सत्यमेव जयते

National e-Governance Service Delivery Assessment 2019

e-Governance Landscape – India's Transformative Journey

डॉ० जितेन्द्र सिंह

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राज्य मंत्री, प्रधान मंत्री कार्यालय,
कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय,
परमाणु ऊर्जा विभाग तथा अंतरिक्ष विभाग,
भारत सरकार

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Minister of State (Independent Charge),
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Minister of State, Prime Minister's Office,
Ministry of Personnel, Public Grievances and Pensions,
Department of Atomic Energy and Department of Space,
Government of India

MESSAGE

I am delighted that the Department of Administrative Reforms & Public Grievances is publishing India's first National e-Governance Service Delivery Assessment (NeSDA) for States and Union Territories (UTs).

The NeSDA study assesses and benchmarks e-Governance initiatives across the States and UTs with the overall objective to help States and UTs to improve the delivery of citizen centric services and replicate the best practices. The study identifies the areas of strength and the challenges being faced in the implementation of e-Governance initiatives and outlines future policies and strategies in these areas.

The DARPG initiative is expected to partially fulfil the Government's stated objective of reducing Government-Citizen interface through improved e-Governance delivery systems.

My congratulations to all officials who made this challenging endeavor a reality.

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MESSAGE

Information Technology led transformational impacts has been reshaping every walk of our lives. e-Governance in India has received immense impetus with the Digital India flagship program of the Government of India. This is aimed to tap the unlocked potential and to transform India into a digitally empowered society and knowledge driven economy. Aligned with this core mission, a series of online e-services initiatives have already been made functional across the nation in every spectrum of the socio-economic sphere.

United Nations Department of Economic and Social Affairs (UNDESA) conducts e-Government Survey across the globe every two years and comes out with its benchmark reports. India has made significant improvement in its e-Government Development Index from 118 in 2014, 107 in 2016 to 96 in 2018. In order to further boost the e-government endeavors at all levels of governance and also to embark on the journey for Digital Government excellence, it was felt necessary to have a National e-Governance Service Delivery Assessment on similar lines to UNDESA survey for assessing the Central Ministries, States and Union Territories. The National e-Governance Service Delivery Assessment (NeSDA) is first of its kind initiative in India.

The framework of NeSDA was initially based on the Online Service Index (OSI) of UNDESA e-Government Survey and further customized for the Indian federal structure and e-Governance landscape of the States and UTs. Thereafter, the final framework was agreed upon by all stakeholders (Central Ministries, States and UT's) through consultative workshops. The parameters identified for assessment are from the service recipient perspective and therefore focused on citizen centric approach.

This assessment framework is applied as a benchmarking tool to evaluate common services provided to citizens (G2C), business users (G2B) and government departments (G2G). These services under the identified focus sectors of Finance, Health, Social Welfare, Education, Labour & Employment and Environment are provided by all States and Union Territories and respective Central Ministries.

The key objective of the study is benchmarking States, UTs and Ministries on their e-Governance/e-Service delivery performance. However, a significant achievement is imparting sensitization on the importance of service delivery effectiveness and promoting participation of all Departments and Ministries at State, UT and Central Level ;in order to adopt the e-Government framework in their day-to-day functioning to reinforce the vision of MINIMUM GOVERNMENT AND MAXIMUM GOVERNANCE.

(Kshatrapati Shivaji)
January 31, 2020

सूचना का
अधिकार

वी. श्रीनिवास, आई.ए.एस.

V. Srinivas, IAS

अपर सचिव

ADDITIONAL SECRETARY

सत्यमेव जयते

MESSAGE

The Department of Administrative Reforms and Public Grievances developed National e-Governance Service Delivery Assessment (NeSDA) framework with our knowledge partner, NASSCOM.

With an overall objective to measure the depth and effectiveness of existing e-Governance service delivery mechanisms from the citizen's perspective, NeSDA Framework was conceptualized and the NeSDA Portal launched in August 2018. This framework, based on the Online Service Index (OSI) of UNDESA eGovernment Survey, was customized for the Indian federal structure and the e-Governance landscape of the States and UTs.

Two consultative workshops were held on 24th August 2018 for States and UTs and on 8th October 2018 for Central Ministries to sensitize them on the framework. The inputs and feedback received from the stakeholders have been immensely helpful in refining the framework. Subsequent to these, the stakeholders were provided guidance by DARPG through more than 50 video conference meetings during various stages of the assessment and process for data submission. The NeSDA Portal was closed for data submission on 31st May 2019. During the course of assessment of the data submitted, States, UTs and Central Ministries were appraised of the preliminary findings to build a consensus amongst the stakeholders. Accordingly, this report has been prepared covering the assessment results, recommendations and action plan for the States and UTs to further enhance their portals.

I would like to sincerely thank all the persons associated with NeSDA, especially all the States, UTs and Central Ministries and NASSCOM. I am also grateful for the support and guidance received from the Secretary, DARPG, who has been the driving force behind this first of its kind assessment in India.

Date: 31 January, 2020

सूचना का
अधिकार

(V. Srinivas)

Message

NASSCOM is the designated knowledge partner for National e-Governance Service Delivery Assessment (NeSDA) of States/UTs and Central Ministries. This initiative of benchmarking the e-Governance services is led by 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.

NeSDA assessment across all States & UTs is a milestone towards fortifying the foundation & impact of e-Governance in India. This study and analysis provides a holistic & comprehensive view of the effectiveness of e-Governance service delivery model across States & UTs. This study highlights what best practices can be followed & replicated to raise the level of e-Governance service delivery rationale basis on three broad areas.

- **Services & Portal Assessment** – service websites (URLs) assessment to measure service level maturity & performance of services offered.

- **Citizen Survey** – feedback from citizens to verify & validate the benefits of e-Governance services delivered by the States & UTs.

- **Benchmarking –** case studies to highlight good practices to learn & replicate.

The objective of the study is to encourage States and UTs towards easy and efficient public service delivery and also learn the good practices of others.

NASSCOM express its happiness in being associated with this prestigious project which has the potential to accelerate digital transformation in governance for citizen services. The objective of this project is also to ensure that the impact of e-Governance initiatives should trickle down to all levels of administration throughout the country.

31 January 2020   Gaurav Hazra
                                                    Senior Director & Head- India Market Development

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List of Abbreviations

Abbreviation	Expansion
APMC	Agricultural Produce Market Committee
CSC	Common Service Centres
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
GIGW	Guidelines for Indian Government Websites
GSA	Gram Swaraj Abhiyan
HTTPS	Hyper Text Transfer Protocol Secure
IndEA	India Enterprise Architecture
LSG	Local Self Government
MoAFW	Ministry of Agriculture and Farmers' Welfare
MoHFW	Ministry of Health and Family Welfare
MoHRD	Ministry of Human Resource Development
MoRD	Ministry of Rural Development
MoSJE	Ministry of Social Justice and Empowerment
NASSCOM	National Association of Software and Services Companies
N/A	Not Available
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 due to the lack of adequate data provided by the States for assessment of optional services.

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.

Note: If the State/UT had indicated that a particular service or services were unavailable online, then those services were omitted from the scoring calculation. As a result, the assessment is based on the available services provided by the State/UT. Therefore, the reader should note that a State/UT's scoring in a particular service sector is based on the actual number of services provided and assessment thereof.

The State of Jammu & Kashmir (J&K) and Ladakh are accorded the status of UTs recently. Prior to June 2019, while designing the NeSDA framework and subsequent ranking, the data was sought for J&K as State and no data was sought separately for Ladakh. Therefore, J&K is included under the North East States and Hills States Category and Ladakh as UT is not part of raking. The subsequent edition of NeSDA may include J& K and Ladakh in the respective category based on their newly accorded status.

1. Executive Summary

e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency. Lessons from previous e-Governance initiatives have played an important role in shaping the progressive e-Governance strategy of the country. Over the years, a large number of initiatives have been undertaken by various State Governments and Central Ministries to usher in an era of e-Governance. Sustained efforts have been made at multiple levels to improve the delivery of public services and simplify the process of accessing them for both citizens and businesses.

The Digital India programme is the flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. The programme emphasizes the need for more comprehensive planning and implementation for the infrastructure required to be put in place, non-interoperability issues to be addressed, etc. to establish a more connected Government. MCA21, DigiLocker, e-Taal, Direct Benefit Transfers (DBT) through Aadhaar Payment Bridge (APB), Common Services Centres (CSCs), eNAM, Passport Seva Project etc. are few of the successful e-Government endeavors launched under various e-Governance initiatives.

Taking a closer look at the e-Governance systems, it is clear that complexities exist due to non-interoperability among Central, State, Union Territory and Local Self-Governments. In the United Nations E-Government Survey (biennial) published in 2018, where 193 member countries were assessed, India was placed 96th in the E-Government Development Index. This is a significant improvement from its previous rank of 107 in 2016 and 118 in 2014.

For a Nation which takes pride in using digital technologies and innovations for providing Government services to citizens as well as businesses and with many well-established service delivery mechanisms across its various States and UTs, India can further enhance its position globally.

While many successful initiatives have been undertaken by Central Ministries and State/UT Governments to improve overall e-Government

development, it is necessary to evaluate the overall effectiveness of service delivery mechanism from a citizen's perspective. The study has been formulated to bridge this gap and help cater to a common evaluation framework that is built on global standards which could measure the depth and effectiveness of existing e-Governance service delivery mechanisms of the nation. Thus, the National e-Governance Services Delivery Assessment (NeSDA) framework was conceptualized and launched in August 2018. The assessment framework emphasizes on the effectiveness / quality of the e-Governance service delivery mechanism from the citizens perspective.

The initial framework of NeSDA was based on the Online Service Index (OSI) of UNDESA eGovernment Survey and customized for the Indian federal structure and eGovernance landscape of the States and UTs. The final framework was agreed upon by all stakeholders (Central Ministries, States and UT's) through consultative workshops.

The NeSDA framework primarily assessed all the service portals (State/UT and Central Ministry service portals) on 7 key parameters, viz. Accessibility, Content Availability, Ease of Use, Information Security & Privacy, End-service Delivery, Integrated Service Delivery and Status & Request Tracking. The framework covers six sectors, viz. Finance, Labour & Employment, Education, Local Government & Utilities, Social Welfare (including Agriculture & Health) and Environment (including Fire) sectors. The framework covers services under G2B (especially to small businesses) and G2C segments, in these six sectors. Apart from the service 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. While some of the elements of the study would be universal across all States/UTs, due care has been taken to take into account their specific conditions and requirements.

The key pillars of the framework consist of the above mentioned basic assessment parameters and sectors detailed on next page.

1. Executive Summary

NeSDA Framework

Parameters Assessed

Accessibility	**Ease of use**	**End service delivery**	**Integrated service delivery**
Content Availability	**Information security & privacy**	**Status & Request tracking**	

Portal

Services Portals

Sectors covered in States and Union Territories

Finance	**Labour & Employment**	**Education**
Local Governance & Utility Services	**Social Welfare (including Health and Agriculture)**	**Environment**

Central Ministries Covered

CBDT, Ministry of Finance (Central Board of Direct Taxes)	**Labour & Employment**	**Human Resource Development**
CBIC, Ministry of Finance (Central Board of Indirect Taxes and Customs)	**Social Justice & Empowerment**	**Agriculture**
Rural Development	**Health & Family Welfare**	**Environment, Forest & Climate Change**

1. Executive Summary

The seven assessment parameters comprise of the following areas to evaluate the level of adherence to the features available on the portals:

Parameters	Key Areas	No. of questions
Accessibility	Availability of different modes of service access – Online, Mobile, Kiosk, Service Centers etc. Availability of portal in English and local language, etc.	There are 19 assessment questions to evaluate accessibility under the Services Portal questionnaire and 11 under the State portal and Central Ministry Portal
Content Availability	Availability of updated and relevant content, FAQs, Help section, content/data request options etc.	There are 12 assessment questions to evaluate content availability under the Services Portal questionnaire, 9 under the State Portal and 8 under Central Ministry Portal
Ease of Use	Consistency in look & feel, easy navigation, home page link on all pages, internal workflow to process request etc.	There are 11 assessment questions to evaluate Ease of Use under the Services Portal questionnaire and 13 under the State Portal and Central Ministry Portal
Information Security and Privacy	Availability of privacy policy, HTTPS protocol, Password Reset/Recovery facility, Third Party Auditor Certificate, OTP enabled payment options etc.	There are 8 assessment questions to evaluate Information Security and Privacy under the Services Portal questionnaire and 9 under the State Portal and Central Ministry Portal
End-service delivery	Modes of delivery of end-service (Online, email, Post, Collection from respective service centre/dept. etc.) Modes of user-authentication for end-service delivery (Digital signature, OTP etc.) Service delivery timelines as per Right of Public service act (as applicable) - DBT	There are 5 assessment questions to evaluate End Service Delivery under the Services Portal questionnaire.

1. Executive Summary

Parameters	Areas	No. of questions
Integrated service delivery	Aadhaar linked login & verification, Inter-Department linkages, Payment gateway integration etc.	There are 14 assessment questions to evaluate Integrated Service Delivery under the Services Portal questionnaire
Status and request tracking	Availability of features to alert the user on each stage of service lifecycle – SMS, Online tracking, email, etc. Features to log complaints or grievances.	There are 8 assessment questions to evaluate Status and Request Tracking under the Services Portal questionnaire

Mandatory Services identified for the assessment

Under each category of the sector, mandatory and optional services were identified and classified. Mandatory services are those, which by their very nature are required to be provided by all States, UTs and Central Ministries to the citizens. These are deemed to be the most sought-after services by citizens. Optional services can be any service that the State/UT/Central Ministry has developed for any of the sectors taking into account their specific conditions and requirements.

After discussions with States and UTs, a total of 53 mandatory services covering G2C and G2B segments were identified across six focus sectors, namely Finance (13 services), Labour & Employment (7 services), Education (4 services), Social Welfare including Health and Agriculture (10 services), Local Governance & Utility Services (15 services) and Environment (4 services) which are currently delivered online. In consultation with the Central Ministries, a list of services of the Central Ministries were identified. The details of the identified mandatory services of States / UTs and Central Ministries are provided in Annexure-I and II..

The criteria for choosing services are as follows:

- The services identified are deemed to be the most sought services by citizens

- It should be citizen centric for G2C and business centric for G2B services

- The citizens should have the provisions to create login and apply for the services

- The services should be delivered online or in case of physical delivery (e.g. certificate, passport), these shall be sent/couriered to the citizen. All the processes should be available online.

- The services links should be those, which are run and maintained by the concerned State/UT/Central Ministry.

Assessment of States / UTs

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

i. North East States and Hill States (11),

ii. Union Territories (7), and
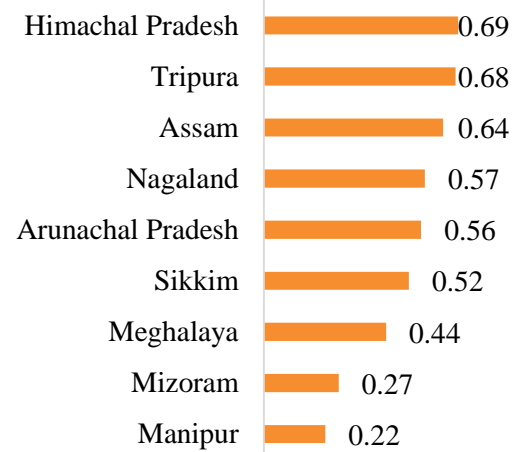
iii. Remaining States (18)

The assessment based on the above categorization of States and UTs was undertaken and the corresponding ranking of the States and UTs for their State / UT portals and their service portals is highlighted below.
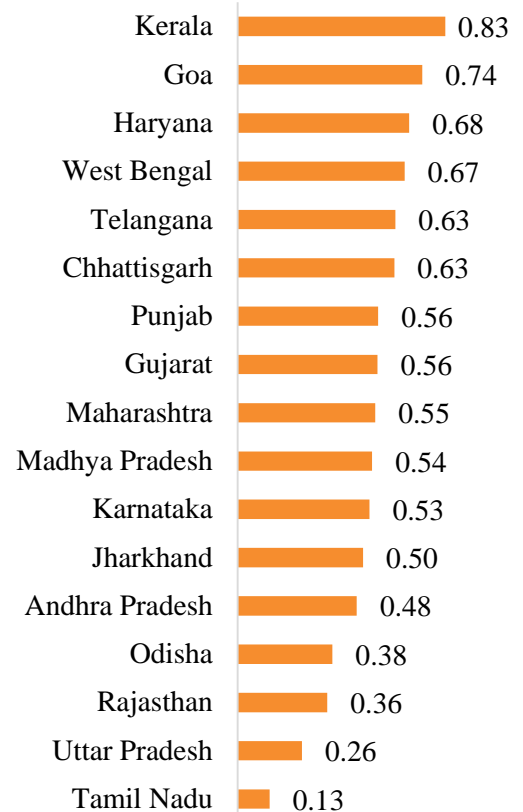
1. Executive Summary

Portals

North East States and Hill States

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
8	Mizoram	0.27
9	Manipur	0.22

Himachal Pradesh	0.69
Tripura	0.68
Assam	0.64
Nagaland	0.57
Arunachal Pradesh	0.56
Sikkim	0.52
Meghalaya	0.44
Mizoram	0.27
Manipur	0.22

Remaining States

Rank	State Name	Overall Score
1	Kerala	0.83
2	Goa	0.74
3	Haryana	0.68
4	West Bengal	0.67
5	Telangana	0.63
6	Chhattisgarh	0.63
7	Punjab	0.56
8	Gujarat	0.56
9	Maharashtra	0.55
10	Madhya Pradesh	0.54
11	Karnataka	0.53
12	Jharkhand	0.50
13	Andhra Pradesh	0.48
14	Odisha	0.38
15	Rajasthan	0.36
16	Uttar Pradesh	0.26
17	Tamil Nadu	0.13

Kerala	0.83
Goa	0.74
Haryana	0.68
West Bengal	0.67
Telangana	0.63
Chhattisgarh	0.63
Punjab	0.56
Gujarat	0.56
Maharashtra	0.55
Madhya Pradesh	0.54
Karnataka	0.53
Jharkhand	0.50
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Odisha	0.38
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1. Executive Summary

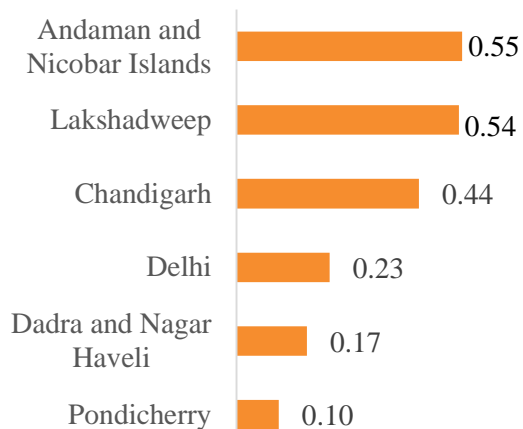## Portals

Union Territories
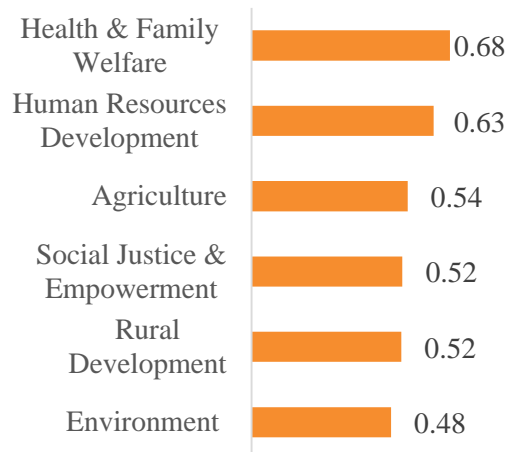
Rank	State Name	Overall Score
1	Andaman and Nicobar Islands	0.55
2	Lakshadweep	0.54
3	Chandigarh	0.44
4	Delhi	0.23
5	Dadra and Nagar Haveli	0.17
6	Pondicherry	0.10

Andaman and Nicobar Islands — 0.55
Lakshadweep — 0.54
Chandigarh — 0.44
Delhi — 0.23
Dadra and Nagar Haveli — 0.17
Pondicherry — 0.10

Central Ministries

Rank	Ministry Name	Overall Score
1	Health & Family Welfare	0.68
2	Human Resources Development	0.63
3	Agriculture	0.54
4	Social Justice & Empowerment	0.52
5	Rural Development	0.52
6	Environment Forest & Climate Change	0.48

Health & Family Welfare — 0.68
Human Resources Development — 0.63
Agriculture — 0.54
Social Justice & Empowerment — 0.52
Rural Development — 0.52
Environment — 0.48

Note: : States, UTs and Central Ministries that have not provided adequate data for the assessment have not been considered for analysis here.

1. Executive Summary

Service Portals

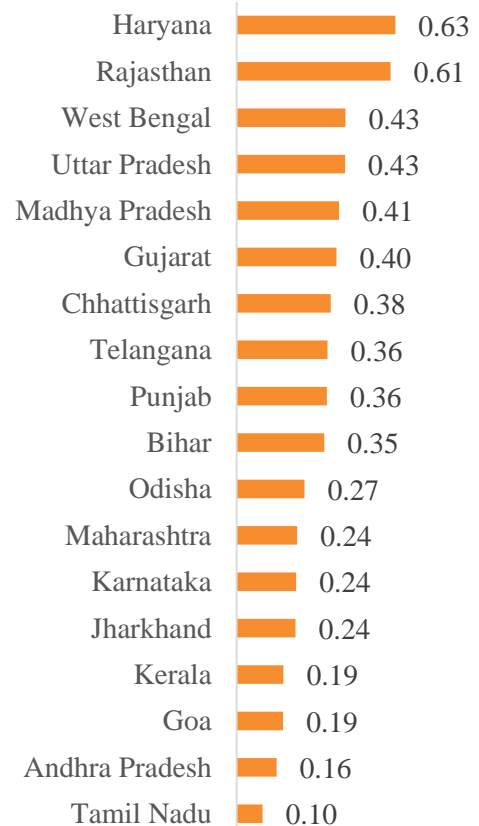### North East States and Hill States

Rank	State Name	Overall Score
1	Nagaland	0.47
2	Assam	0.28
3	Manipur	0.23
4	Himachal Pradesh	0.19
5	Tripura	0.18
6	Meghalaya	0.14
7	Mizoram	0.08
8	Arunachal Pradesh	0.04
9	Sikkim	0.03

Nagaland — 0.47
Assam — 0.28
Manipur — 0.23
Himachal Pradesh — 0.19
Tripura — 0.18
Meghalaya — 0.14
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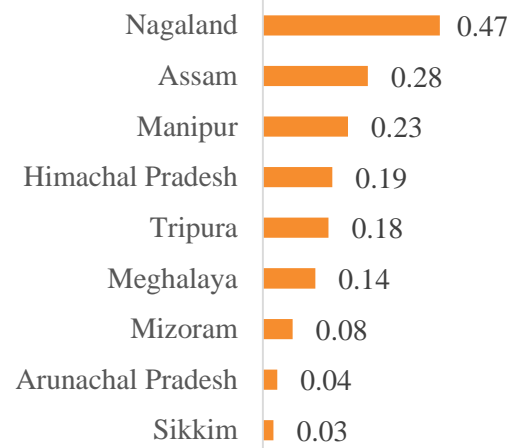
Remaining States

Rank	State Name	Overall Score
1	Haryana	0.63
2	Rajasthan	0.61
3	West Bengal	0.43
4	Uttar Pradesh	0.43
5	Madhya Pradesh	0.41
6	Gujarat	0.40
7	Chhattisgarh	0.38
8	Telangana	0.36
9	Punjab	0.36
10	Bihar	0.35
11	Odisha	0.27
12	Maharashtra	0.24
13	Karnataka	0.24
14	Jharkhand	0.24
15	Kerala	0.19
16	Goa	0.19
17	Andhra Pradesh	0.16
18	Tamil Nadu	0.10

Haryana — 0.63
Rajasthan — 0.61
West Bengal — 0.43
Uttar Pradesh — 0.43
Madhya Pradesh — 0.41
Gujarat — 0.40
Chhattisgarh — 0.38
Telangana — 0.36
Punjab — 0.36
Bihar — 0.35
Odisha — 0.27
Maharashtra — 0.24
Karnataka — 0.24
Jharkhand — 0.24
Kerala — 0.19
Goa — 0.19
Andhra Pradesh — 0.16
Tamil Nadu — 0.10

1. Executive Summary

Service Portals

### Union Territories

Rank	State Name	Overall Score
1	Delhi	0.18
2	Chandigarh	0.14
3	Daman and Diu	0.14
4	Dadra and Nagar Haveli	0.09
5	Pondicherry	0.07
6	Andaman and Nicobar Islands	0.06
7	Lakshadweep	0.04

Delhi	0.18
Chandigarh	0.14
Daman and Diu	0.14
Dadra and Nagar Haveli	0.09
Pondicherry	0.07
Andaman and Nicobar Islands	0.06
Lakshadweep	0.04
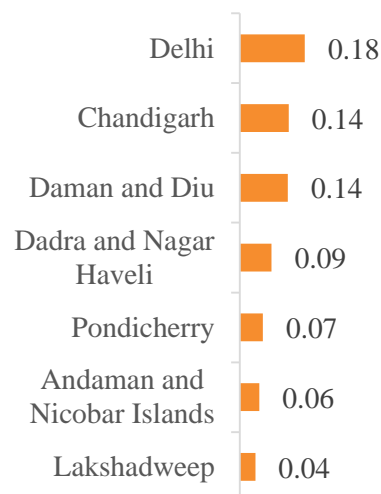
Central Ministries

Rank	Ministry Name	Overall Score
1	Finance CBDT	0.77
2	Human Resources Development	0.74
3	Labour & Employment	0.67
4	Environment Forest & Climate Change	0.61
5	Finance CBIC	0.59
6	Agriculture	0.58
7	Rural Development	0.56
8	Health & Family Welfare	0.37
9	Social Justice & Empowerment	0.37

Finance CBDT	0.77
Human Resources Development	0.74
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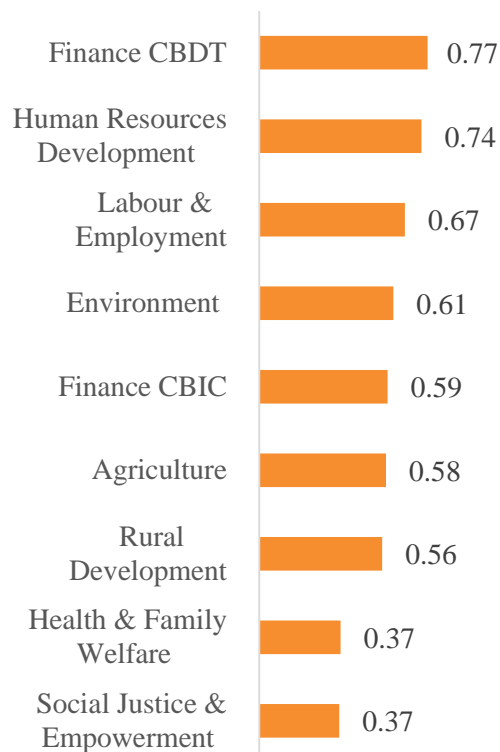
Note: : States that have not provided adequate data for the assessment have not been considered for analysis here.

