encourage strategic adoption of new and emerging technologies for digital government development and enhance service delivery to its people
Cyber Resilience	Provide assurance to citizens on use of electronic platforms and data protection through publishing of cyber security legislation /policy/ guidelines, etc. and also creating awareness among general public



Addition in NeSDA 2021