1. Executive Summary

NeSDA 2019 SNAPSHOT

32	State / UT Portals assessed
34	State / UTs' services portals assessed
13	Departments of State / UT covered
8	Central Ministries covered
25	Services of Central Ministries evaluated
890	Services of States / UTs evaluated

Basis the assessment of the States and UTs across the sectors under the seven assessment parameters, the overall recommendations for each of the assessment parameter is elaborated in the report. These recommendations are provided to enhance the usability and utility of the portals, which would increase the acceptance and usage of portals among citizens. Subsequently, the report also provides overall action plan to implement these recommendations.

To make the Central and State Governments more efficient and effective in delivering the online services, the report also provides following key suggestions as a way forward:

- Creating an inclusive Digital Ecosystem
- Mandatory sector-specific service focus to attain SDG Goals
- e-Literacy for inclusiveness

- Improvising Accessibility for higher uptake
- Security and privacy for public data
- Embracing new age technologies for improved service delivery
- Adoption of Standards for uniformity in governance
- Integrated service delivery – focus on IndEA

The current NeSDA framework has addressed most of requirements of the e-Governance assessment from an efficiency and effectiveness perspective. While this is the first-of-its-kind benchmark exercise for the year 2018-19, DARPG intends to conduct this periodically for improving the States and Central Ministry service parameters. *The next version of NeSDA assessment is planned in 2020 to be released in the 24th National e-Governance Conference in 2021.*

1. Executive Summary

Journey so far

Portal & Workshop

Portal was launched in August 2018 and a workshop with all States and UTs was conducted on 24 August 2018. Communications were sent to all States & UTs

August 2018

Ministry Workshops

Central Ministry workshop was conducted on 08 October 2018. Follow up with SPOCs

September October 2018

SPOCs Coordination

SPOCs were nominated during this time and the NeSDA team reached out to them and provided support

Citizen Survey

Citizen Survey was launched. Assessment support was also provided. Status was shared with States, UTs and Ministries and subsequent follow up

November December 2018

Assessment/Support

Links submitted by States, UTs, Central Ministries were evaluated by the NeSDA team. Resources in each State/UT coordinated with SPOCs and supported them

Initial Review

Based on the data available on 25 January 2019, DARPG reviewed the data submitted by the States, UTs and Central Ministries. As the submissions were pending from many of the SPOCs, DARPG decided to extend the last date of the assessment

January February 2019

March to May 2019

VC and Follow Ups

DARPG reviewed the work done by States on 18 March, 28 March 2019, 09 April and 28 May 2019. Portal was closed on 31 May 2019

Scores and Report

Scores were calculated based on the data available on 31 May 2019. The draft report was prepared and reviewed based on the findings of the assessment

June 2019 to January 2020

Report Submission

The final report submitted in February 2020

February 2020

2. "Digital India" bearing fruits across the country

2. Digital India" bearing fruits across the country

For transforming a nation into a digitally empowered society and a knowledge economy, it is required to have a comprehensive planning along with an implementation strategy and a roadmap for an entire ecosystem including infrastructure and public service delivery. Digital India is the nation's flagship program designed to realize this objective of transforming the nation into a digitally empowered society. Digital India's vision objectives have guided the designing of the NeSDA framework. The concept of Digital India is built around three key vision areas:

1. *Digital Infrastructure as a Core Utility to Every Citizen*

- Ensuring availability of high speed internet
- Providing a unique Digital Identity
- Access to Common Service Centres etc.

2. *Governance and Services on Demand*

- Providing seamlessly integrated services across Departments or jurisdictions
- Ensuring availability of services in real time

3. *Digital Empowerment of Citizens*

- Providing universally accessible digital resources, literacy and platforms for participative governance so that citizens need not physically submit Government documents

2.1 Digital Infrastructure

To improve Digital Infrastructure, many initiatives have been undertaken, some of which are :

a. **BharatNet:** With an objective to realize the vision of Digital India and facilitate delivery of e-governance, e-health, e-education, e-banking, Internet and other services to rural India, a network infrastructure was established in 2017. This infrastructure was envisioned to be highly scalable, accessible on demand capacity to all institutions and on a non-discriminatory basis, with a reasonable broadband connectivity of 2 Mbps to 20 Mbps for all households. The ultimate aim is to

connect all 2.5 lakh Gram Panchayats by Optical Fiber Network. As on October 2019, 1,26,455 Gram Panchayats have been connected.

a. **MeghRaj:** MeghRaj is the result of Government of India's ambitious initiative to utilize and harness the benefits of Cloud Computing. The "GI Cloud", which is termed as 'MeghRaj', aims at accelerating delivery of e-services in the country while optimizing ICT spending of the Government. MeghRaj has grown from 80 services in 2015-16 to 800 plus services in 2018-19.

b. **eSign:** eSign is an online electronic signature service which was launched on 01 July 2015. This can be integrated with service delivery applications via an API to facilitate an eSign user to digitally sign a document. Using eSign, Aadhaar holders (individuals, Government Officials, Corporate executives etc.) can digitally sign electronic documents.

c. **DigiLocker:** DigiLocker is a platform for issuance and verification of documents & certificates in a digital way. It enables citizens to store their official documents on the cloud and thus promotes the idea of paperless governance.

d. **Rapid Assessment System (RAS):** RAS is designed to capture feedback from citizens on the efficiency and performance of eServices provided by various Governments across the country. This is an online system with multiple channels to collect feedback and analyze them. These analytics are used to improve user's experience in availing public services and help integrated Departments in continuous system improvement and better governance.

2.2. Governance and Services on Demand

Another key vision area of Digital India is Governance and Services on Demand. Some of the initiatives under this include:

2. Digital India'' bearing fruits across the country

a. **BHIM (Bharat Interface for Money):** BHIM is a mobile app with 13 languages and has more than 625 Crore downloads as on September 2019. It is based on the Unified Payment Interface that makes payment transactions simple, easy and quick. Monthly transactions hit a record high of 19 crore. worth INR 1,02,594 cr. in December 2018.

b. **eHospital**: eHospital is an open source health information management system that provides workflow based ICT solution for Government Hospitals. This software is designed to be deployed on cloud infrastructure and covers major functional areas like patient care, lab services, document information exchange etc.

c. **eNAM:** National Agriculture Market (eNAM) is a pan-India electronic trading portal designed to promote uniformity in agri-marketing by streamlining procedures across integrated markets, removing information asymmetry between buyers and sellers and promoting real time price discovery based on actual demand and supply. eNAM Portal provides a single window containing essential service for all APMC related information and services, Around 585 markets in 16 States have been integrated with 1.40 crore farmers and 84,000 traders have been registered.

d. **eTaal:** Electronic Transaction Aggregation & Analysis Layer (eTaal) is an analytical dashboard which provides a real-time view of e-transactions of National and State level e-Governance Projects including Mission Mode Projects and a quick analysis of transactions done by various e-Governance projects. The number of transactions has grown from 64.68 lakhs in 2013 to 3191 crores in 2019.

e. **Soil Health Card:** It aims at promoting Integrated Nutrient Management for improved soil heath through judicious use of chemical fertilizers and strengthening of soil and fertilizer testing facilities to provide recommendations and trainings to farmers. The information is provided through a mobile app. Around 21.83 crore cards have been issued till October, 2019.

d. **SWAYAM:** SWAYAM seeks to bridge the digital divide for students who have not been able to join the mainstream knowledge economy. It is an indigenous IT platform that facilitates hosting of all courses taught from Class 9th till post-graduation, accessible to anyone, anywhere, at any time.

e. **National Scholarship Portal (NSP):** NSP is a one-stop platform for end-to-end simplified scholarship process beginning with submission of student application, verification, sanction and finally disbursal to end beneficiary. It has improved transparency, standardization and unified Decision Support System. This initiative aims at faster and effective processing and delivery of funds directly into beneficiaries' accounts without any leakages. It has more than 2.1 crore students and 60 schemes registered from 18 Ministries & Departments till April 2019.

2.3 Digital Empowerment of Citizens

Some of the initiatives launched for digital empowerment of citizens are as follows:

a. **Aadhaar enabled payment system (AEPS):** AEPS is a bank-led model which allows online interoperable financial inclusion transaction at PoS (MicroATM) through the business correspondent of any bank using Aadhaar authentication.

b. **MyGov:** MyGov platform is the world's largest Digital Democracy Platform. It is a participatory governance initiative bringing the Government closer to the common man by creating an interface for healthy exchange of ideas. It has around 95.21 lakh registered users as on October 2019.

c. **Pradhan Mantri Gramin Digital Saksharta Abhiyaan:** This scheme aims to make **6 crore** persons in rural areas, across States/UTs, digitally literate, reaching around **40%** of rural households by covering one member from every eligible household.

3. Digital India
- Success to Excellence

3.1 Central Ministries

3.1.1 Ministry of Finance - CBDT

https://www.incometaxindia.gov.in/pages/default.aspx

Status and Request Tracking can be defined as 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. **Ministry of Finance – CBDT** emerges as a leading Ministry portal in this area with the offerings enabled under **e-filing of TDS return**. Some of the good practices adopted include:

E-filing of TDS Return

Ticket/Complaint No. is provided for status tracking and future follow-ups

Service Applications/ Requests can be tracked online

Service update alerts are sent through SMS

Facility to log grievances/complaints has been made available online

3.1.2 Ministry of Environment Forest and Climate Change

http://moef.gov.in/

Ease of Use encompasses different aspects like system usability, system flexibility, system control, user adaptability to the system etc. 'Ease of Use' is a crucial parameter in product design/solution. **Ministry of Environment Forest and Climate Change** is a leading Ministry Portal in this area and offers various features under **Environment Impact Assessment clearance** making service offerings easy to use, such as:

Website is available on different front end tools - IE, Chrome, Firefox, Mozilla etc.

Environmental Impact Assessment (EIA) Clearance

Website is easy to find in top search engines and e-services are available within 2 clicks from home page

Procedures available describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.)

3.1.3 Ministry of Human Resource Development

https://mhrd.gov.in

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. **Ministry of Human Resource Development** is a leading Ministry Portal in this area and offers good practices for replication especially with its features under **Online Library and Education Services**. Some of these include:

Online Library & Online Education Services

End service is available through email, online (downloadable))

OTP facility available for user authentication (during final service delivery)

Service delivery timelines are published on the website

3.1.4 National Scholarship Portal

https://scholarships.gov.in/
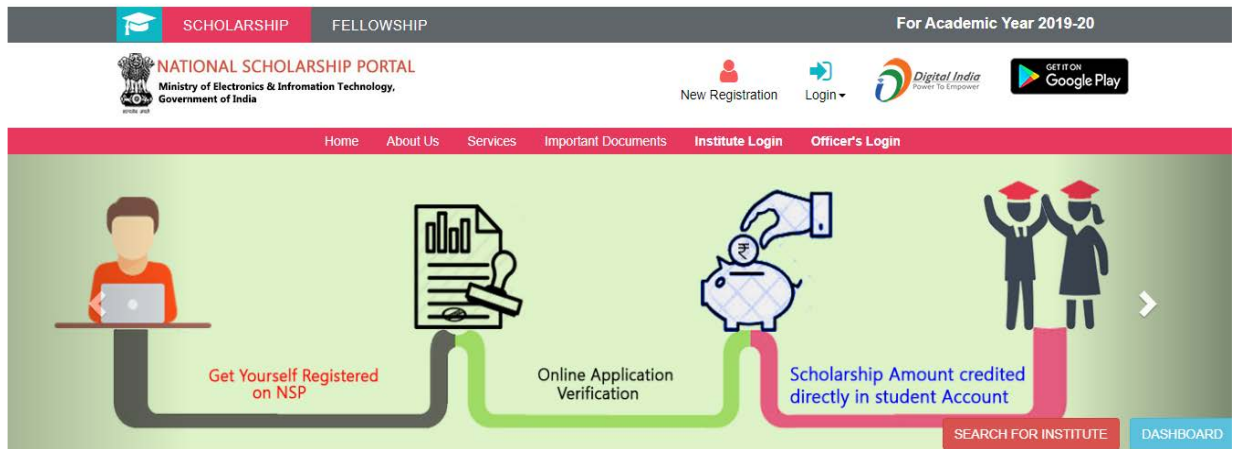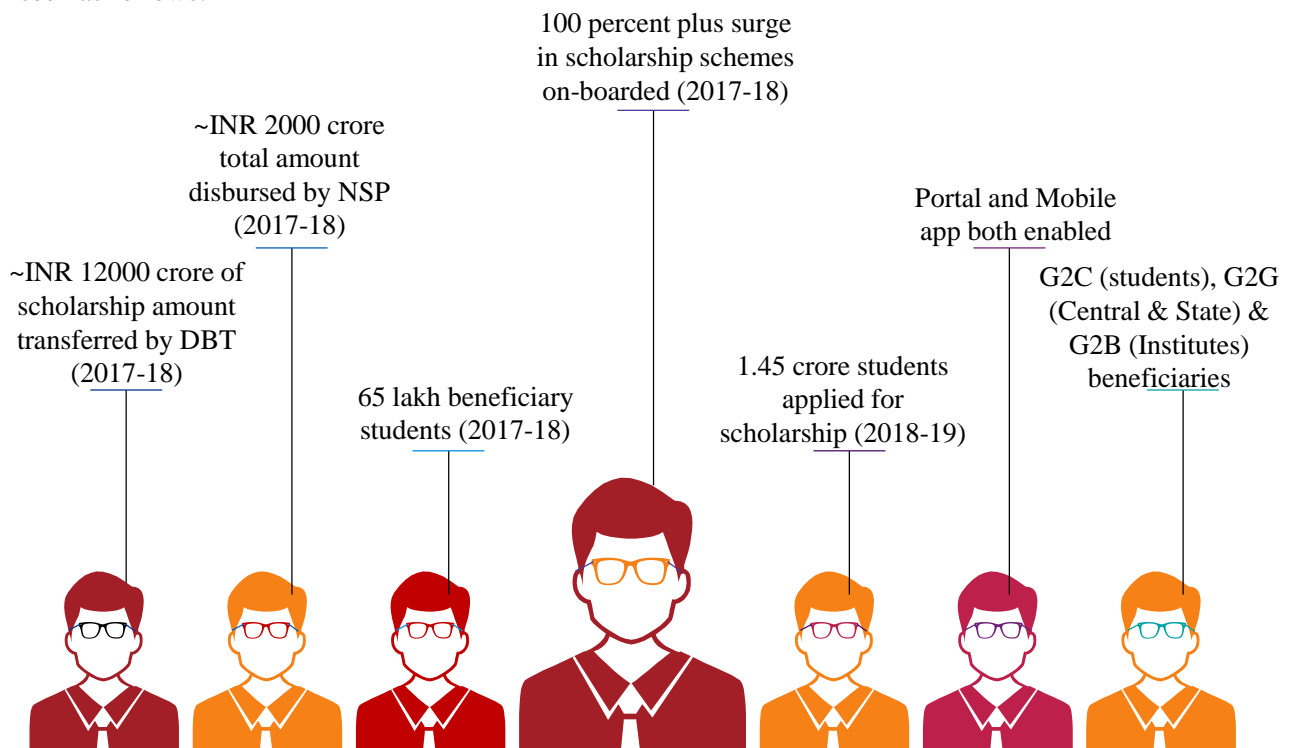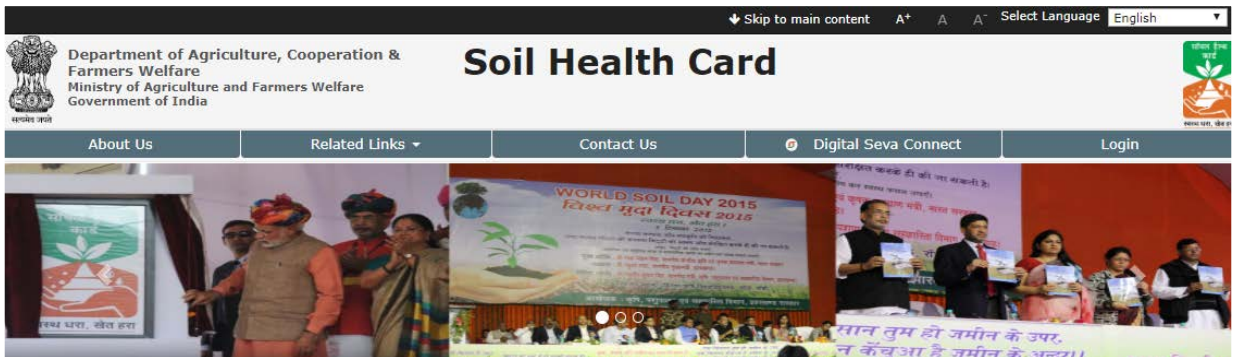
As part of the Digital India Programme, a single unified National Scholarship Portal (NSP) was launched on 1st July 2015, as a Mission Mode Project. This portal has been developed by NIC for online application submission, verification and final disbursement of scholarships directly into students' bank accounts through DBT.

NSP Version 2.0 is a one-stop solution through which a simplified process for students, improved transparency, standardization, unified Decision Support System and a comprehensive MIS system are being provisioned. Presently, 18 Ministries/Departments/States/UTs, 60 Schemes (Central/States) and 14.5 lakh universities/boards/institutions have been on-boarded in NSP 2.0. Impact created may be seen as follows:

100 percent plus surge in scholarship schemes on-boarded (2017-18)

~INR 2000 crore total amount disbursed by NSP (2017-18)

Portal and Mobile app both enabled

~INR 12000 crore of scholarship amount transferred by DBT (2017-18)

G2C (students), G2G (Central & State) & G2B (Institutes) beneficiaries

1.45 crore students applied for scholarship (2018-19)

65 lakh beneficiary students (2017-18)

3.1.5 Soil Health Card

https://soilhealth.dac.gov.in/

National Mission for Sustainable Agriculture (NMSA), under the Ministry of Agriculture, Cooperation & Farmers' Welfare, was launched with the objective of making agriculture more productive, sustainable and climate resilient. Soil Health Management (SHM) is one of the most important interventions under NMSA. SHM aims at promoting Integrated Nutrient Management (INM) through judicious use of chemical fertilizers including secondary and micro nutrients in conjunction with organic manures and bio-fertilisers for improving soil health and its productivity; fertilizer testing facilities to provide soil test based recommendations to farmers for improving soil fertility; ensuring quality control requirements of fertilizers, bio-fertilisers and organic fertilizers; upgradation of skill and knowledge of soil testing laboratory staff through training; and promoting organic farming practices among others. Key features of the Soil Health Card include:

Soil Map & Health Dashboard

- Map display overall pH level (acidic/alkaline nature) of soil in each region

- Dashboard provides details of Nitrogen, Phosphorous and micro-nutrient contents (by State-District-Sub-District & Village)

Scheme Progress

- Over II Cycles and Model Village Programme, ~6 cr. Sample collected & ~5.2 cr. Tested (2017-18 to 2018-19)

- Leading States in terms of farmers covered include UP, Rajasthan, Maharashtra etc.

Farmers' Corner
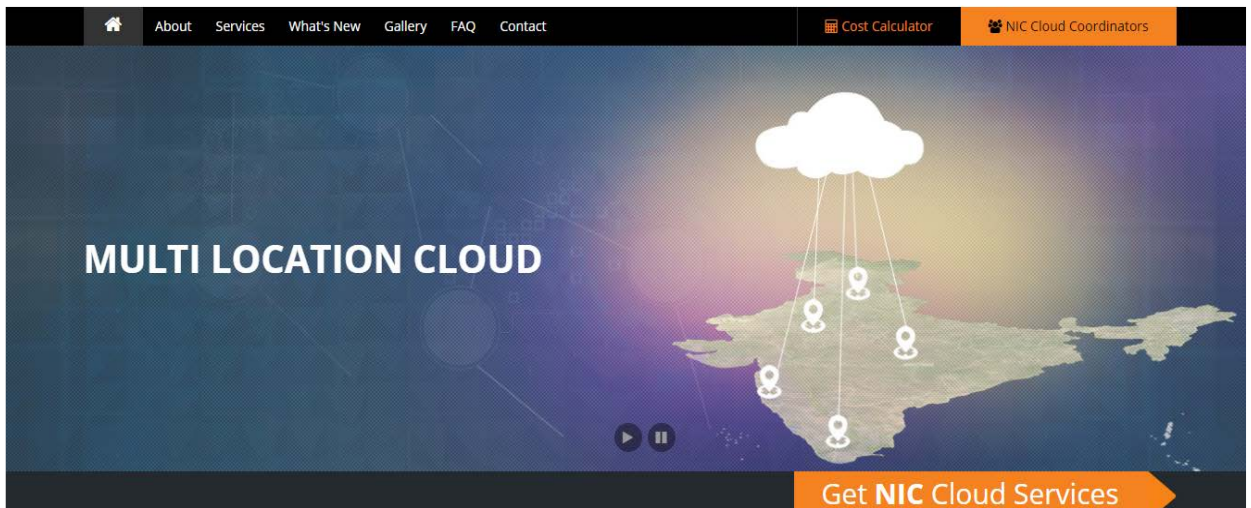
- Facilities like Track your Sample, Print SHC, Locate soli testing lab, etc. available

- FAQs available both in English and Hindi

3.1.6 MeghRaj

https://cloud.gov.in/index.php

MeghRaj is the GI Cloud initiative of Government of India developed to utilize and harness the benefits of Cloud Computing. The focus of this initiative is to accelerate delivery of e-services in the country while optimizing ICT spending of the Government. This will ensure optimum utilization of the infrastructure and speed up the development and deployment of eGov applications. The architectural vision of GI Cloud encompasses a set of discrete cloud computing environments spread across multiple locations, built on existing or new (augmented) infrastructure, following a set of common protocols, guidelines and standards issued by the Government of India.

ICT support to the Government at all levels from Central Government, State Government/ UTs to Districts

Over 2 million people access NIC hosted government portals everyday for information and services

NIC operates government eMail service with more than 80 million emails exchanged per day

The Data Centres of NIC host more than 6000 websites of the government

NIC offers variety of service models broadly categorized as Platform as a Service (PaaS), Infrastructure as a Service (IaaS) and Software as a Services (SaaS)
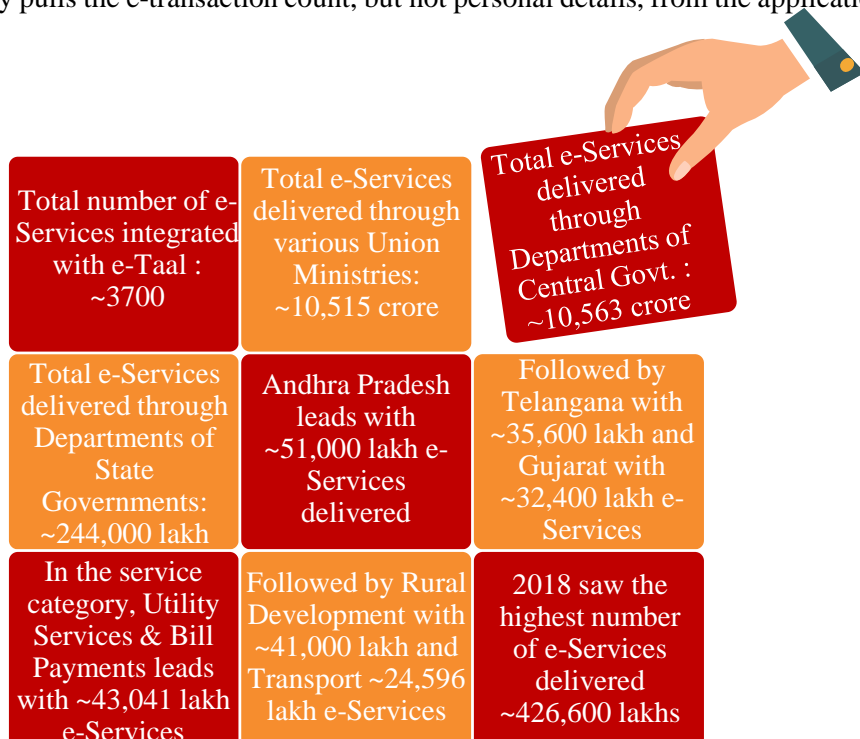
Nationwide network of NIC has over 60,000 users

3.1.7 e-Taal

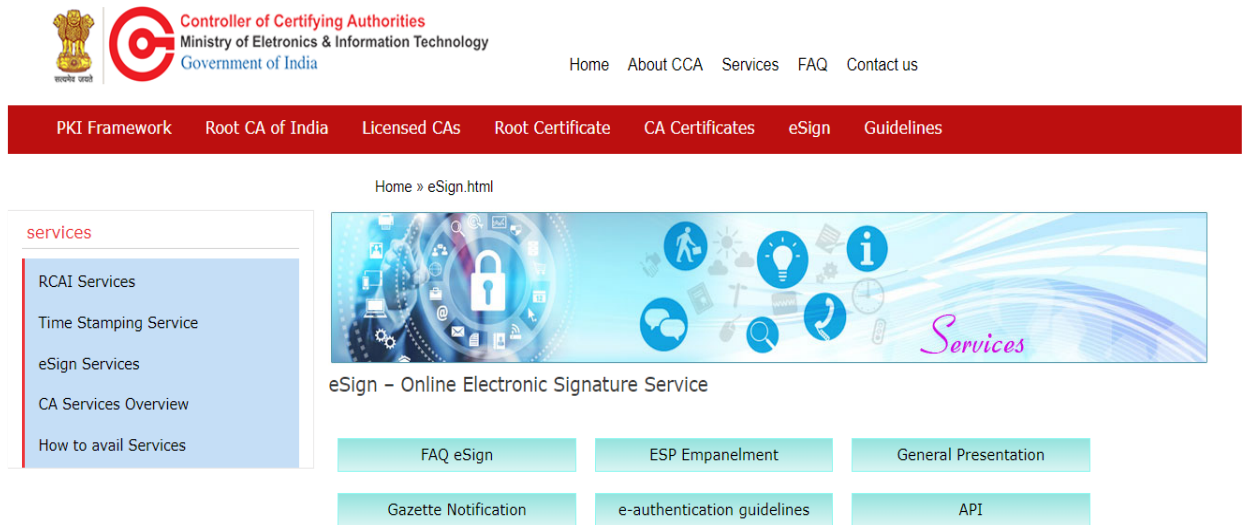https://etaal.gov.in/etaal2/auth/default.aspx
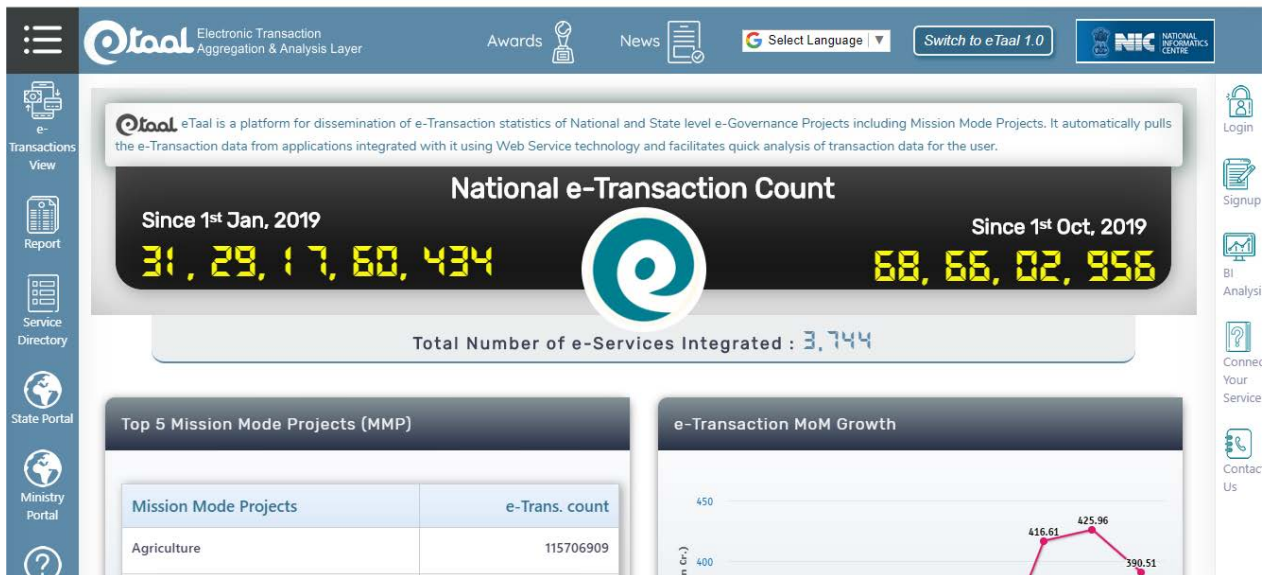
Electronic Transaction Aggregation & Analysis Layer (e-Taal) is a public service developed by India's National Informatics Centre (NIC) to measure the impact of various e-governance initiatives at National and State levels. It is a platform for dissemination of e-Transaction statistics of National and State level e-Governance Projects including Mission Mode Projects. It automatically pulls e-Transaction data from applications integrated with it using Web Service technology and facilitates quick analysis of transaction data for the user. As an indispensable analytical service, it also provides an integrated visual interface providing a real-time view of e-transactions taking place under various e-Governance applications implemented by Government, in an easily understandable visual graphic. e-Taal automatically pulls the e-transaction count, but not personal details, from the applications.

Total number of e-Services integrated with e-Taal : ~3700	Total e-Services delivered through various Union Ministries: ~10,515 crore	Total e-Services delivered through Departments of Central Govt. : ~10,563 crore
Total e-Services delivered through Departments of State Governments: ~244,000 lakh	Andhra Pradesh leads with ~51,000 lakh e-Services delivered	Followed by Telangana with ~35,600 lakh and Gujarat with ~32,400 lakh e-Services
In the service category, Utility Services & Bill Payments leads with ~43,041 lakh e-Services	Followed by Rural Development with ~41,000 lakh and Transport ~24,596 lakh e-Services	2018 saw the highest number of e-Services delivered ~426,600 lakhs

3.1.8 e-Sign

http://cca.gov.in/eSign.html

e-Sign is an online electronic signature service which can be integrated with service delivery applications via an API to facilitate the user to digitally sign a document, without using physical cryptographic token. Using authentication of the e-Sign user through e-KYC service, online electronic signature service can be facilitated. e-Sign process includes signatory's consent, Digital Signature Certificate issuance request, Digital Signature creation and affixing as well as Digital Signature Certificate acceptance in accordance with provisions of Information Technology Act. Comprehensive digital audit trail, in- built to confirm the validity of transactions , is also preserved

- Provides configurable authentication options and also records the e-KYC ID
- The authentication options for e-KYC include biometric or OTP of the e-KYC service provider
- e-Sign service is governed by e-authentication guidelines.
- Authentication of the signatory is carried out using e-KYC services, the signature on the document is carried out on a backend server of the e-Sign provider
- Services are facilitated by trusted third party service providers
- To enhance security and prevent misuse, eSign user's private keys are created on Hardware Security Module and destroyed immediately after one-time use
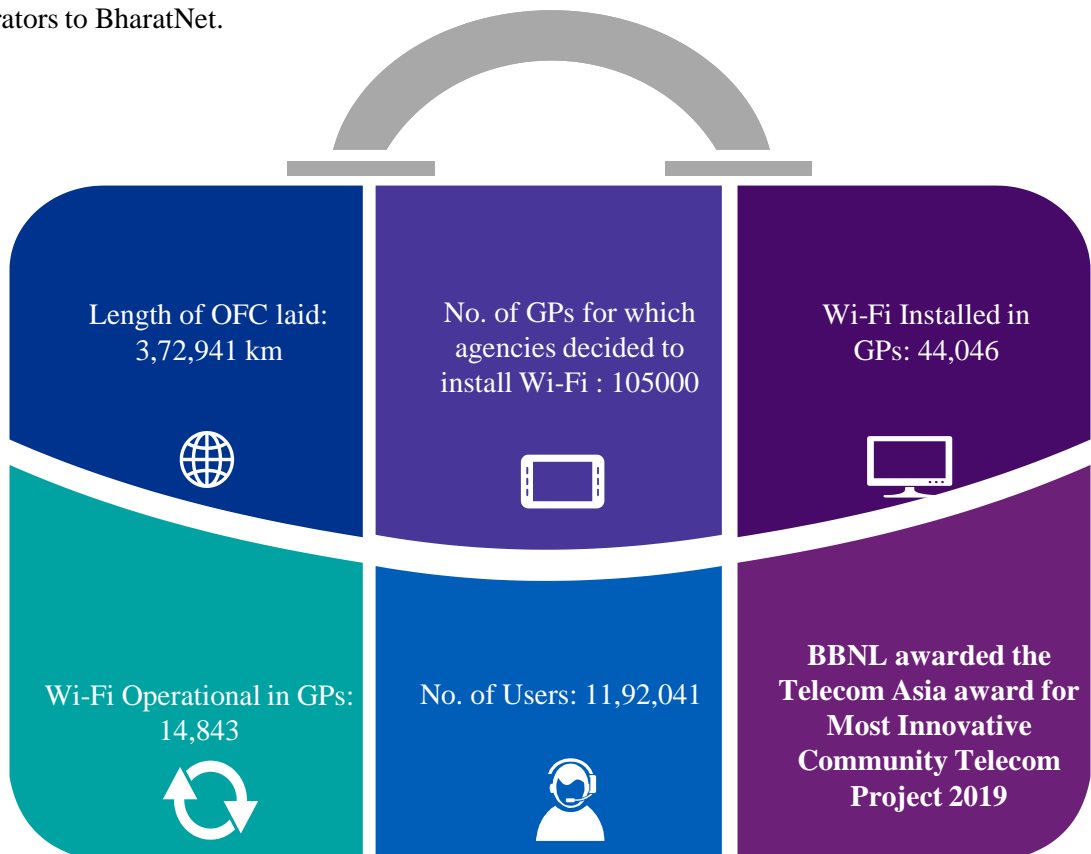
3.1.9 BharatNet

BharatNet, also known as Bharat Broadband Network Limited, is a telecom infrastructure provider, set up by the Government of India under the Department of Telecommunications for the establishment, management, and operation of the National Optical Fibre Network. The objective of the project is to provide at least 100 Mbit/s broadband connectivity to all 2.5 lakh Gram Panchayats (GPs) in the country, covering nearly 625,000 villages. Last mile connectivity, with 700,000 Wi-Fi hotspots (adding 2 - 5 Wi-Fi hotspots per gram panchayat and at least one Wi-Fi hotspot per village) has been provisioned by connecting high-speed 4G base tower stations of commercial telecom operators to BharatNet.

Length of OFC laid: 3,72,941 km

No. of GPs for which agencies decided to install Wi-Fi : 105000

Wi-Fi Installed in GPs: 44,046

Wi-Fi Operational in GPs: 14,843

No. of Users: 11,92,041

BBNL awarded the Telecom Asia award for Most Innovative Community Telecom Project 2019

3.1.10 SWAYAM

https://swayam.gov.in/about

SWAYAM is a programme initiated by Government of India, designed to achieve the three-pronged objectives of Education Policy viz., access, equity and quality. The intent behind this initiative is to take the best teaching learning resources to all, including the most disadvantaged. SWAYAM seeks to bridge the digital divide for students who have hitherto remained untouched by the digital revolution and have not been able to join the mainstream of the knowledge economy.

Key Highlights

SWAYAM platform is developed by Ministry of Human Resource Development (MHRD) and NPTEL, IIT Madras with the help of Google Inc. and Persistent Systems Ltd.

All courses are interactive, prepared ~1,000 specially chosen faculty from across the country

The courses hosted are of 4 types – (1) video lecture, (2) reading material that can be downloaded/printed (3) self-assessment tests (tests and quizzes) and (4) an online discussion forum for resolving doubts

MHRD estimates at least one crore students to benefit in 2 to 3 years through this initiative
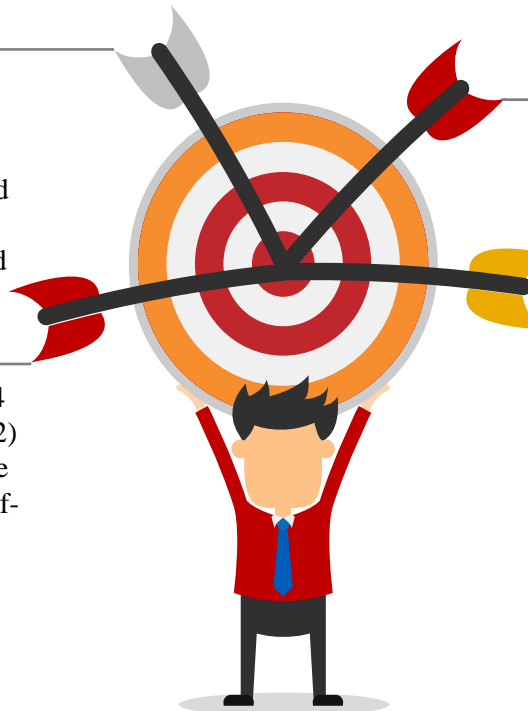
3.1.11 e-Hospital

https://ehospital.gov.in/ehospitalsso/
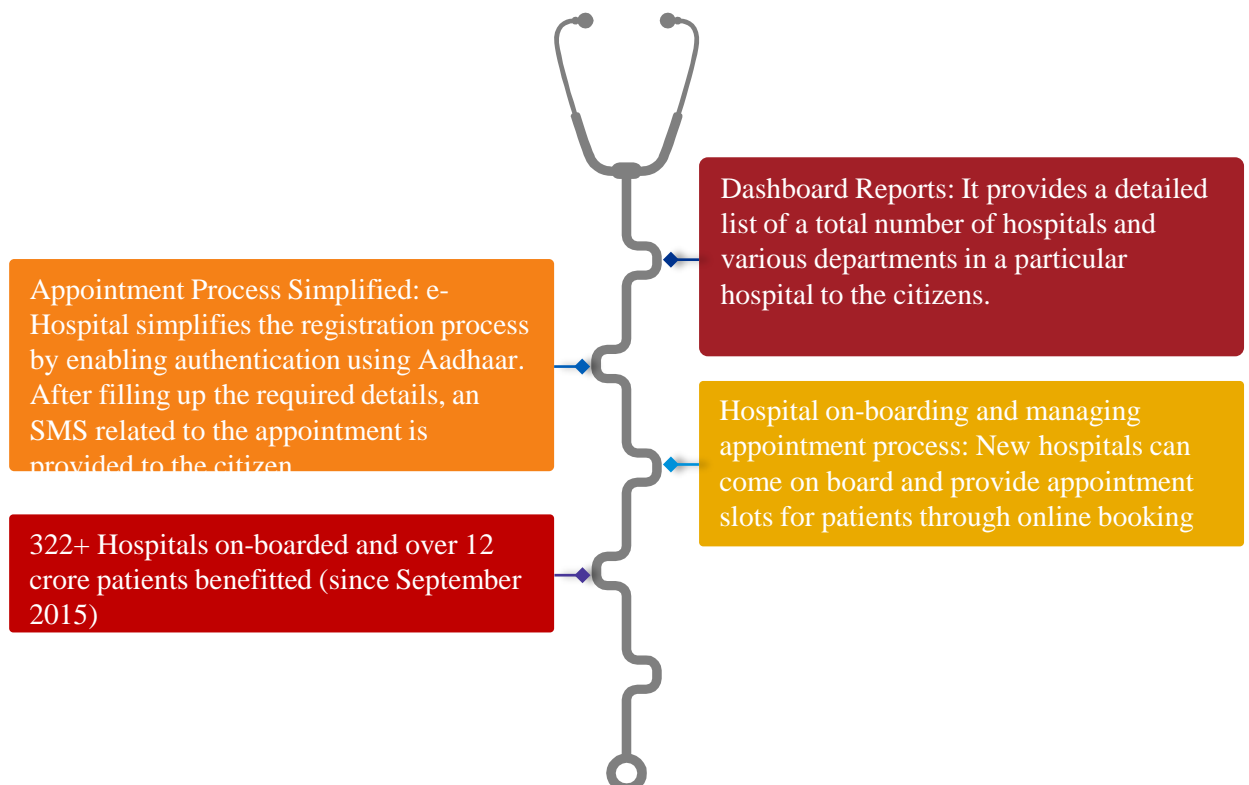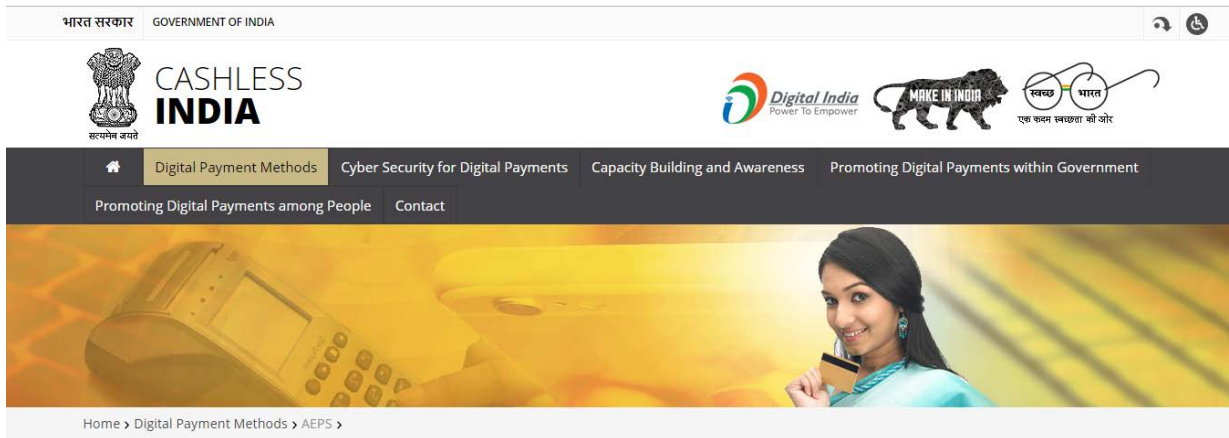
e-Hospital is an online registration services portal for citizens to avail online services such as registration appointment, pay fees, view diagnostics reports and check for the availability of blood in government hospitals. e-Hospital works on the Online Registration System (ORS) model. ORS is an online portal where people having Aadhaar can enroll for appointments in hospitals spread across various States and Union Territories in India. Online Registration System is being implemented in hospitals where the counter based outpatient department registration and appointment based system through Hospital Management Information System (HMIS) has been digitized. Through this kind of service, securing an appointment in outpatient department (OPD), lab reports, availability of blood can be checked online.

Dashboard Reports: It provides a detailed list of a total number of hospitals and various departments in a particular hospital to the citizens.

Appointment Process Simplified: e-Hospital simplifies the registration process by enabling authentication using Aadhaar. After filling up the required details, an SMS related to the appointment is provided to the citizen

Hospital on-boarding and managing appointment process: New hospitals can come on board and provide appointment slots for patients through online booking

322+ Hospitals on-boarded and over 12 crore patients benefitted (since September 2015)

3.1.12 Aadhaar Enabled Payment System (AEPS)

AADHAAR ENABLED PAYMENT SYSTEM (AEPS)

http://cashlessindia.gov.in/aeps.html

Aadhaar Enabled Payment System (AEPS) is a type of payment system that is based on the Unique Identification Number and allows Aadhaar card holders to seamlessly make financial transactions through Aadhaar-based authentication. AEPS is a bank led model which allows online interoperable financial transaction at PoS (Point of Sale / Micro ATM) through the Business Correspondent (BC)/Bank Mitra of any bank using the Aadhaar authentication. AEPS is thus a seamless payment system through which you can transfer funds, make payments, deposit cash, make withdrawals, make enquiry about bank balance, etc. Currently, the service is available from 118 interoperable banks, at a zero transaction cost to the citizens.

Customers can carry out transactions through a Bank Agent using a micro ATM

As per NPCI transactions through AEPS have crossed 200 million in July'19

Transaction value through AEPS as of July 2019 stood at ₹9,685.35 crore

3.1.13 Digi Locker

https://digilocker.gov.in/
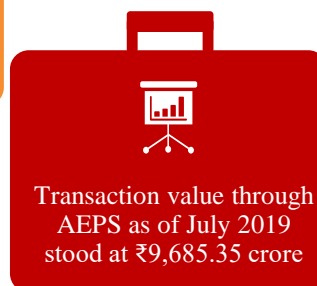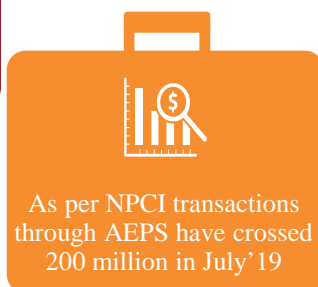
Digi Locker is an online service provided by Ministry of Electronics and IT (MeitY), Government of India under its Digital India initiative, under the supervision of the National eGovernance Division (NeGD). Digi Locker provides an account in cloud to every Indian citizen to access authentic documents/certificates such as driving license, vehicle registration, academic mark list in digital format from the original issuers of these certificates. Users need to possess an Aadhar Card to use Digi Locker. For sign-up, the Aadhar card number and the one-time password sent to the Aadhar-associated mobile number, need to be entered. For later log-ins, the user can set their own password or link the account to Facebook or Google logins.
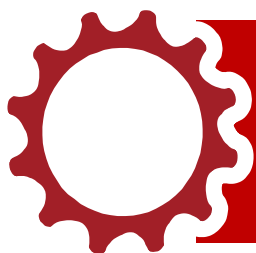
Digi Locker provides an associated facility for e-signing documents. The service is intended to minimize the use of physical documents, reduce administrative expenses, provide authenticity of the e-documents, provide secure access to government-issued documents and to make it easy for the residents to receive services

As on date, Digi Locker has 31.15 Million registered users, 3.53 Billion issued authentic documents, 141 Issuer organizations, 41 Requestor organizations
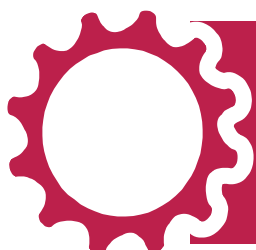
368 document types are part of the Digi Locker platform, simplifying documentation across domains, age groups and income categories of citizens. These include Aadhar Card, Class X and XII marksheets, Records of Rights, Birth Certificate, Marriage certificate, Building Plan, NOC for Banks, and Pension Certificate, among others

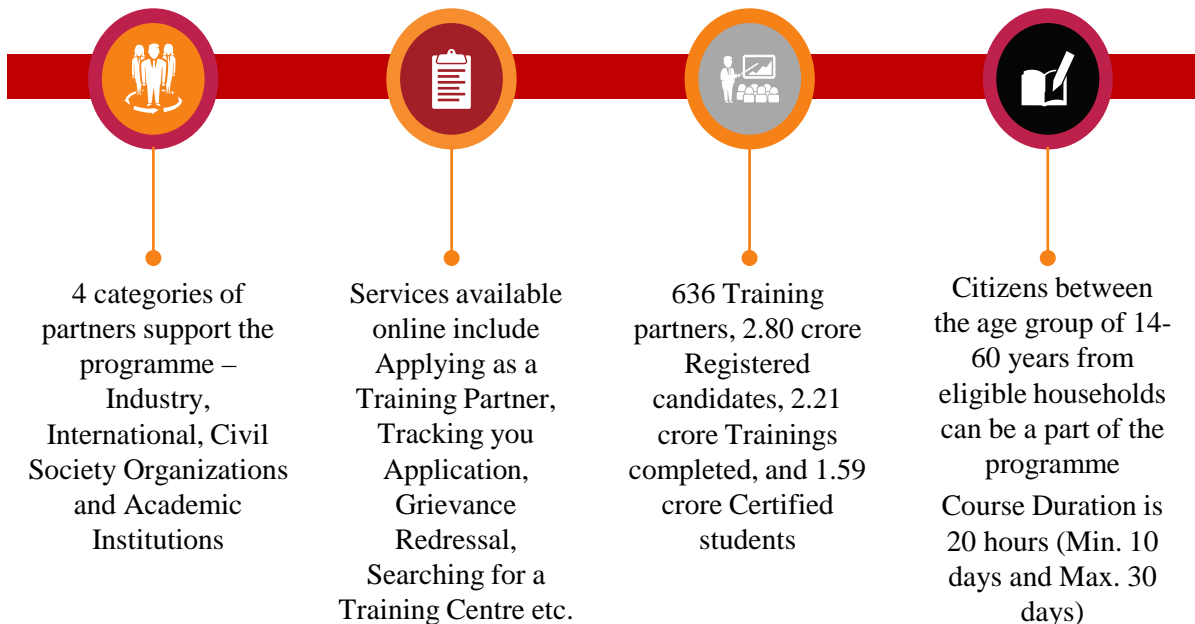# 3.1.14 Pradhan Mantri Gramin Digital Saksharata Abhiyan

https://www.pmgdisha.in/

The Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA) initiated under Digital India Programme would cover 6 crore households in rural areas to make them digitally literate. Earlier, the Government had implemented the National Digital Literacy Mission or the Digital Saksharta Abhiyan (DISHA) or National Digital Literacy Mission (NDLM) to impart IT training to 52.5 lakh persons, including Anganwadi and ASHA workers and authorised ration dealers in all the States/UTs across the country so that the non-IT literate citizens are trained to become IT literate so as to enable them to actively and effectively participate in the democratic and developmental process and also enhance their livelihood. PMGDISHA is expected to be one of the largest digital literacy programmes in the world. The scheme aims to bridge the digital divide, specifically targeting the rural population including the marginalized sections of society like SC/ST , Minorities, Below Poverty line, women and differently-abled persons and minorities.

4 categories of partners support the programme – Industry, International, Civil Society Organizations and Academic Institutions

Services available online include Applying as a Training Partner, Tracking you Application, Grievance Redressal, Searching for a Training Centre etc.

636 Training partners, 2.80 crore Registered candidates, 2.21 crore Trainings completed, and 1.59 crore Certified students

Citizens between the age group of 14-60 years from eligible households can be a part of the programme Course Duration is 20 hours (Min. 10 days and Max. 30 days)

3.1.15 BHIM

Bharat Interface for Money (BHIM) is a payment app that lets you make simple, easy and quick transactions using Unified Payments Interface (UPI). You can make direct bank payments to anyone on UPI using their UPI ID or scanning their QR with the BHIM app. You can also request money through the app from a UPI ID. Pioneered and developed by National Payments Corporation of India (NPCI), BHIM has been conceived and launched to bring in Financial Inclusion to the nation and a digitally empowered society. Multi-lingual localization support aims at financial inclusion for one and all.

1	Services offered include Sending Money, Scan & Pay, Request Money, Bank Account Linkage, Transactions etc.	
2	Number of BHIM App downloads – Android : 49.18 million IOS : 13.33 mn	
3	According to NPCI, there were BHIM UPI transactions of ~ 913 million in volume and ~INR 1 trillion in value in FY18	
4	UPI saw a 30% growth in June 2019	
5	The BHIM App is used by 92 banks in India	

3.1.16 Rapid Assessment System (RAS)

https://ras.gov.in/
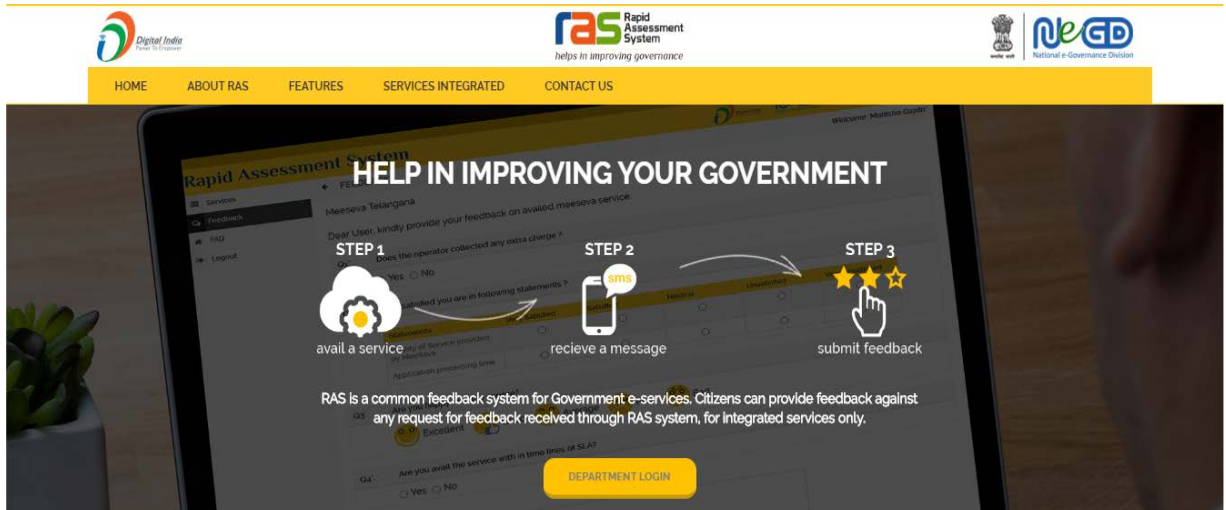
National e-Governance Division (NeGD), under Ministry of Electronics and Information Technology, has developed the Rapid Assessment System (RAS) for continuous feedback for e-services delivered by Government of India and State Governments. This system has multiple channels (SMS, Portal, Mobile app) for receiving feedback and is backed by analytics. These analytics intend to help integrated departments for continuous system improvement and better governance. RAS thus provides citizens a single stop solution to provide feedback on e-services, while simultaneously helping the Government with continuous measurement of Quality of Service (QoS). Multi-lingual localization support and seamless integration through APIs ensure a smooth experience for all users.

28 Integrated States/UTs

9 Integrated Central Ministries/ MMPs

~11 crore feedback requests

1973 Integrated Services

3.1.17 MyGov

https://www.mygov.in/
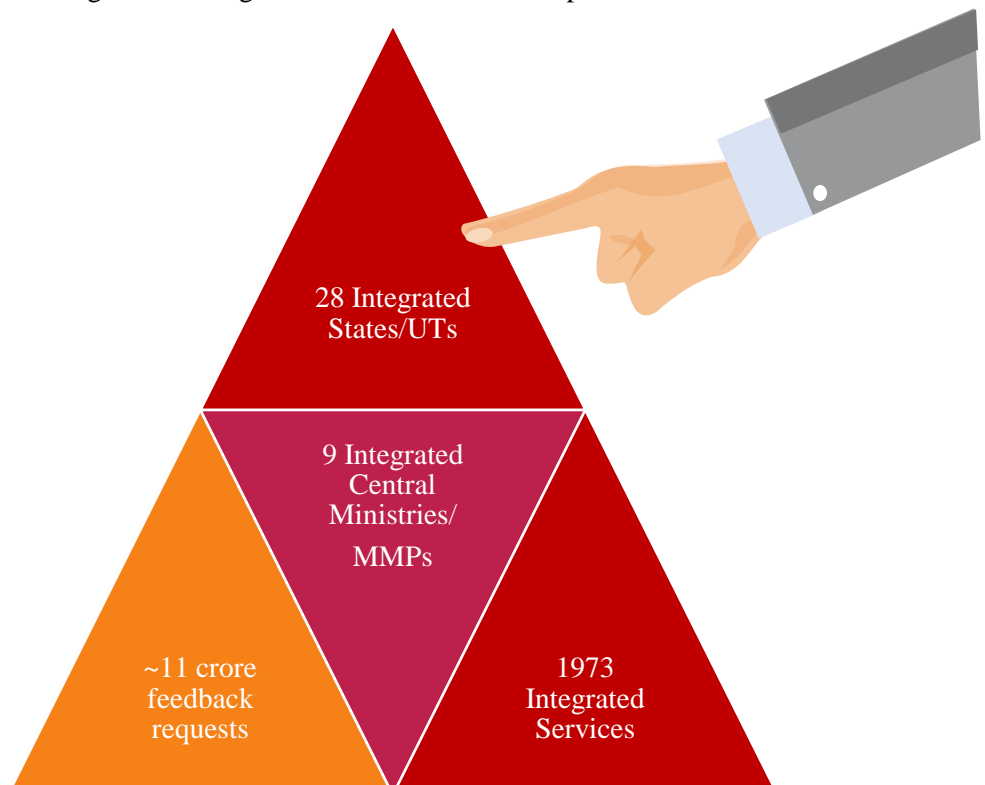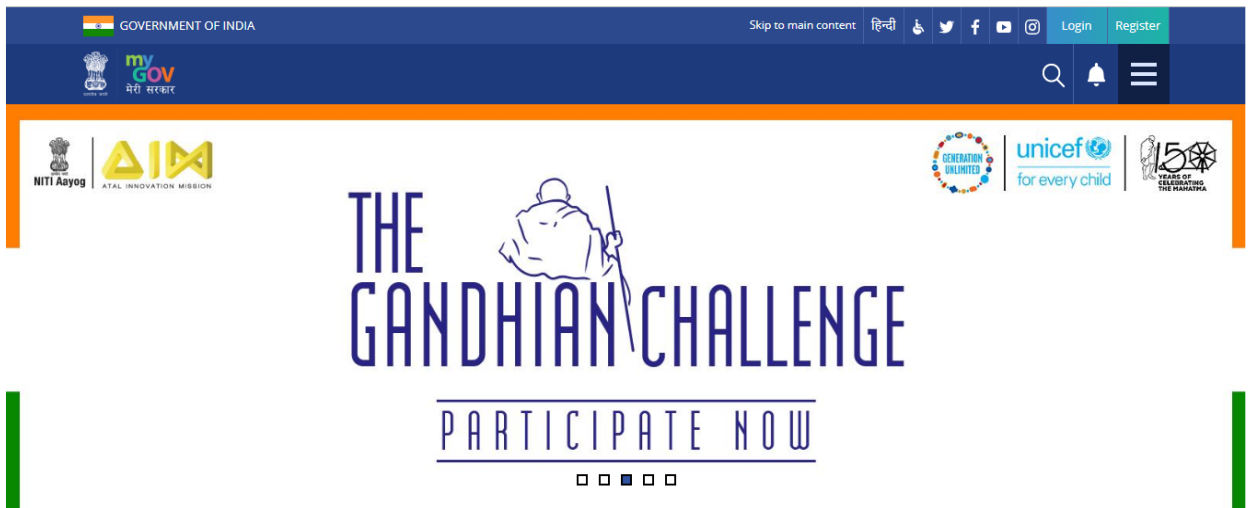
MyGov is a comprehensive citizen-centric platform that empowers people to connect with the Government & contribute towards good governance. It was launched on July 26, 2014 by the Hon'ble Prime Minister of India. It is a unique first of its kind participatory governance initiative involving common citizens at large. The idea of MyGov brings the government closer to the common man by the use of online platform creating an interface for healthy exchange of ideas and views involving the common citizen and experts with the ultimate goal to contribute to the social and economic transformation of India. The platform invites users to contribute their ideas through discussions and also participate through various tasks. The platform also gets over10,000 posts per week on various issues which are analyzed and put together as suggestions for the concerned Departments which are able to transform them into actionable agenda.

9515.89k registered members

~224k submissions in ~850 tasks have been hosted on the platform till date

Activities supported for active nation building on MyGov include Groups, Discussions, Polls/Surveys, Blogs and Talks

More than 7.9 million users

Successfully supported policy issues include Clean Ganga, Girl Child Education, Healthy India etc.

3.1.18 e-NAM

https://enam.gov.in/web/

The Electronic National Agriculture Market (e-NAM) is a pan-India common online market platform. It is essentially an electronic trading portal which networks the existing Agricultural Produce Market Committee (APMC) mandis to create a unified national market for agricultural commodities. The key objective is to provide better price discovery through transparent auction process based on quality of produce along with timely online payment.

Small Farmers Agribusiness Consortium (SFAC) is the lead agency for implementing e-NAM under the aegis of Ministry of Agriculture and Farmers' Welfare, Government of India.

Key Highlights

585 markets, 16 States and 2 UTs integrated

Commodity details, State Unified License, etc. available on the platform

Online payments in e-NAM has reached INR 200 crore milestone

2 categories of incentives are available – Payment & Trade Related

Direct weighing, invoicing & selling for ~150 commodities provisioned

e-NAM mobile app has dedicated Farmers, Traders & Other Stakeholders Modules

3. Digital India
- Success to Excellence

3.2 States / UTs

3.2.1 Accessibility - Delhi UT Portal

delhi.gov.in/

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. Delhi adopts multiple features against this assessment parameter, making it one of the leading UTs in **UTs category**. Some of the good practices of Delhi that may be replicated by other States/UTs include:

State Holiday list provided on the portal

Tourist information prominently linked and visible on the portal

Key call centre nos. provided on the portal

Delhi UT Portal
Accessibility

Audio / video messages of key Government functionaries uploaded during the last one month

UT Services available on NGSP
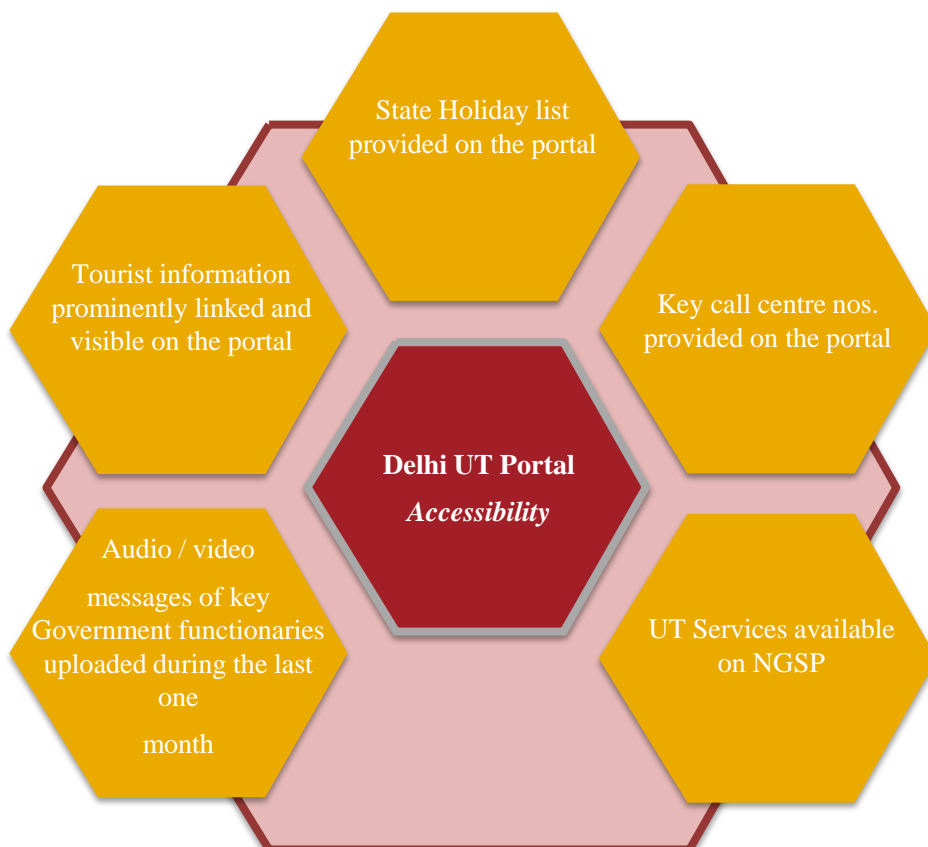
3.2.2 Accessibility - Gujarat State Portal

https://gujaratindia.gov.in/

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. Gujarat's portal (above) adopts multiple good practices making it a Top Performer in this area. Some of the good practices of Gujarat that may be replicated by other States/UTs include:

Users can create a **profile and login** to the portal, along with a **Single Sign** on feature to sign in through an integrated authentication initiative

State portal and services are also accessible through **NGSP** portal (https://services.india.gov.in/) to facilitate multi-nodal accessibility

Installable mobile applications are available that provide information and allow availing of portal services

Key call center nos. are provided in the portal making reaching out for assistance or further information simpler

Utilization of auto-format to design the portal provides **device independence** for adjustment across tabs, iPads, mobiles etc.

Tourist information prominently linked and visible on the portal

3.2.3 Content Availability - Tripura State Portal

tripura.gov.in/

Content Availability signifies 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. Tripura emerges as a leading State in **North East States and Hill States category** for this assessment parameter, and offers good practices for replication, including:

Tripura State Portal

▶ State portal lists all its Departments with contact details of Ministers & senior officials for quick reference of the citizens	▶ The State portal is in adherence with the Open Data Policy, publishing Government data for public use	▶ State portal is up-to-date and provides latest information about the State Departments, schemes etc.	▶ State portal leverages the technological good practices and provides statistics on website usage (no. of visitors) and also uses SEO for better content rating

Content Availability

3.2.4 Content Availability - Andaman & Nicobar Islands UT Portal

अंडमान तथा निकोबार प्रशासन
Andaman & Nicobar Administration
The State Portal of U.T Administration, A & N Islands

स्वच्छ भारत
एक कदम स्वच्छता की ओर

Digital India
Power To Empower

⚓ HOME ▾   👤 EXECUTIVE ▾   ✅ RECRUITMENT RULES   👤 SCHEDULE ▾   📋 DEPARTMENT   🎓 STUDENT'S ZONE ▾   📊 ONLINE SERVICES ▾   ✈ TOURISM   📍 DISTRICT ▾

📖 WHO'S WHO

Cellular Jail, A National Memorial
The Cellular Jail is a National memorial situated at the north-east corner of the Port Blair city.

andaman.gov.in/

Content Availability signifies 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. Andaman and Nicobar Islands emerges as a leading UT in the **UTs category** for this assessment parameter, offering good practices such as:

List of State Departments with contact details of Ministers & Senior officials on the portal

Dedicated section on Frequently Asked Questions (FAQ) on the portal

Information of last updated timestamp on each page of the portal

Availability of Statistics about website usage by no. of visitors

Portal uses SEO technique for better content rating
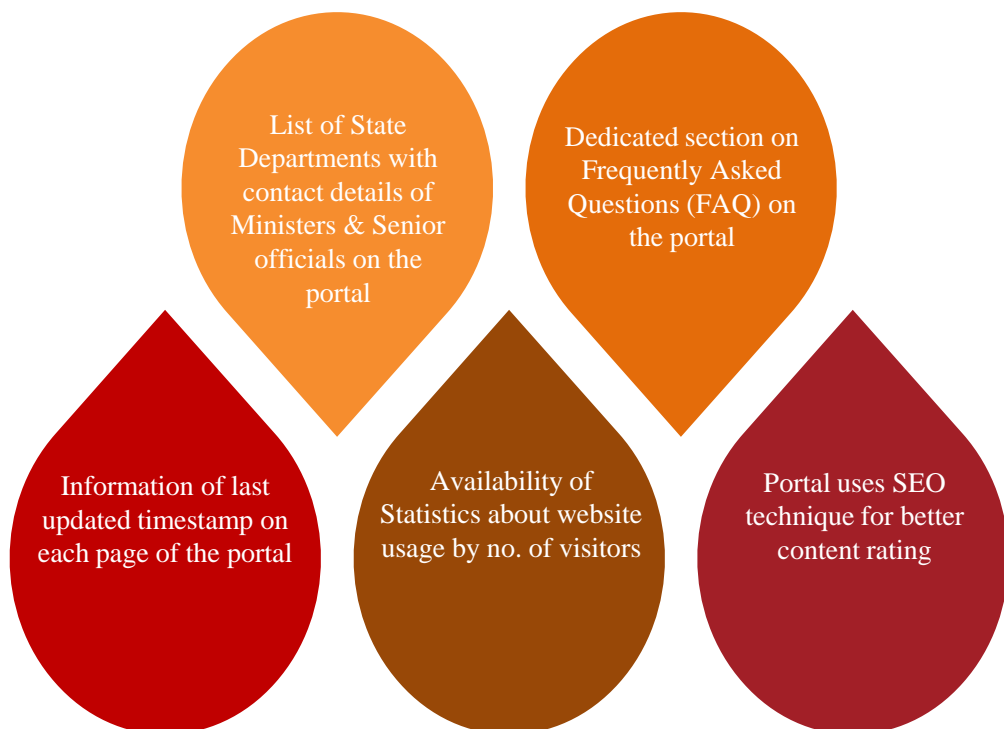
3.2.5 Content Availability - Kerala State Portal

https://www.kerala.gov.in/

Content Availability signifies 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. With a score of **88.89** in Content Availability, Kerala State portal emerges as a leading State in this area and offers good practices such as:

1	Dedicated sections providing list of State Departments with contact details of Ministers & Senior officials along with list of Districts with contact details of DM and senior officials	
2	A section on Frequently Asked Questions (FAQs)	
3	Availability of information of last updated timestamp & last updated timestamp on each page of the portal as of current year	
4	Portal follows the Open Data policy, publishing Government data for public use. It also displays statistics about website usage by no. of visitors	
5	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, e-participation activities, updates on portal, eGov marketing etc.	
6	Uses Search Engine Optimization technique for better content rating	

3.2.6 Ease of Use - Meghalaya State Portal

meghalaya.gov.in/

Ease of Use encompasses different aspects like system usability, system flexibility, system control, user adaptability to the system etc. 'Ease of Use' is a crucial parameter in product design/solution. Meghalaya emerges as a leading State in **North East States and Hill States category** for this assessment parameter. Key features provided on the State portal to ensure ease of use by citizens include:

Citizens can log Grievances/ Complaints on the State Portal

Availability of 'Search' feature on the portal

State portal informs users about compatible browsers & optimum screen resolutions

Meghalaya State Portal *Ease of Use*

Dedicated sections for 'Help', 'Contact Us' and 'What is New' for ease of citizens

Portal available across multiple front end tools (IE, Chrome, Firefox etc.)

Presence of Sitemap and multiple navigation routes for services & information

3.2.7 Ease of Use - West Bengal State Portal

westbengal.gov.in/

Ease of Use encompasses different aspects like system usability, system flexibility, system control, user adaptability to the system etc. 'Ease of Use' is a crucial parameter in product design/solution. West Bengal emerges as one of the leading States in **Other States category** for this assessment parameter and offers good practices such as:

- Facility to log Grievances / Complaints
- Multiple portal navigation routes for services and information
- Multiple language support
- Separate sections for 'Help' and 'Contact Us' on the portal
- Enablement of access to portal for people with visual/audio/motor disabilities

West Bengal State Portal *Ease of Use*

3.2.8 Information Security & Privacy - Himachal Pradesh State Portal

himachal.nic.in/

Information Security & Privacy refers to the safety and integrity of information transacted upon e-Government platforms at all times. Safety of information may be achieved through a robust technical architecture while ensuring ease of access at the user interface level. Himachal Pradesh emerges as a leading State in **North East States and Hill States category** for this assessment parameter. Key features provided are as enlisted below:

Clear indication of online security measures implemented on the portal through HTTPS, symbols for third party security alliances etc.

Portal hosted on HTTPS protocol and assessed by TPA for online security

Himachal Pradesh State Portal
Information Security & Privacy

Copyright statements available on the portal

Disclaimer & privacy policy for user data made available online

3.2.9 Information Security & Privacy - Goa State portal

https://www.goa.gov.in/
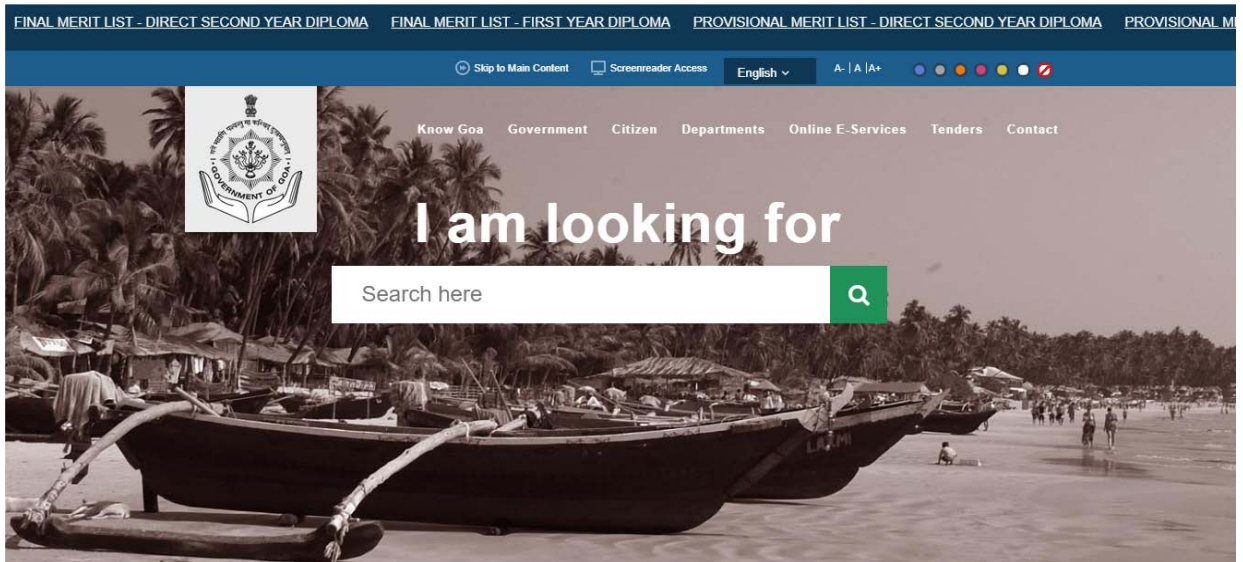
Information Security and Privacy refers to the safety and integrity of information transacted upon e-Government platforms at all times. Safety of information may be achieved through a robust technical architecture while ensuring ease of access at the user interface level. Goa State portal emerges as a leading State in this area and offers good practices such as:

- Portal is hosted on HTTPS protocol
- Disclaimer & privacy policy available

- Clear indication of online security measures implemented on the portal through HTTPS, symbols for third party security alliances etc.

- Password recovery & reset facility are available for the user
- The portal has been assessed by TPA for the online security

- Availability of copyright Statements on the Portal

- Clear Indication of W3C adherence of the Portal on the Home page

3.2.10 End Service Delivery - Telangana Service Portal
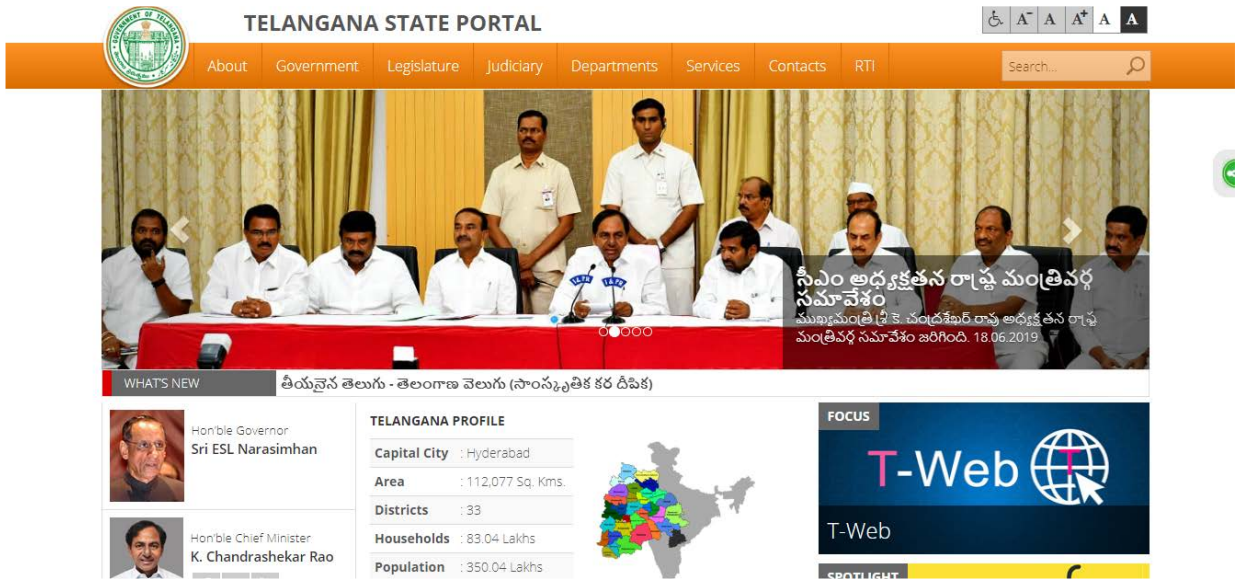
End Service Delivery measures the citizens' satisfaction with faster delivery of end services, elimination of manual processes, reduction of time/ manual effort to obtain a particular service. Telangana's Service portal of **Social Welfare** is one of the top States in this area and offers good practices for replication including:

End service delivery is available through email, online and is downloadable

Manual provision of services have mostly been done away by the State for few services

Service delivery timelines published on the website
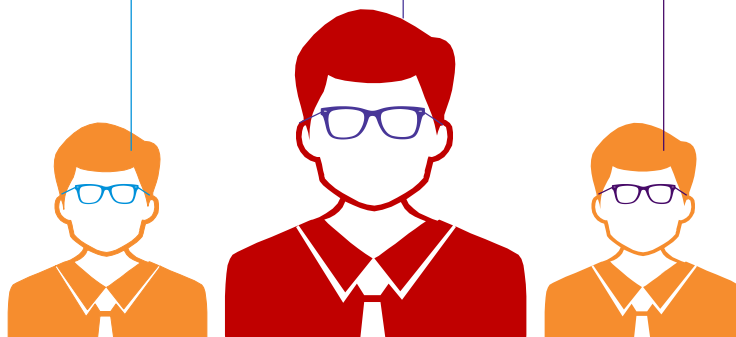
3.2.11 Integrated Service Delivery - Nagaland Services Portal
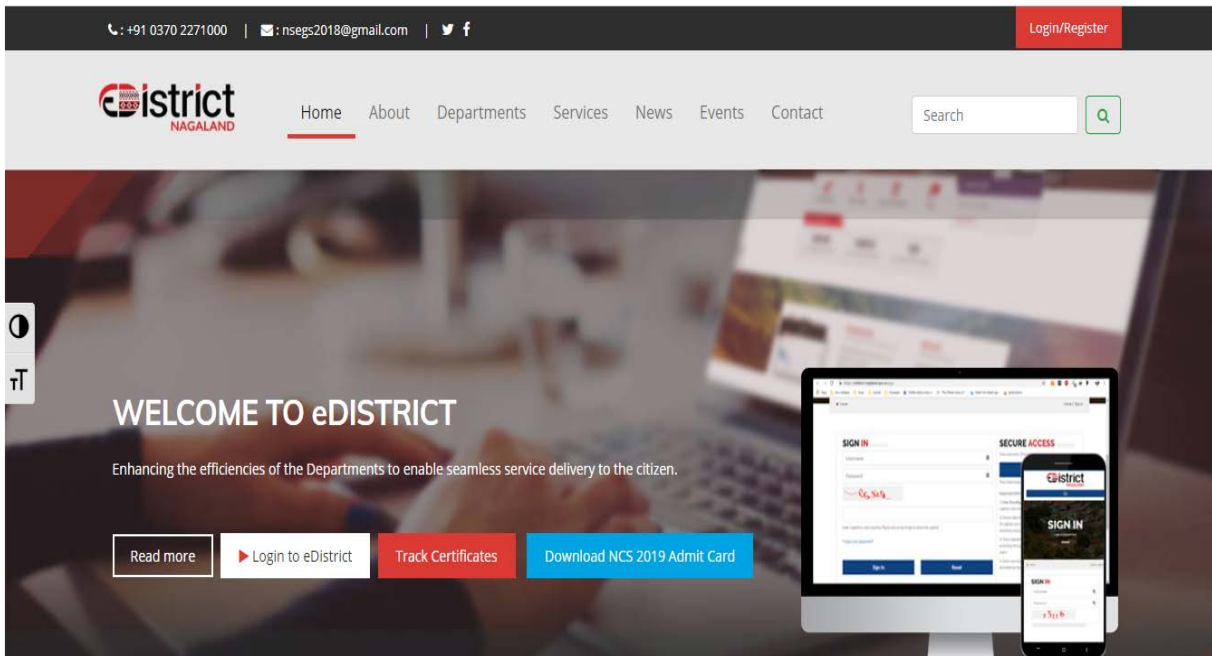
edistrict.nagaland.gov.in/

Integrated Service Delivery refers to a sophisticated level of e-Government in which Government services are integrated together and accessible to citizens irrespective of the Government agency or agencies. Nagaland emerges as a leading State in **North East States and Hill States category** for this assessment parameter across its Service portals of **Social Welfare and Labour & Employment.** These services along with multiple other key online services are provided through eDistrict, the common single window portal for online service provision in the State**.** Major good practices adopted by Nagaland are as enlisted below:

Digital Signature facility available

Online payment facility & Single payment gateway for all channels

Submission of service forms online (PDF or web based)

Available citizen services linked to DigiLocker

Social Welfare

Labour & Employment

Single Sign on /Unique ID (Aadhaar) sign in

Portal seamlessly integrated with social media apps

Apps for all available citizen services

Facility for online payment towards services availed on web page using mobile device

3.2.12 Integrated Service Delivery - Rajasthan Services Portal

emitra.rajasthan.gov.in/

Integrated Service Delivery refers to a sophisticated level of e-Government in which Government services are integrated together and accessible to citizens irrespective of the Government agency or agencies. Rajasthan is one of the top States in **Other States category** for this assessment parameter across its Service portals of **Labour & Employment and Social Welfare.** The State offers e-services across multiple sectors including Labour & Employment and Social Welfare through its single window platform, **e-mitra**. Key features offered include:

Social Welfare

Availability of feature to submit service forms online (PDF or web based)

Multiple channel access for services at different levels

Single payment gateway for all channels

Services can be availed without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online

Labour & Employment

Single Sign on /Unique ID (Aadhaar) sign in

3.2.13 Status and Request Tracking - Assam Services Portal

labour.eodbassam.in/category/online-services/

Status and Request Tracking can be defined as 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. Assam emerges as one of the leading States in **North East States and Hill States category** for this assessment parameter across its Service portals of **Labour & Employment and Environment.** Good practices followed include:

- Citizens can track Service Applications/ Requests online

- Facility to log Grievances / Complaints

- Web page also provides for help desk, online support, and call centre for users

- Ticket / Complaint no. made available for status tracking and future follow-ups

- Information about helpline for issues regarding online payments through web page
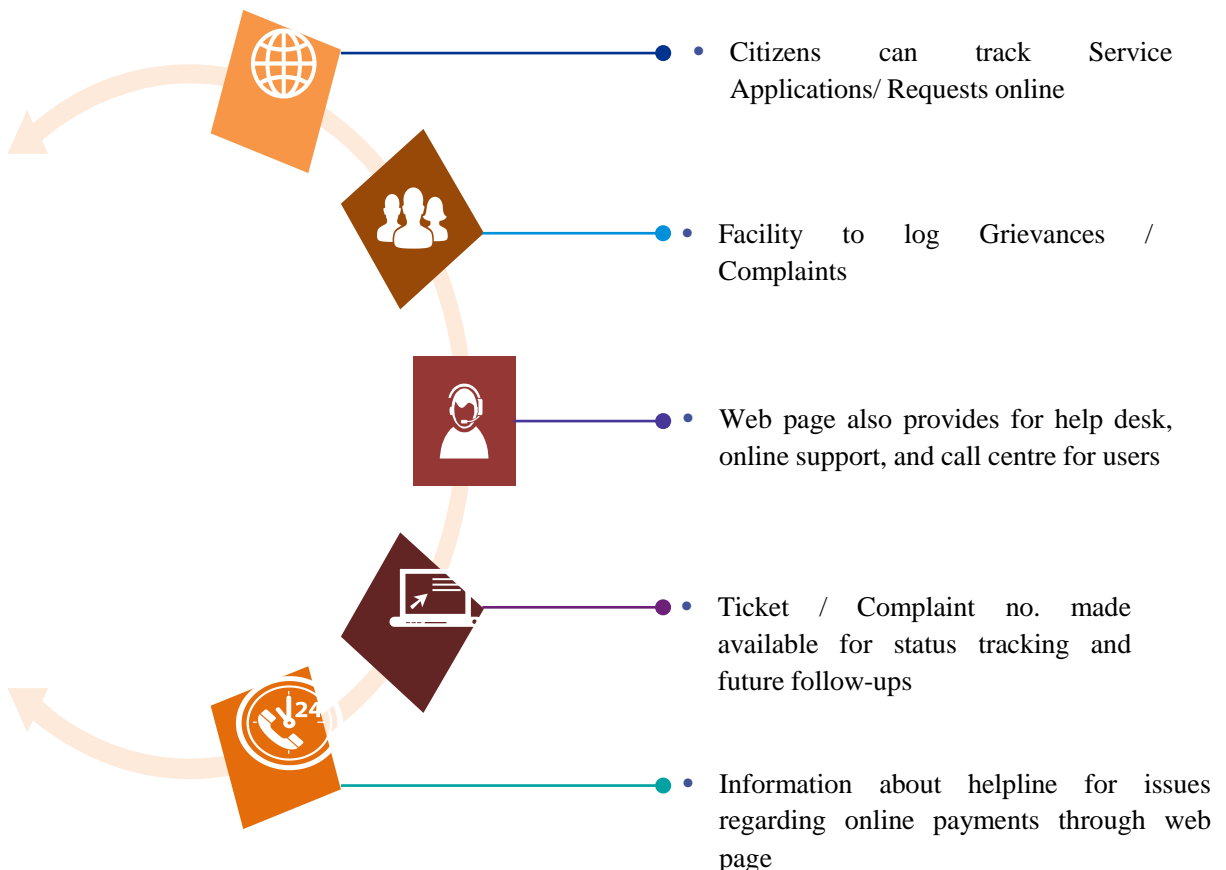
3.2.14 Status and Request Tracking - Haryana Services Portal

Status and Request Tracking can be defined as 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. Haryana's Service portal of Environment sector is one of the leading portals in this area and offers good practices for replication including:

Availability of feature to track Service Applications/ Requests online

Availability of Ticket / Complaint No. for status tracking and future follow-ups

Service update alerts sent through SMS

Availability of Information about helpline for issues regarding online payments through web page

The web page provide help desk, online support, and call center for users
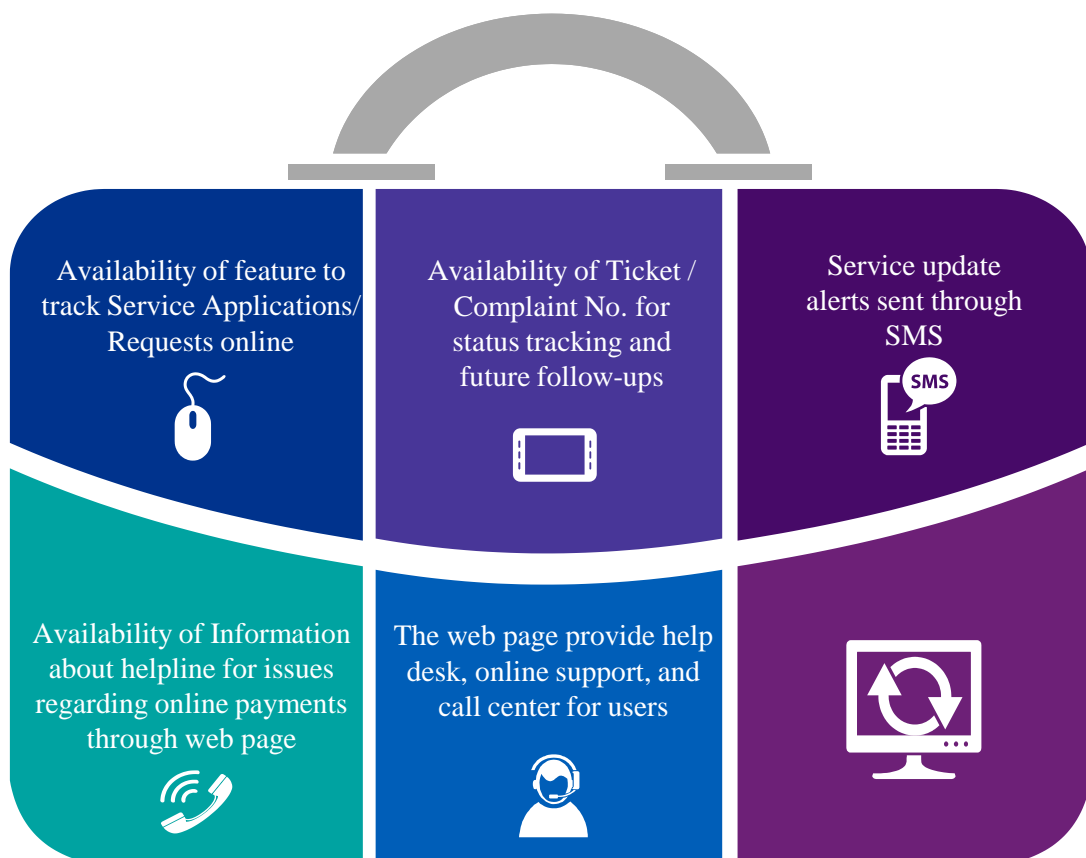
4. NeSDA Framework

4.1 Objectives of National e-Governance Services Delivery Assessment (NeSDA)

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

All e-Governance initiatives currently active across the country are focused to ease the life of the common citizen, and improve efficiency and effectiveness of Governance and administration. While the Central and State Governments are taking utmost care and importance to improve their service delivery through electronic channels, it is imperative to have a benchmark across the country to measure it on common parameters. Benchmarking of available online e-Governance services would help States and UTs understand and improve the existing e-Governance services, their usage, features, etc., and then use the same model to modify or customize the existing model to suit their requirements.

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

The study covers G2C and G2B segments (especially small businesses), in six identified sectors of Finance, Labour & Employment, Education, Social Welfare (including Health and Agriculture), Local Governance and Utility Services, and Environment.

While some of the elements of the study would be universal across all States/UTs, due care is being 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.

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.

While this is the first of its kind benchmark exercise for the year 2018-19, NeSDA intends to conduct this periodically for improving the States/ UTs and Central Ministries service delivery mechanisms

4.2 Key Assessment Parameters

4.2.1 Accessibility

Accessibility is a necessary element for good transactional user experiences, including two-way communication. In the case of Government websites, 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.

Accessibility Definition	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.
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.

4.2.2 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.

Content Availability Definition	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.
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.

4.2.3 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.

Ease of Use Definition	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.

4.2 Key Assessment Parameters

| **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 |

4.2.4 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.

| **Information Security & Privacy Definition** | Relationship between the collection and dissemination of information, technology, citizen expectation of privacy and the legal and regulatory structure that binds it all together. |

| **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 ePramaan framework for eAuthentication 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. |

4.2.5 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

| **End Service Delivery Definition** | 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. |

| **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. |

4.2 Key Assessment Parameters

4.2.6 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.

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

4.2.7 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.

Status and Request Tracking Definition	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.
Significance	Government: • Reduces transaction costs • Improves efficiency • Increase transparency Citizen: • Empower citizens • Savings in cost • Increases trust in Government

5. NeSDA Approach & Methodology

5. 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

NASSCOM conducted a workshop under the aegis of DARPG in Delhi on 24th August 2018 for States/UTs and on 8th October 2018 for Central Ministries to sensitize them on the framework and assessment parameters, identification of the services, and familiarization of the online tool used for the study.

The States and UTs 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 and Environment.

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.

The detailed description of assessment parameters are as follows:

5.2.1 Accessibility

There are 19 assessment questions to evaluate accessibility under the Services Portal questionnaire and 11 under the State portal/UT and Central Ministry Portal. The parameters that are assessed are whether the website supports:

- People with various disabilities (Auditory, Physical, Speech, Visual, Temporary Disabilities, People with Limited Bandwidth, etc.)

- Multi-Lingual support

- Compatibility with multiple devices

- Compatibility of website with various search engines and resolutions, etc.

- Compliance standards of the website

- Multi-Media compatibility (Videos, Audio, Images and Animations, etc.)

- Creation of personal Login profiles to avail the service

- Provision to upload documents with online/offline support

5. Approach & Methodology

5.2.2 Content Availability

There are 12 assessment questions to evaluate content availability under the Services Portal questionnaire, 9 under the State Portal and 8 under Central Ministry Portal. The parameters that are assessed are whether the website has:

- Presence of Reliable content
- Availability of updated and relevant information
- Presence of Timestamps and Sitemaps
- Presence of Help and FAQ sections
- In line with the various policies (Copyright policy, Open data policy, etc.)
- Availability of statistics and factual data on the website

5.2.3 Ease of Use

There are 11 assessment questions to evaluate Ease of Use under the Services Portal questionnaire and 13 under the State Portal and Central Ministry Portal. The parameters that are assessed are whether the website has:

- Availability of essential, enhanced and advanced features
- Presence of user manuals, 'how-to' guides to avail the services
- Efficiency and effectiveness of the website
- Availability of internal work flow mechanism and service delivery charters
- Presence of What's New sections
- Complaints resolution mechanism
- Comfort and acceptability level of users

5.2.4 Information Security and Privacy

There are a total of 8 assessment questions to evaluate Information Security and Privacy under the Services Portal questionnaire and 9 under the State Portal and Central Ministry Portal. The parameters that are assessed are whether the website has:

- Been hosted on HTTPS protocol
- Security policy to safeguard the user data
- Mobile and email alerts during unauthorized changes to user profiles
- Compliance with GIGW and W3C
- Carried out TPA (Third Party Audit) for online security
- Presence of copyright Statements and disclaimers

5.2.5 End-service delivery

There are 5 assessment questions to evaluate End Service Delivery under the Services Portal questionnaire. The parameters that are assessed are whether the website has:

- Mode of availability of End Service through email, courier, visit to respective Department etc.
- Presence of service delivery timelines
- Authentication measures to avail end service
- Complete provision of service online

5. Approach & Methodology

5.2.6 Integrated service delivery

There are 14 assessment questions to evaluate Integrated Service Delivery under the Services Portal questionnaire. The parameters that are assessed are whether the website has:

- Various modes of making payments through Government Wallets, BHIM, UPI, Credit or Debit Card, Paytm, etc.

- Digital Signature acceptability

- Submission of PDF or Web based forms

- Need for manual intervention of service

- Auto population of relevant content

- Availability of mobile applications to avail the service

- Integration with social media like Twitter, Facebook, etc.

5.2.7 Status and request tracking

There are 8 assessment questions to evaluate Status and Request Tracking under the Services Portal questionnaire. The parameters that are assessed are whether the website has:

- Availability of Ticket ID/Complaint No

- Presence of tracking mechanism

- Availability of online and offline support to the users

- Provision to send status update alerts through SMS or Emails, etc.

- Availability of feedback mechanism or system

5.3 The Online Portal and Processes

NeSDA Portal (https://www.nesdaportal.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.nesdaportal.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. Overview of the study, information on the initiative with further details regarding the scope of the study across sectors.

2. The key salient features and service assessment areas, the Downloads tab on the Minutes of Meetings with the States/UTs and Central Ministries workshops conducted as a part of the assessment.

3. The Announcements tab comprised of the Sensitization and Feedback Exercise – *project briefing to Chief Secretaries of States and Administrators of UTs*, Timelines – *schedule of activities to be completed by the different stakeholders within the mentioned timeframes*, Status – *States/UTs and Central Ministries' progress in portal and service questionnaire completion* and Survey Count – *number of Citizen Surveys completed by respondents from each of the respective State/UT in the assessment*

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

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

6. The website was equipped with a login provision for relevant stakeholders of the assessment. Every State identified a SPOC for their respective entities who were in charge of uploading the necessary documents for the evaluation.

5. Approach & Methodology

7. SPOCs and User Credentials: Logins were based on role based access and each State/UT/Central Ministry had a SPOC who was responsible for updating the data and completing the assessment.

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:

5.3.1 Stage 1 - Basic Data Entry

In this stage, all the States, UTs and Central Ministries were asked to upload the appropriate URLs for the 53 mandatory services from 6 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.

5.3.2 Stage 2 - Review & Acceptance of Basic Data Entry

In this stage, 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.

5.3.3 Stage 3 - Detailed Portal/ Service 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 42 questions for the portal and 77 questions for the services.

For the Central Ministries, the assessment questionnaire consisted of 41 questions for the portal and 77 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 II.

5.3.4 Stage 4 - Review & Acceptance of Detailed Portal/Service Questionnaire Reponses

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. 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 six core sectors for evaluation of the State Portals, and associated service portals. These were Finance, Labour & Employment, Education, Social Welfare (including Health & Agriculture), Local Governance & Utility Services and Environment (including Fire).

5.4.2 *Services for each sectors:* The total mandatory services identified in each sectors were Finance (13 Nos), Labour & Employment (7 Nos), Education (4 Nos), Social Welfare (including Health & Agriculture) (10 Nos), Local Governance & Utility Services (15 Nos) and Environment & Fire (4 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 (19), Content Availability (12), Ease of Use (11), 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 (9), Ease of Use (13), 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 section:

5. 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:

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

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. Approach & Methodology

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

Step 1: Calculation of Score of an Assessment Parameter 'P' across all service 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 service portals of that sector*

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

$R_{P\text{-}NA}$ = *Total number of Responses with 'Not Applicable' under Parameter 'P' across all service 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. Approach & Methodology

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

Step 1: Calculation of Score of an Assessment Parameter 'P' across all service 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 service portals of that sector*

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

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

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

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

Where

$OS_{P\text{-}FN}$ = *Overall Score of Parameter 'P' for Finance Sector*

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

$OS_{P\text{-}ED}$ = *Overall Score of Parameter 'P' for Education Sector*

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

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

$OS_{P\text{-}EN}$ = *Overall Score of Parameter 'P' for Environment Sector*

5. Approach & Methodology

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 31st May, 2019.

▪ 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. Citizen Survey Assessment

6. Citizen Survey Assessment

6.1 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 through 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 is to sensitize and promote the adoption of the e-governance framework across all Departments, Ministries, States and UTs in the country.

6.2 Survey Focus Areas

The focus areas for the survey were the below:

Basic details of the Citizen: Information about the respondents were collected - name, mobile number, email, gender, age group, education, occupation, annual income range and State/UT in which they were residing.

6.2.1 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 question 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** - the State and District from which they had availed e-services.

IV. **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 Services, Local Governance & Utility Services /Vehicle, Labour & Employment, Education and Environment sectors.

V. **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.

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

VII. **Rating of e-Services:** The respondents were requested to rate the following criteria for the assessment of e-services:

    a. Ability of the portal to support multiple languages

    b. Updated information on the portal

    c. Search feature on the portal

    d. Online payment facility of the portal

    e. Tracking of eService applications and grievances logged

    f. Alerts due to unauthorized changes in user profile

    g. Availability of eServices within specified timelines on the portal

    h. Access to the portal through multiple devices

    i. User feedback facility on the portal

    j. eServices User Manual on the portal

6. Citizen Survey Assessment

k.   Social media integration of the portal

l.   Status updates and alerts for eServices

m.   Password recovery and reset facility on the portal

n.   Availability of end service online without manually visiting a Government office/Kiosk

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.

6.2.2   For respondents who did not avail e-Services:

If the citizen did not avail the services online, reasons on not availing the e-governance services like - 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 and unavailability of gadgets to access e-services etc. were assessed.

6.3 Survey administration

The online survey was circulated among the respondents of all States and UTs. The survey was designed to be compatible across web-based, mobile-based and tab-based devices. The online link to administer the survey was distributed among the respondents across States. The SPOCs from respective State and UTs shared the survey link with respondents selected on a random basis.

The citizen survey questionnaire details are provided in Annexure III. The survey was launched on 12 December, 2018 and the closed on 31st May, 2019. The sample size of the survey covering online service users and non-users were over 32,789 respondents covering all States and UTs, across 490 districts.
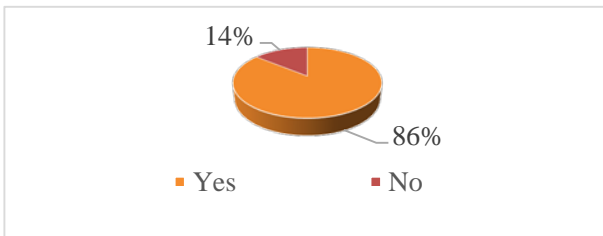
Key inferences of this survey is highest in the next page.

6. Citizen Survey Assessment

6.4 Key Inferences

A vast majority of the respondents were aware of the e-services available and 86% of the respondents had availed at least one e-service, highlighting the success of awareness efforts undertaken by the Government in this regard.

Respondents preferred e-services over manual services owing to a more favorable experience with respect to all three factors of *Cost, Time and Effort .*

Finance and Local Governance & Utilities turned out to be the most used availed e-services

Awareness

14% · 86%
· Yes   · No

Top Services Availed

96064   29000   68541   94785   47077   12710

· Finance
· Labour & Employment
· Social Welfare, Health & Agri Services
· Local Governance & Utility Services/Vehicle
· Education

Mode of Access

· Internet on devices like computer, mobile , tablet etc
· CSCs(common services centres) / Public Kiosk
· Government/Department Office
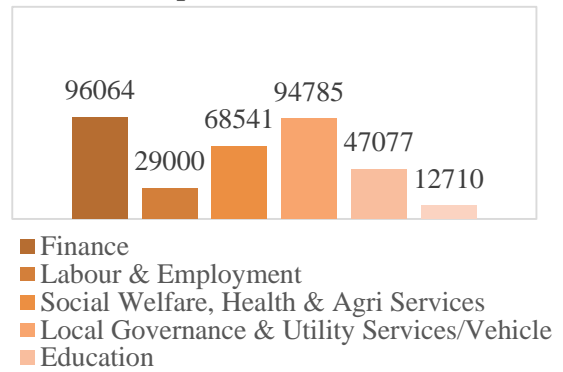
The top services availed from various sectors are as follows:

Finance

Domicile Certificate tops the list of most availed e-service in the Finance sector followed closely by Online application of Caste Certificate.

CSCs/Public Kiosks emerged as the most preferred choice of availing e-services, closely followed by access through *computer/mobiles* etc., clearly underlining the importance of focus on both physical and digital availability.

No. of Users

25%
24%
21%
17%
13%

· Domicile Certificate
· Online application of Caste Certificate
· Online application of Income Certificate
· Online application of Marriage Certificate
· Record of Rights (RoR)

.

Effort   Time   Cost

0   5000   10000   15000   20000   25000

· Manual Services   · E-Services

6. Citizen Survey Assessment

Labour & Employment

The top availed e-services in the Labour & Employment sector include Employee Registration and Job Seeker Registration.

No. of Users

33%
28%
23%
17%

- Employee Registration
- Job Seeker Registration
- Job Skill Development
- Benefits to construction worker
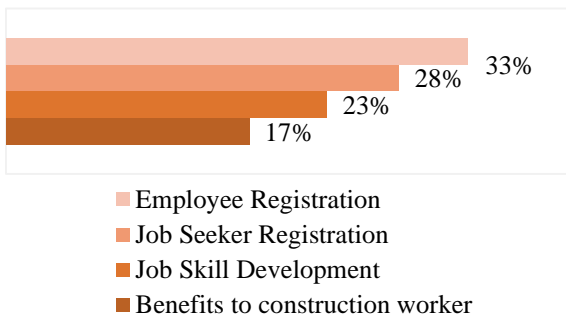
Social Welfare (including Health & Agriculture)

Application for students and all types of pensions emerged as the most opted for e-services in this sector.

No. of Users

26%
25%
17%
17%
16%

- Scholarships for student
- Pension (any type)
- Agriculture schemes application registered
- Child Registration
- Online Crop Insurance (NAIS)
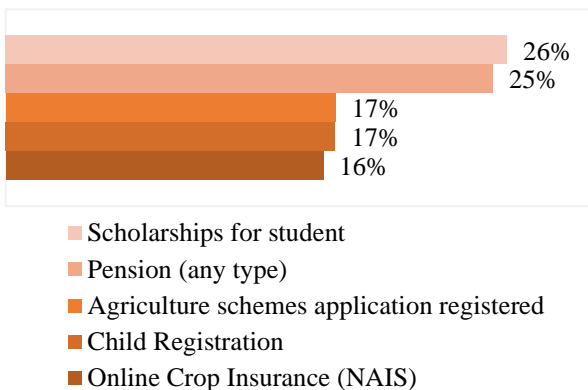
Education

In the Education sector, the most availed e-services included online application for scholarships and checking of examination results.

No. of Users

29%
22%
19%
16%
14%

- Online application for Scholarship
- Check Examination result online/ Online result disply
- Age Certificate
- Online Application for duplicate mark list
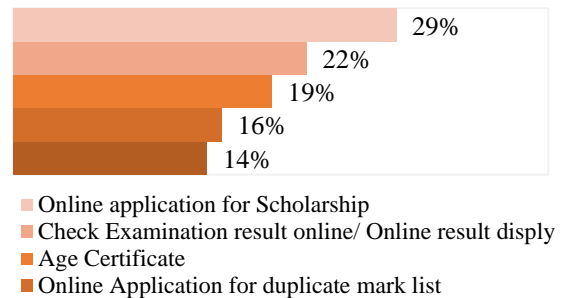
Environment (including Fire)

In this sector, the most availed e-service was application for initial NOC or plan approval for building permit.

No. of Users

36%
32%
32%

- Initial No Objection Certificate/Plan Approval for Building Permit
- Final no Objection Certificate/ Plan Approval for Occupancy Certificate
- Forest Clearance to cut and tranport trees
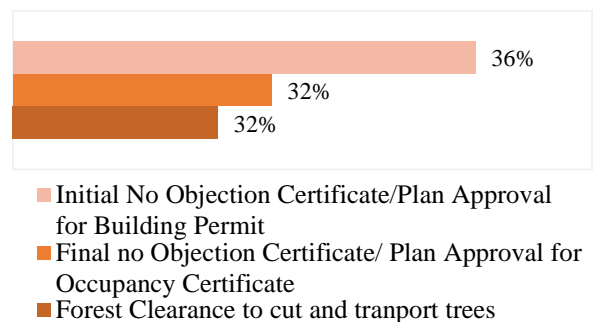
Local Governance & Utility Services

The most availed e-service in this category was application for birth certificate followed by e-payment of electricity bills.

No. of Users

23%
22%
19%
18%
18%

- Birth Certificate
- e-Payment of Electricity Bills
- e-Payment of Bills
- Driving Licence
- Death Certificate
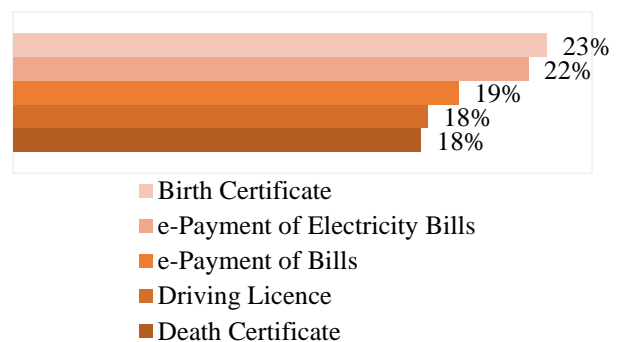
6. Citizen Survey Assessment

Gender based usage

Of the total respondents who had availed at least one e-service offered, ~85% respondents were male and ~15% were female, which indicates a need to increase focus on awareness and engagement of female citizens.

Male Users

85%

Approximate values

Female Users

15%

Age based usage distribution %

2% 1%

6%

18%

25%

48%

■ <25 yrs   ■ 25-34 yrs   ■ 35-44 yrs
■ 45-54 yrs   ■ 55-64 yrs   ■ >64 yrs
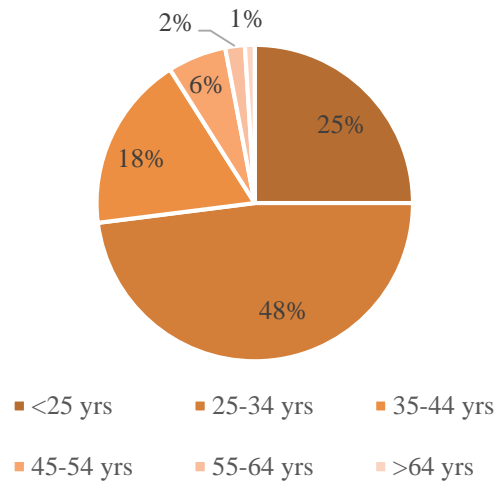
Approximate values

Educational Background

Of the total respondents who had availed at least one e-service, ~40% of them were graduates followed by the number of citizens who had studied up to Class 12th.

Up to Class 10th

16%

Up to Class 12th

25%

Graduate

40%

Post Graduate

18%

Approximate values

Age based usage

The survey findings highlight that a younger citizen base (25-34 years) was the most willing to opt for e-services. Youth <25 years also showed a preference for e-services. However, with increasing age, fewer citizens opted for these services.

Occupation and Annual Income Range

Of the total respondents who had availed at least one e-service, a majority of citizens were either self-employed or employed full-time, with an annual income range of less than INR 2, 50,000.

Self employed

40%

Full-time employed

21%

Student

16%

7. Assessment of States, Union Territories and Central Ministries

7. Assessment of States, Union Territories and Central Ministries

With the overall objective to assess the States and UTs in their effectiveness in eGovernance 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 six focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare (including Health and Agriculture), Local Governance & Utility Services and Environment.

After discussions with States and UTs, a total of 53 mandatory services covering G2C and G2B segments were identified across six focus sectors, namely Finance (13 services), Labour & Employment (7 services), Education (4 services), Social Welfare including Health and Agriculture (10 services), Local Governance & Utility Services (15 services) and Environment (4 services) which are currently delivered online. The details of the 53 identified mandatory services are provided in Annexure-I 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 service 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.

To account for the variations in the size and diversity of the States, they have been categorized into below mentioned three groups (refer Annexure IV for list of States under each group):

  i.   North East States and Hill States (11),
  ii. Union Territories (7), and
  iii. Remaining States (18)

The assessment based on the above categorization of States and UTs is covered in below sections. For each of the categories, the assessment details are provided under two sub-sections mentioned below:
  i.   State/UT Portals
  ii. Service Portals of the six focus sectors

Assessment of States and Union Territories

7.1 Assessment of States – North East States and Hill States

7.1 North East States and Hill States

A. Assessment of State Portals

As mentioned earlier, the quality of State 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 States, the assessment scores for each the four parameters is 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
Himachal Pradesh	0.55	0.67	0.85	0.71	**0.69**	**1**
Tripura	0.45	0.88	0.69	0.71	**0.68**	**2**
Assam	0.45	0.67	0.77	0.67	**0.64**	**3**
Nagaland	0.27	0.67	0.69	0.67	**0.57**	**4**
Arunachal Pradesh	0.36	0.78	0.77	0.33	**0.56**	**5**
Sikkim	0.27	0.56	0.62	0.63	**0.52**	**6**
Meghalaya	0.27	0.44	0.69	0.33	**0.44**	**7**
Mizoram	0.27	0.22	0.46	0.11	**0.27**	**8**
Manipur	0.09	0.33	0.23	0.22	**0.22**	**9**

Note: Jammu & Kashmir and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

The overall assessment score of the State Portals for this group of States is graphically depicted below:

Himachal Pradesh	0.69
Tripura	0.68
Assam	0.64
Nagaland	0.57
Arunachal Pradesh	0.56
Sikkim	0.52
Meghalaya	0.44
Mizoram	0.27
Manipur	0.22

7.1 Assessment of States – North East States and Hill States

The key analysis of the State Portals on the aforesaid four assessment parameters is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Himachal Pradesh, Assam and Tripura are the leading State Portals with more than 45% compliance to the criteria assessed under this parameter • Other remaining States in the group have compliance of less than 40% to the criteria assessed
Content Availability	• Tripura, Assam, Himachal Pradesh, and Nagaland are the leading State Portals with more than 65% compliance to the criteria assessed under this parameter • Other remaining States in the group have compliance of less than 45% to the criteria assessed
Ease of Use	• Himachal Pradesh, Arunachal Pradesh and Assam are the leading State Portals with more than 75% compliance to the criteria assessed under this parameter • State Portals of seven States have more than 60% compliance to the criteria assessed
Information Security & Privacy	• Himachal Pradesh, Tripura, Assam and Nagaland are the leading State Portals with more than 65% compliance to the criteria assessed under this parameter
Across all parameters	• Himachal Pradesh, Tripura and Assam are leading State Portals with more than 60% compliance to the criteria assessed across all the assessment parameters • States have higher compliance to the criteria assessed in Ease of Use and Content Availability parameters compared to other parameters.

Average Compliance Scores (in %age) of the 4 Assessment Parameters across the State Portals of North East States and Hill States

Accessibility	Content Availability	Ease of Use	Information Security & Privacy
0.27	0.47	0.52	0.40

7.1 Assessment of States – North East States and Hill States
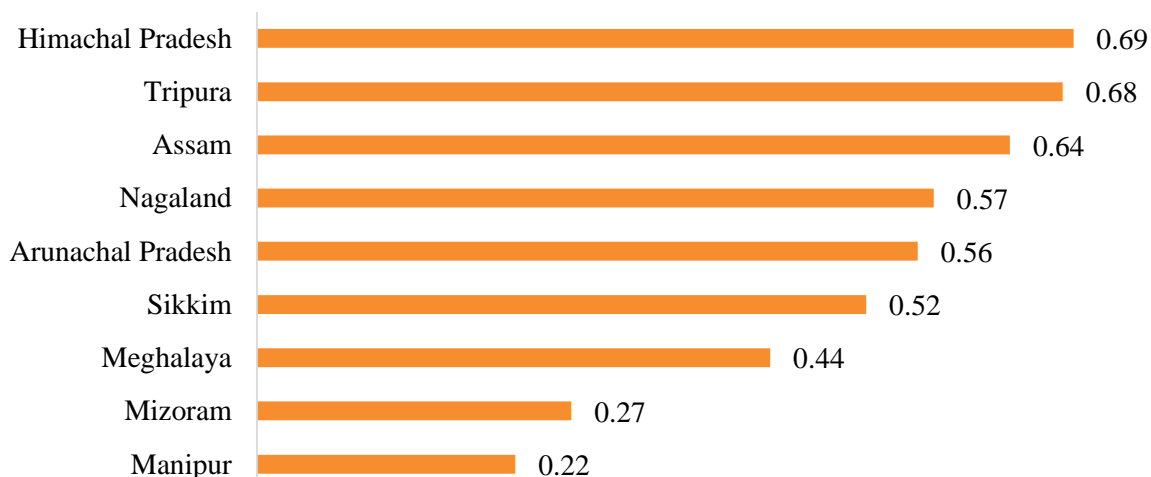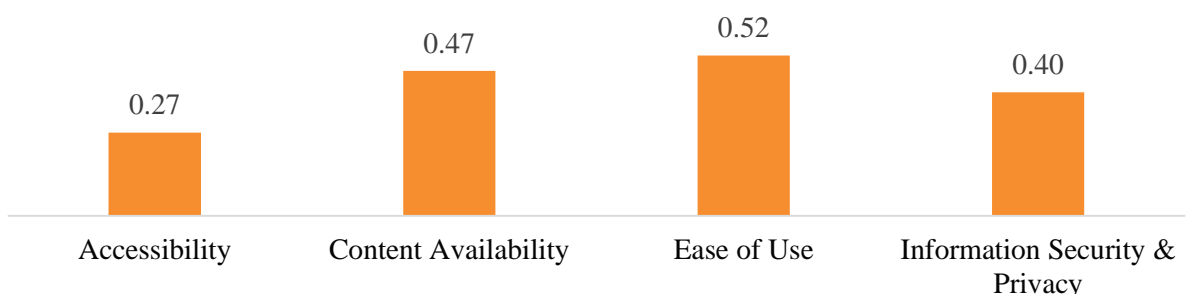
B. Assessment of State Service Portals

As mentioned earlier, the quality of State Service Portals has 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 service portals cover the mandatory services delivered online in the six focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health & Agriculture, Local Governance & Utility Services and Environment.

Basis the information provided by the States, the analysis of the State Service Portals on the aforesaid seven assessment parameters for each of the focus sector is mentioned below:

1. Finance Sector

With regard to the identified mandatory services, Assam, Meghalaya and Mizoram are the leading states delivering services online in this sector. The other States in this category are delivering less than 50% of the identified 13 mandatory services in this sector.

Basis the information provided by the States, the assessment scores of service 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
Nagaland	5	0.63	0.65	0.62	0.50	0.36	0.64	0.68	**0.58**	1
Himachal Pradesh	4	0.61	0.50	0.66	0.13	0.55	0.41	0.75	**0.51**	2
Manipur	8	0.53	0.36	0.69	0.55	0.48	0.38	0.27	**0.46**	3
Tripura	6	0.53	0.48	0.56	0.35	0.50	0.20	0.50	**0.45**	4
Meghalaya	5	0.52	0.25	0.45	-	0.40	0.21	0.25	**0.30**	5
Mizoram	8	0.38	0.28	0.33	0.09	0.15	0.21	0.42	**0.27**	6
Assam	11	0.29	0.09	0.31	0.11	0.31	0.25	0.34	**0.24**	7
Arunachal Pradesh	2	0.26	0.08	0.14	-	-	-	0.13	**0.09**	8

Note: Jammu & Kashmir, Sikkim and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

7.1 Assessment of States – North East States and Hill States

The overall assessment score for this group of States in Finance sector is graphically depicted below.

2.   Labour and Employment

With regard to the identified mandatory services, Assam, Arunachal Pradesh and Himachal Pradesh are leading States providing services online in this sector. The other States in this category are providing less than 30% of the identified 7 mandatory services.
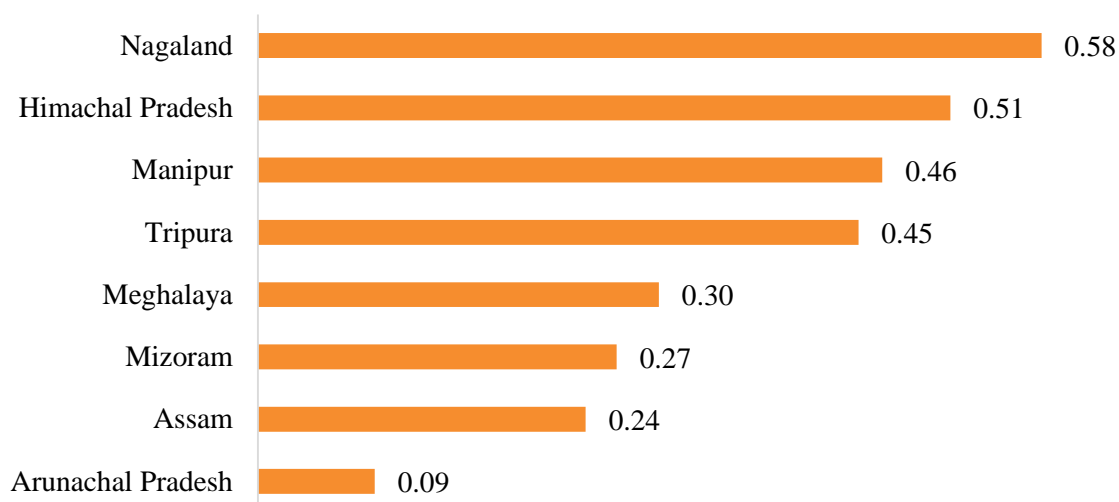
Basis the information provided by the States, the assessment scores of service portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Nagaland	1	0.68	0.67	0.64	0.63	0.40	0.71	0.75	**0.64**	**1**
Manipur	1	0.63	0.42	0.73	0.75	0.60	0.36	0.25	**0.53**	**2**
Assam	5	0.31	0.24	0.44	0.11	0.46	0.13	0.42	**0.30**	**3**
Meghalaya	1	0.42	0.42	0.55	-	0.20	0.07	0.25	**0.27**	**4**
Tripura	2	0.26	0.21	0.27	0.13	0.30	0.14	0.13	**0.21**	**5**
Himachal Pradesh	3	0.25	0.17	0.24	0.04	0.20	0.19	0.25	**0.19**	**6**
Arunachal Pradesh	3	0.16	-	0.12	0.08	-	0.05	-	**0.06**	**7**

Note: Jammu & Kashmir, Mizoram, Sikkim and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

7.1 Assessment of States – North East States and Hill States

The overall assessment score for this group of States in Labour and Employment sector is graphically depicted below.

3. Education

With regard to the identified mandatory services, Assam is the leading State delivering services online in this sector. Among the States in this category, five States are delivering 25% of the identified 4 mandatory services whereas other States in this category are not delivering any of the identified mandatory services in this sector.
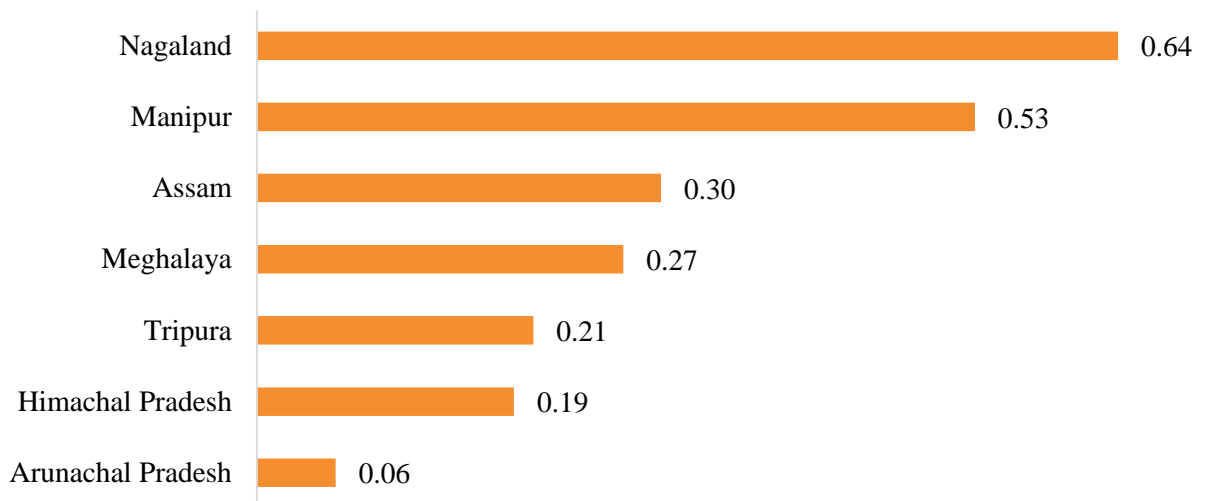
Basis the information provided by the States, the assessment scores of service portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Nagaland	1	0.67	0.58	0.45	0.38	-	0.08	0.88	**0.43**	1
Assam	3	0.34	0.28	0.33	0.13	0.13	0.10	0.29	**0.23**	2
Meghalaya	1	0.21	0.33	0.27	0.13	-	0.14	-	**0.15**	3
Tripura	1	-	0.08	0.18	-	0.20	-	0.13	**0.08**	4
Arunachal Pradesh	1	0.16	0.08	0.09	-	-	-	-	**0.05**	5
Himachal Pradesh	1	0.05	-	-	-	-	-	-	**0.01**	6

Note: Jammu & Kashmir, Manipur, Mizoram, Sikkim and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

7.1 Assessment of States – North East States and Hill States

The overall assessment score for this group of States in Education sector is graphically depicted below.

State	Score
Nagaland	0.43
Assam	0.23
Meghalaya	0.15
Tripura	0.08
Arunachal Pradesh	0.05
Himachal Pradesh	0.01

4. Social Welfare (including Health and Agriculture)

With regard to the identified mandatory services, Assam and Nagaland are the only two States providing services online in this sector. Both these States are providing only two services of the identified 10 mandatory services in this sector.
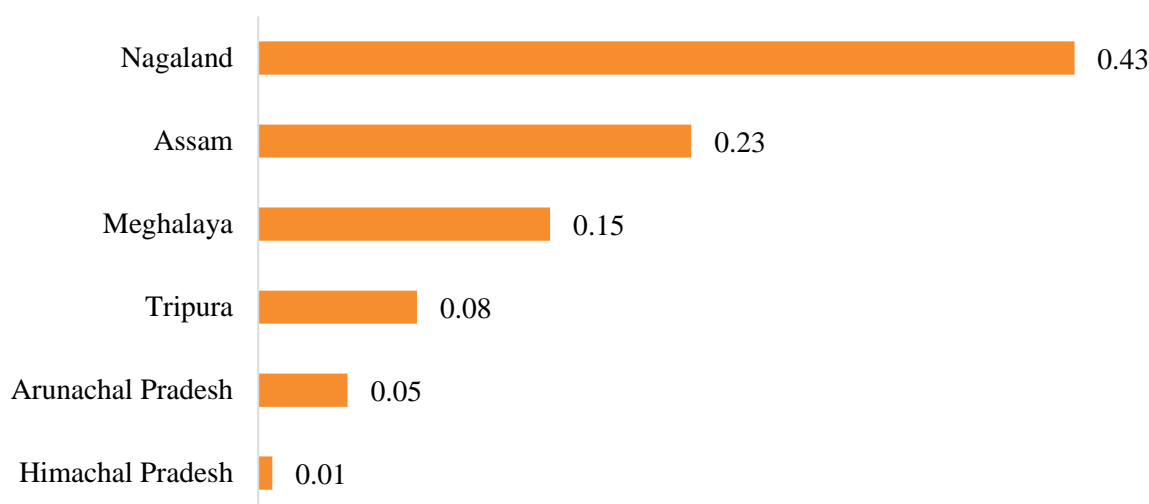
Basis the information provided by the States, the assessment scores of service portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Nagaland	2	0.68	0.67	0.64	0.63	0.40	0.71	0.75	**0.64**	1
Assam	2	0.34	0.21	0.36	0.19	0.30	0.21	0.38	**0.28**	2

Note: Other States in this category have not provided adequate data for the assessment and hence are not considered for analysis here.

5. Local Governance and Utility Services

With regard to the identified mandatory services, all the States in this group are delivering some of the identified mandatory services online in this sector. Assam, Tripura and Manipur are the leading States providing services online in this sector.

7.1 Assessment of States – North East States and Hill States

Basis the information provided by the States, the assessment scores of service 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
Nagaland	3	0.60	0.53	0.58	0.50	0.40	0.60	0.63	**0.55**	1
Himachal Pradesh	3	0.51	0.36	0.52	0.08	0.40	0.33	0.63	**0.40**	2
Manipur	4	0.45	0.21	0.64	0.38	0.40	0.34	0.19	**0.37**	3
Tripura	6	0.35	0.17	0.44	0.37	0.30	0.28	0.32	**0.32**	4
Assam	13	0.36	0.19	0.40	0.21	0.17	0.25	0.38	**0.28**	5
Mizoram	3	0.11	0.08	0.33	0.18	0.36	0.43	-	**0.21**	6
Sikkim	3	0.30	0.14	0.12	-	0.13	0.05	0.46	**0.17**	7
Meghalaya	3	0.18	0.06	0.36	-	0.13	0.10	-	**0.12**	8
Arunachal Pradesh	2	0.26	-	-	-	-	-	-	**0.04**	9

Note: Jammu & Kashmir and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

The overall assessment score for this group of States in Local Governance and Utility Services sector is graphically depicted below.
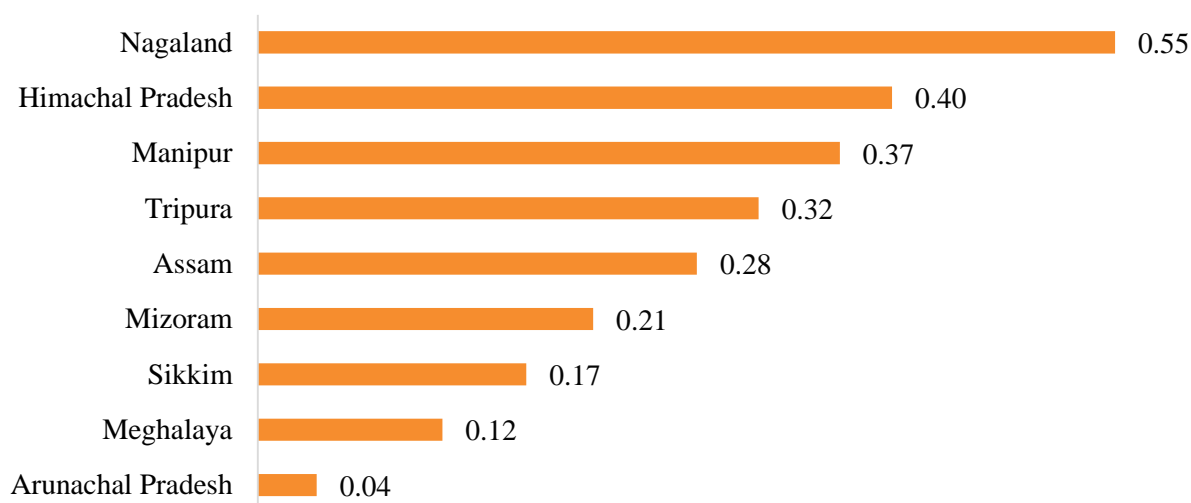
7.1 Assessment of States – North East States and Hill States

6. Environment

With regard to the identified mandatory services, Assam is the only State providing the services online in this sector. Further, it is providing all of the identified 4 mandatory services in this sector.

Basis the information provided by the States, the assessment scores of service 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
Assam	4	0.42	0.42	0.45	0.38	0.20	0.07	0.50	**0.35**	1

Note: Other States in this category have not provided adequate data for the assessment and hence are not considered for analysis here.

7. Overall Assessment across all sectors

The key analysis of the State Service Portals on the seven assessment parameters across all the six focus sectors is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Nagaland is leading State with its service portals having average compliance of more than 54% to the criteria assessed under this parameter • Other States in the group have average compliance of less than 35% to the criteria assessed • Amongst the six focus sectors, service portals related to Environment and Social Welfare sectors have average compliance of less than 10% under this parameter
Content Availability	• Nagaland is the leading State with its service portals having average compliance of more than 50% to the criteria assessed under this parameter • Other States in the group have average compliance of less than 25% to the criteria assessed with Sikkim having the least compliance • Amongst the focus sectors, only Finance sector has average compliance of more than 20% to the criteria assessed under this parameter
Ease of Use	• Nagaland and Assam are the leading States with their service portals having average compliance of more than 35% to the criteria assessed under this parameter • Amongst the six focus sectors, service portals related to Environment and Social Welfare sectors have average compliance of less than 10% under this parameter

7.1 Assessment of States – North East States and Hill States

Assessment Parameters	Key Observations
Information Security & Privacy	• Nagaland and Manipur are the leading States with their service portals having average compliance of more than 25% to the criteria assessed under this parameter whereas Arunachal Pradesh has the least compliance • Amongst the six focus sectors, service portals related to Labour & Employment, Finance and Local Governance & Utility Services sectors have average compliance of little over 15% under this parameter
End Service Delivery	• Assam and Nagaland are the leading States with their service portals having average compliance of more than 26% to the criteria assessed under this parameter • Other States in the group have average compliance of less than 25% to the criteria assessed • None of the six focus sectors have compliance of more than 25% to the criteria assessed under this parameter
Integrated Service Delivery	• Nagaland is the leading State with its service portals having average compliance of more than 45% to the criteria assessed under this parameter • Other States in the group have compliance of less than 20% to the criteria assessed • Amongst the focus sectors, Local Governance & Utility Services and Finance sectors has average compliance of more than 20% to the criteria assessed under this parameter
Status & Request Tracking	• Nagaland is the leading State with its service portals having average compliance of more than.60% to the criteria assessed under this parameter • Finance is the leading sector with average compliance of little more 30% to the criteria assessed under this parameter
Across all parameters	• Nagaland is the leading State with its service portal having average compliance of more than 45% to the criteria assessed across all seven parameters • Amongst the seven parameters assessed, average compliance under 'Ease of Use' and 'Accessibility' are better compared to other parameters

7.1 Assessment of States – North East States and Hill States

The average of assessment scores of service portals across all sectors 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
Nagaland	12	0.54	0.52	0.49	0.44	0.26	0.46	0.61	**0.47**	**1**
Assam	38	0.34	0.24	0.38	0.19	0.26	0.17	0.38	**0.28**	**2**
Manipur	13	0.27	0.16	0.34	0.28	0.25	0.18	0.12	**0.23**	**3**
Himachal Pradesh	11	0.24	0.17	0.24	0.04	0.19	0.16	0.27	**0.19**	**4**
Tripura	15	0.19	0.16	0.24	0.14	0.22	0.10	0.18	**0.18**	**5**
Meghalaya	10	0.22	0.18	0.27	0.02	0.12	0.09	0.08	**0.14**	**6**
Mizoram	11	0.08	0.06	0.11	0.05	0.08	0.11	0.07	**0.08**	**7**
Arunachal Pradesh	8	0.14	0.03	0.06	0.01	-	0.01	0.02	**0.04**	**8**
Sikkim	3	0.05	0.02	0.02	-	0.02	0.01	0.08	**0.03**	**9**

Note: Jammu & Kashmir and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

The overall assessment score of service portals across all sectors for this group of States across all the seven assessment parameters is graphically depicted below.

State	Score
Nagaland	0.47
Assam	0.28
Manipur	0.23
Himachal Pradesh	0.19
Tripura	0.18
Meghalaya	0.14
Mizoram	0.08
Arunachal Pradesh	0.04
Sikkim	0.03
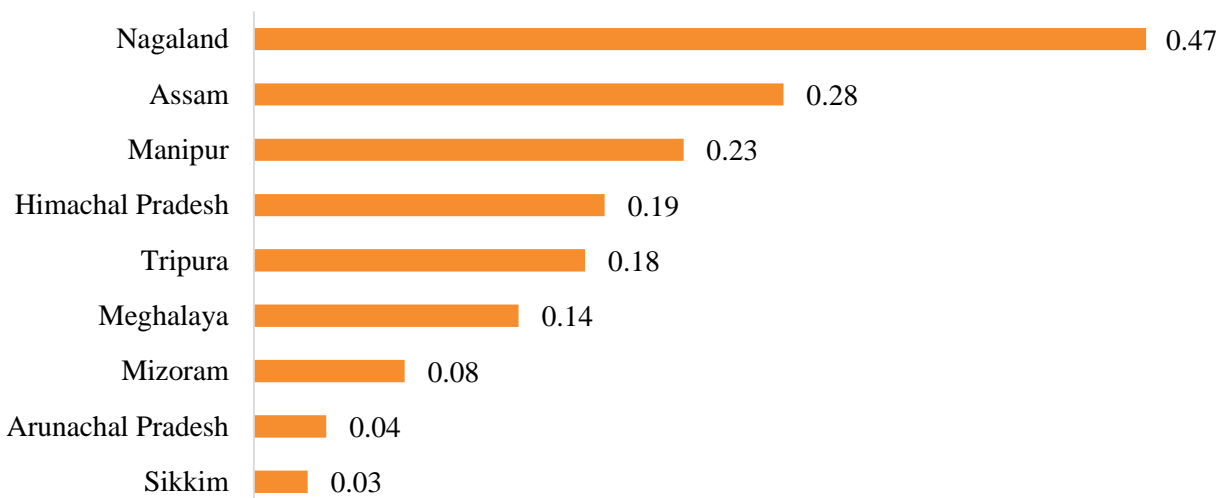
7.1 Assessment of States – North East States and Hill States

With regard to the identified 53 mandatory services across all six focus sectors, Assam, Tripura, Manipur and Nagaland are the leading states delivering the identified mandatory services online whereas Sikkim is providing the least number of identified mandatory services online. Other States in this group are delivering less than 20% of the identified mandatory services online. The total number of identified mandatory services provided online across all six sectors by the States in this group is graphically depicted below:

Total No. of Identified Mandatory Services Provided Online

State	Value
Arunachal Pradesh	8
Assam	38
Himachal Pradesh	11
Manipur	13
Meghalaya	10
Mizoram	11
Nagaland	12
Sikkim	3
Tripura	15

Note: Jammu & Kashmir and Uttarakhand have not provided adequate data for the assessment and hence are not considered for analysis here.

The top 10 mandatory services delivered online in this group of States is mentioned in the below table. These services are primarily from Finance and Local Governance & Utility Services sectors.

S. No	Mandatory Service Name	Sector	No. of States delivering the service online
1	Online application of Caste Certificate-G2C	Finance	8
2	Online application of Income certificate-G2C	Finance	8
3	e-Payment of Electricity Bills-G2C	Local Gov & Utility Service	8
4	Domicile Certificate-G2C	Finance	7
5	Birth Certificate-G2C	Local Gov & Utility Service	6
6	Death Certificate-G2C	Local Gov & Utility Service	6
7	Check examination results online/Online result display-G2C	Education	5
8	Record Of Rights(ROR) -G2C	Finance	4
9	Online application of Marriage Certificate-G2C	Finance	4
10	Registration of societies under societies registration act-G2B	Finance	4

7.2 Assessment of Union Territories

7.2 Union Territories

A. Assessment of UT Portals

The quality of UT 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 UTs, the assessment scores for each the four parameters is 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
Andaman and Nicobar Islands	0.55	0.67	0.54	0.44	0.55	1
Lakshadweep	0.40	0.50	0.69	0.57	0.54	2
Chandigarh	0.36	0.44	0.54	0.43	0.44	3
Delhi	0.45	-	0.31	0.14	0.23	4
Dadra and Nagar Haveli	-	0.11	0.46	0.11	0.17	5
Pondicherry	-	0.11	0.08	0.22	0.10	6

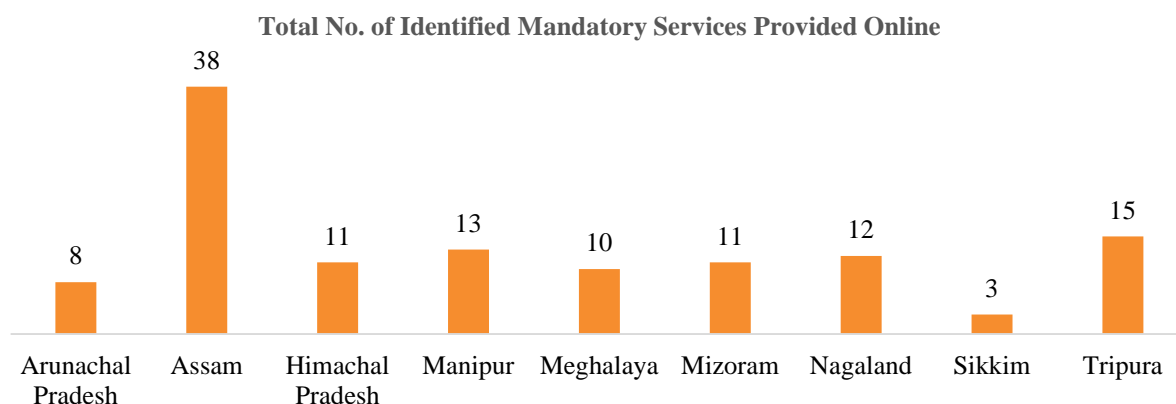*Note: Daman & Diu has not provided adequate data for the assessment and hence is not considered for analysis here.*

The overall assessment score of the UTs Portals is graphically depicted below:
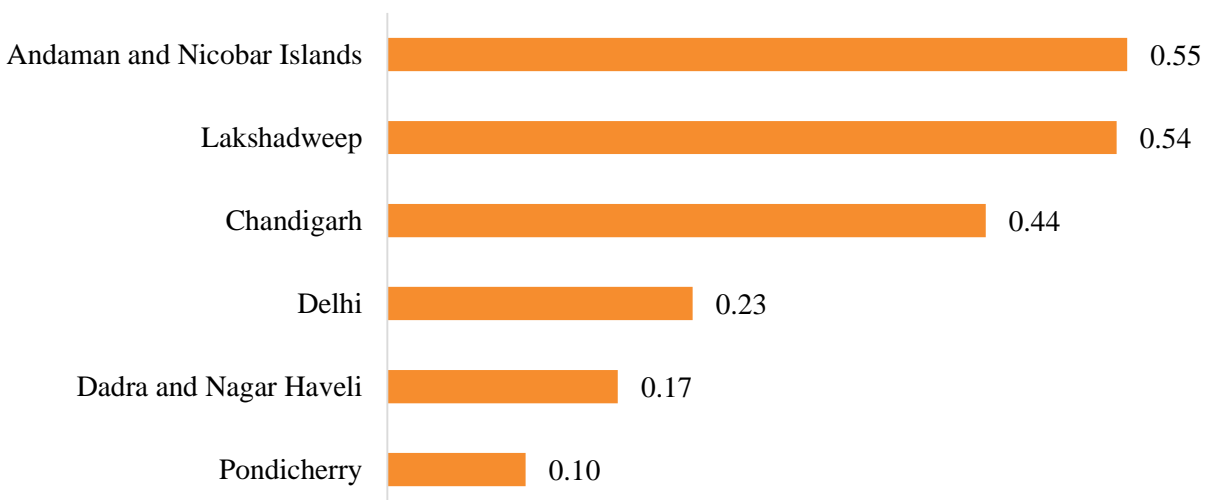
7.2 Assessment of Union Territories

The key analysis of the UT Portals on the aforesaid four assessment parameters is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Andaman & Nicobar Islands is the leading UT portal with more than 50% compliance to the criteria assessed under this parameter • Other UTs have compliance of less than or equal to 45% to the criteria assessed
Content Availability	• Andaman & Nicobar Islands and Lakshadweep are the leading UT portals with more than or equal to 50% compliance to the criteria assessed under this parameter • Other UTs have compliance of less than 45% to the criteria assessed
Ease of Use	• Lakshadweep, Andaman & Nicobar Islands and Chandigarh are the leading UT Portals with more than 50% compliance to the criteria assessed under this parameter
Information Security & Privacy	• Lakshadweep, Andaman & Nicobar Islands and Chandigarh are the leading UT Portals with more than 40% compliance to the criteria assessed under this parameter • Portals of other UTs are less than 25% compliant to the criteria assessed under this parameter
Across all parameters	• Andaman & Nicobar Islands and Lakshadweep are leading UT Portals with more than 50% compliance to the criteria assessed across all the assessment parameters • UTs have higher compliance to the criteria assessed in Ease of Use as compared to other parameters.

Average Compliance Scores (in %age) of the 4 Assessment Parameters across the UT Portals

0.25	0.26	0.37	0.27
Accessibility	Content Availability	Ease of Use	Information Security & Privacy
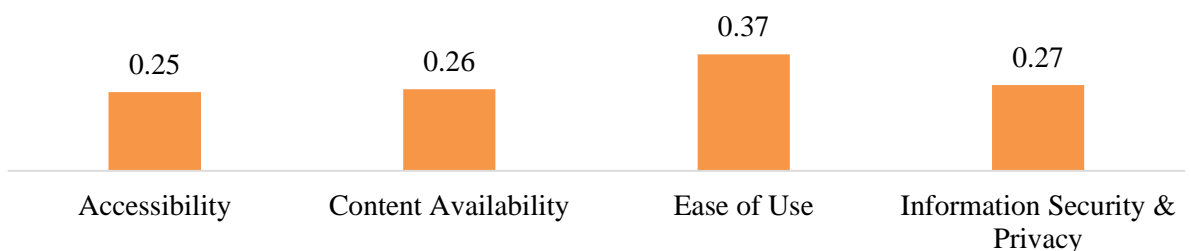
7.2 Assessment of Union Territories

B. Assessment of UT Service Portals

The quality of UT Service Portals has 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 service portals cover the mandatory services delivered online in the six focus sectors. Basis the information provided by the UTs, the analysis of the UT Service Portals on the aforesaid seven assessment parameters for each of the focus sector is mentioned below:

1. Finance Sector

With regard to the identified 13 mandatory services, Daman & Diu, Pondicherry and Delhi are the leading UTs delivering services online in this sector.

Basis the information provided by the UTs, the assessment scores of service 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
Delhi	9	0.33	0.33	0.27	0.20	0.30	0.10	0.43	**0.28**	1
Chandigarh	3	0.47	0.22	0.61	0.13	0.07	0.17	0.04	**0.24**	2
Daman and Diu	10	0.37	0.22	0.43	0.09	0.16	0.03	0.24	**0.22**	3
Dadra and Nagar Haveli	8	0.32	0.23	0.25	0.14	0.10	0.20	0.23	**0.21**	4
Pondicherry	10	0.10	0.07	0.07	0.15	-	0.09	0.05	**0.08**	5

Note: Andaman & Nicobar Islands and Lakshadweep have not provided adequate data for the assessment and hence are not considered for analysis here.

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

Delhi	0.28
Chandigarh	0.24
Daman and Diu	0.22
Dadra and Nagar Haveli	0.21
Pondicherry	0.08

7.2 Assessment of Union Territories

2. Labour and Employment

With regard to the identified mandatory services, Chandigarh and Delhi are the leading UTs providing services online in this sector. Chandigarh is providing 4 out of the 7 identified services online in this sector.

Basis the information provided by the UTs, the assessment scores of service 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
Andaman and Nicobar Islands	2	0.50	0.42	0.50	-	0.40	0.18	0.13	**0.30**	1
Daman and Diu	2	0.47	0.25	0.55	-	0.20	-	0.25	**0.25**	2
Chandigarh	4	0.28	0.08	0.20	-	-	0.18	0.03	**0.11**	3
Delhi	3	0.21	0.09	0.16	-	-	0.10	-	**0.08**	4

Note: Other UTs have not provided adequate data for the assessment and hence are not considered for analysis here.

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

Andaman and Nicobar Islands 0.30

Daman and Diu 0.25

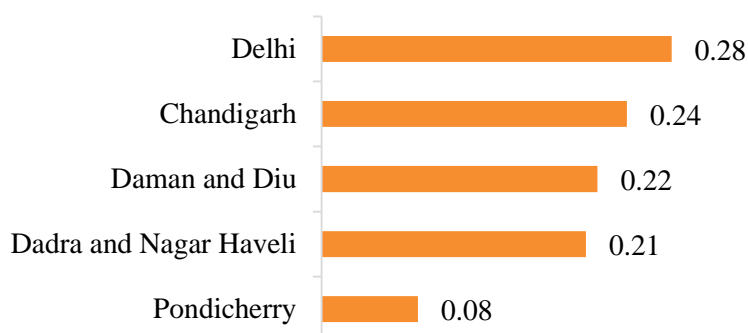Chandigarh 0.11

Delhi 0.08
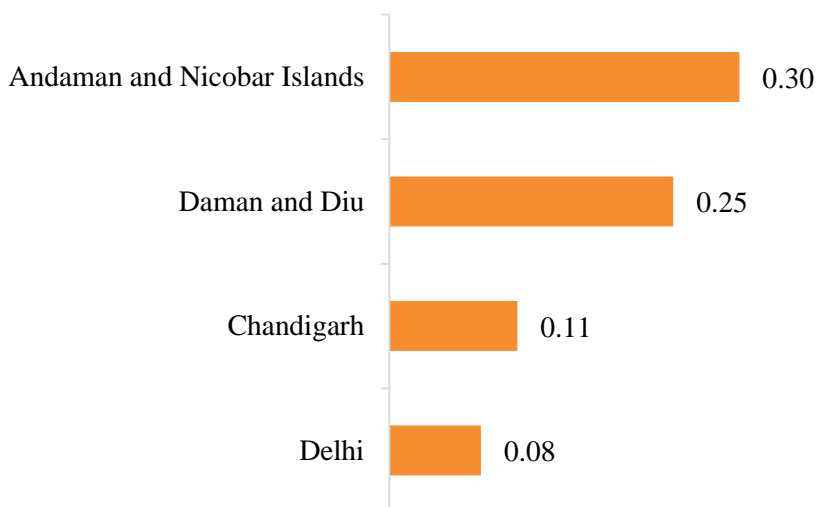
7.2 Assessment of Union Territories

3. Education

With regard to the identified 4 mandatory services, Pondicherry is the leading UT, delivering 3 services online in this sector.

Basis the information provided by the UTs, the assessment scores of service 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
Delhi	1	0.11	0.08	0.45	-	0.20	0.18	0.20	**0.17**	1
Pondicherry	3	0.14	0.11	0.12	0.25	-	0.14	0.08	**0.12**	2
Lakshadweep	1	-	-	0.09	0.25	-	-	-	**0.05**	3

Note: Other UTs have not provided adequate data for the assessment and hence are not considered for analysis here.

4. Social Welfare (including Health and Agriculture)

With regard to the identified 10 mandatory services, Pondicherry and Dadra and Nagar Haveli are the leading UTs delivering services online in this sector

Basis the information provided by the UTs, the assessment scores of service 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
Daman and Diu	2	0.47	0.25	0.55	-	0.20	-	0.25	**0.25**	1
Dadra and Nagar Haveli	4	0.24	0.25	0.16	0.13	0.10	0.20	0.22	**0.18**	2
Delhi	3	0.15	0.15	0.24	0.13	0.18	0.08	0.25	**0.17**	3
Chandigarh	2	0.37	0.17	0.36	-	0.20	-	-	**0.16**	4
Pondicherry	6	0.21	0.10	0.11	0.23	-	0.13	0.07	**0.12**	5

Note: Other UTs have not provided adequate data for the assessment and hence are not considered for analysis here.

7.2 Assessment of Union Territories

The overall assessment score across all parameters for UTs in Social Welfare sector is graphically depicted below.

5. Local Governance and Utility Services

With regard to the identified mandatory services, Dadra and Nagar Haveli, Delhi and Pondicherry are the leading UTs delivering services online in this sector. All the remaining UTs, are delivering less than 30% of the identified 15 mandatory services in this sector.

Basis the information provided by the UTs, the assessment scores of service 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
Delhi	12	0.47	0.34	0.48	0.34	0.38	0.39	0.45	**0.41**	**1**
Chandigarh	4	0.43	0.31	0.43	0.09	0.30	0.38	0.31	**0.32**	**2**
Lakshadweep	2	0.37	0.17	0.27	0.25	0.10	0.18	0.19	**0.22**	**3**
Daman and Diu	4	0.28	0.08	-	-	0.20	0.07	0.13	**0.11**	**4**
Dadra and Nagar Haveli	13	0.16	0.08	0.08	0.11	0.05	0.13	0.08	**0.10**	**5**
Pondicherry	8	0.20	0.06	0.14	0.08	-	0.02	0.05	**0.08**	**6**
Andaman and Nicobar Islands	4	0.03	0.04	0.05	-	-	0.04	0.07	**0.03**	**7**

7.2 Assessment of Union Territories

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

UT	Score
Delhi	0.41
Chandigarh	0.32
Lakshadweep	0.22
Daman and Diu	0.11
Dadra and Nagar Haveli	0.10
Pondicherry	0.08
Andaman and Nicobar Islands	0.03
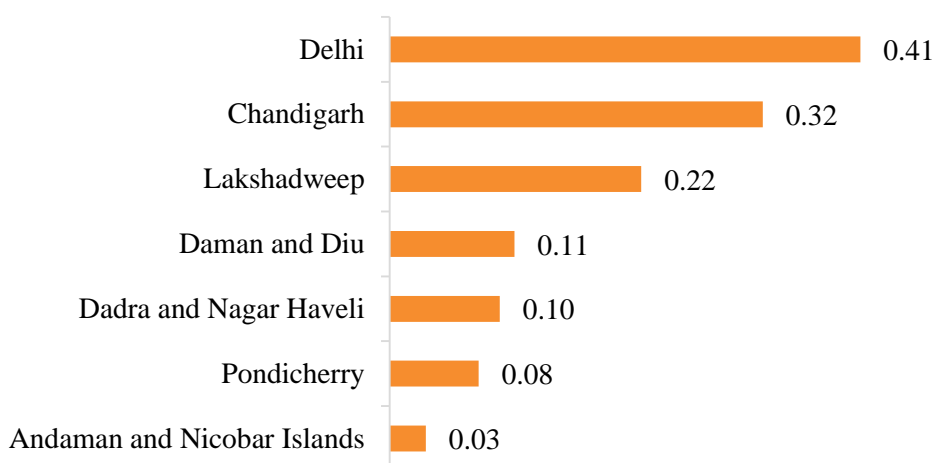
6. Environment

With regard to the identified mandatory services, Dadra and Nagar Haveli is the only UT providing the services online in this sector. Further, it is providin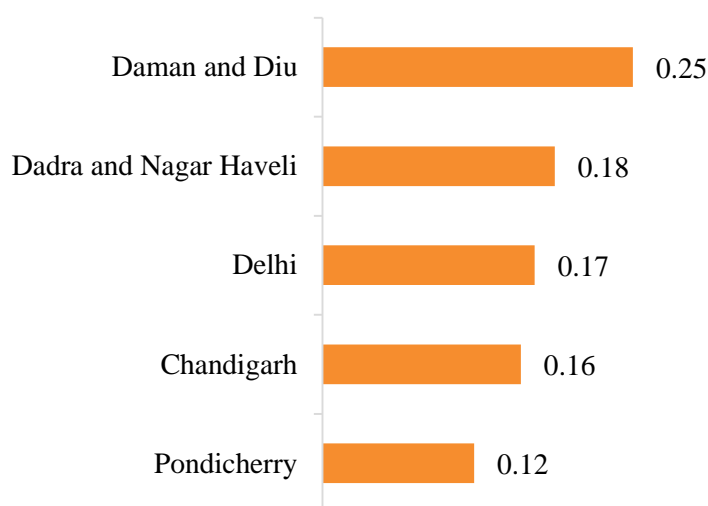g all of the identified 4 mandatory services in this sector. Basis the information provided by the UT, the assessment scores of service portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

UT Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Dadra and Nagar Haveli	4	0.16	0.06	0.14	-	-	-	-	**0.05**	**1**

7. Overall Assessment across all sectors

The key analysis of the UT Service Portals on the seven assessment parameters across all the six focus sectors is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Daman & Diu and Chandigarh are the leading UTs with their service portals having average compliance of more than 25% to the criteria assessed under this parameter • Amongst the six focus sectors, Local Governance and Utility Services is the leading sector with average compliance of more than 25% to the criteria assessed under this parameter

7.2 Assessment of Union Territories

Assessment Parameters	Key Observations
Content Availability	• Daman & Diu is the leading UT with its service portals having average compliance of more than 15% to the criteria assessed under this parameter • Amongst the focus sectors, all the service portals have average compliance of less than 20% to the criteria assessed under this parameter
Ease of Use	• Chandigarh, Delhi and Daman & Diu are the leading UTs with their service portals having compliance of more than or equal to 25% to the criteria assessed under this parameter • Amongst the six focus sectors, service portal related to Environment sector has the least average compliance under this parameter
Information Security & Privacy	• Lakshadweep and Delhi are the leading UTs with their service portals having average compliance of more than 10% to the criteria assessed under this parameter • All six focus sectors have average compliance of less than 15% to the criteria assessed
End Service Delivery	• Delhi is the leading UT with its service portals having average compliance of more than 15% to the criteria assessed under this parameter • None of the six focus sectors have average compliance of more than 15% to the criteria assessed under this parameter
Integrated Service Delivery	• Delhi and Chandigarh are the leading UTs with their service portals having average compliance of more than.10% to the criteria assessed under this parameter • Apart from the Local Governance & Utility Services sector, all other sectors have average compliance of less than 10% to the criteria assessed
Status & Request Tracking	• Delhi is the leading UT with its service portals having average compliance of more than.20% to the criteria assessed under this parameter • None of the six focus sectors have average compliance of more than 20% to the criteria assessed under this parameter
Across all parameters	• Delhi, Chandigarh and Daman & Diu are the leading UTs with their service portals having average compliance of more than 10% to the criteria assessed across all seven parameters • Amongst the seven parameters assessed, average compliance under 'Accessibility' and 'Ease of Use' are better compared to other parameters • Amongst the six focus sectors, Local Governance & Utility Services, and Finance are leading sectors with average compliance of more than or equal to 15% to the criteria assessed across all seven parameters

7.2 Assessment of Union Territories

The average of assessment scores of service portals across all sectors 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
Delhi	28	0.21	0.17	0.27	0.11	0.18	0.14	0.22	**0.18**	1
Chandigarh	13	0.26	0.13	0.27	0.04	0.09	0.12	0.06	**0.14**	2
Daman and Diu	18	0.27	0.13	0.25	0.01	0.13	0.02	0.14	**0.14**	3
Dadra and Nagar Haveli	31	0.15	0.10	0.10	0.06	0.04	0.09	0.09	**0.09**	4
Pondicherry	33	0.11	0.06	0.07	0.12	-	0.06	0.04	**0.07**	5
Andaman and Nicobar Islands	7	0.09	0.08	0.09	-	0.07	0.04	0.03	**0.06**	6
Lakshadweep	3	0.06	0.03	0.06	0.08	0.02	0.03	0.03	**0.04**	7

The overall assessment score of service portals across all sectors for UTs across all the seven assessment parameters is graphically depicted below.

Delhi	0.18
Chandigarh	0.14
Daman and Diu	0.14
Dadra and Nagar Haveli	0.09
Pondicherry	0.07
Andaman and Nicobar Islands	0.06
Lakshadweep	0.04
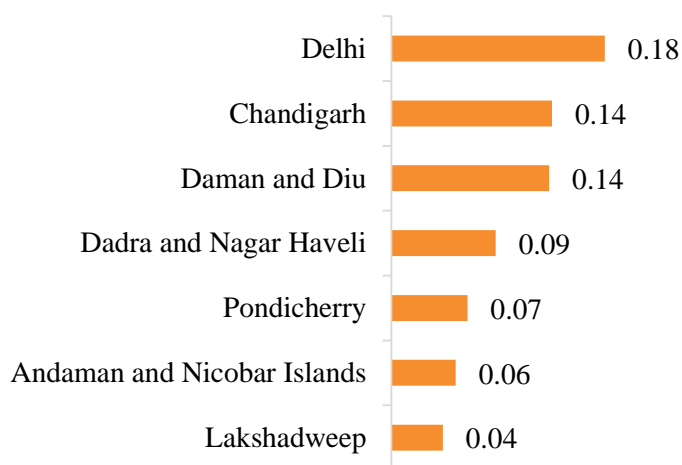
With regard to the identified 53 mandatory services across all six focus sectors, Pondicherry, Dadra and Nagar Haveli and Delhi are the leading UTs delivering the identified mandatory services online whereas Lakshadweep is providing the least number of identified mandatory services online. UTs are providing more services online in Finance sector compared to other five sectors. The total number of identified mandatory services provided online across all six sectors by the UTs in this group is graphically depicted below:

7.2 Assessment of Union Territories

Total No. of Identified Mandatory Services Provided Online

UT	Value
Andaman and Nicobar Islands	7
Chandigarh	13
Dadra and Nagar Haveli	31
Daman and Diu	18
Delhi	28
Lakshadweep	3
Pondicherry	33
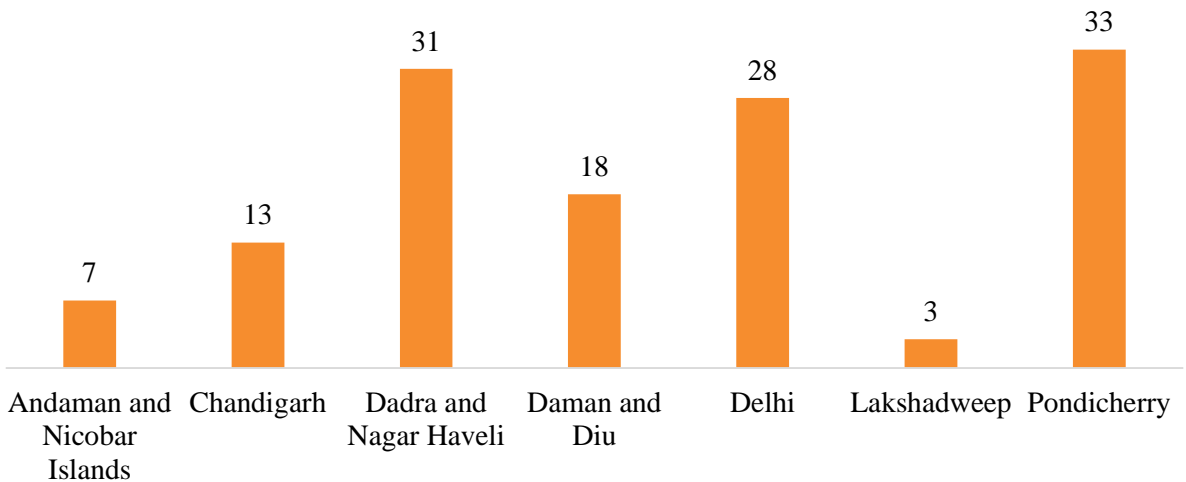
The top 10 mandatory services delivered online in UTs is mentioned in the below table. These services are primarily from Finance and Labour & Employment sectors.

S. No	Mandatory Service Name	Sector	No. of UTs delivering the service online
1	Application for Registration of Shops and Establishment -G2B	Labour & Employment	6
2	Record Of Rights(ROR) -G2C	Finance	5
3	Online application of Marriage Certificate-G2C	Finance	5
4	Issuance of statutory forms-G2B	Finance	5
5	e-Return Filing-G2B	Finance	5
6	Domicile Certificate-G2C	Finance	4
7	Online application of Caste Certificate-G2C	Finance	4
8	Online application of Income certificate-G2C	Finance	4
9	Application for License of a Contractor (s) for recruitment of migrant workmen-G2B	Labour & Employment	4
10	Property tax online payment -G2C	Local Gov & Utility Services	4

7.3 Assessment of States – Remaining States

7.3 Remaining States

A. *Assessment of State Portals*

As mentioned earlier, the quality of State 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 States, the assessment scores for each the four parameters is 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	0.73	0.89	0.92	0.78	**0.83**	1
Goa	0.55	0.78	0.85	0.78	**0.74**	2
Haryana	0.55	0.56	0.92	0.71	**0.68**	3
West Bengal	0.44	0.75	0.90	0.57	**0.67**	4
Telangana	0.56	0.56	0.69	0.71	**0.63**	5
Chhattisgarh	0.36	0.78	0.69	0.67	**0.63**	6
Punjab	0.36	0.78	0.77	0.33	**0.56**	7
Gujarat	0.73	0.11	0.62	0.78	**0.56**	8
Maharashtra	0.55	0.25	0.85	0.56	**0.55**	9
Madhya Pradesh	0.45	0.67	0.69	0.33	**0.54**	10
Karnataka	0.40	0.67	0.54	0.50	**0.53**	11
Jharkhand	0.45	0.44	0.77	0.33	**0.50**	12
Andhra Pradesh	0.36	0.56	0.54	0.44	**0.48**	13
Odisha	0.27	0.11	0.46	0.67	**0.38**	14
Rajasthan	0.64	0.33	0.46	-	**0.36**	15
Uttar Pradesh	0.27	0.22	0.31	0.22	**0.26**	16
Tamil Nadu	0.09	0.11	0.31	-	**0.13**	17

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

7.3 Assessment of States – Remaining States

The overall assessment score of the State Portals for this group of States is graphically depicted below:

State	Score
Kerala	0.83
Goa	0.74
Haryana	0.68
West Bengal	0.67
Telangana	0.63
Chhattisgarh	0.63
Punjab	0.56
Gujarat	0.56
Maharashtra	0.55
Madhya Pradesh	0.54
Karnataka	0.53
Jharkhand	0.50
Andhra Pradesh	0.48
Odisha	0.38
Rajasthan	0.36
Uttar Pradesh	0.26
Tamil Nadu	0.13

The key analysis of the State Portals on the aforesaid four assessment parameters is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Gujarat, Kerala and Rajasthan are the leading State Portals with more than 60% compliance to the criteria assessed under this parameter • Amongst the other States in this category, four States have their portals with compliance between 50% to 60%, nine States have compliance between 25% to 50% to the criteria assessed under this parameter
Content Availability	• Kerala, Chhattisgarh, Goa, Punjab and West Bengal are the leading State Portals with more than 75% compliance to the criteria assessed under this parameter • Five States have their portals with compliance between 50% to 75%, while six States have their portals with compliance of 25% and lower to the criteria assessed under this parameter

7.3 Assessment of States – Remaining States

Assessment Parameters	Key Observations
Ease of Use	• Haryana, Kerala and West Bengal are the leading State Portals with more than 90% compliance to the criteria assessed under this parameter • State Portals of ten States have compliance between 50% to 90% to the criteria assessed
Information Security & Privacy	• Goa, Gujarat and Kerala are the leading State Portals with more than 75% compliance to the criteria assessed under this parameter • State Portals of seven States have compliance between 50% and 75% and four States have compliance between 25% to 50% to the criteria assessed
Across all parameters	• Kerala, Goa, Haryana and West Bengal are leading State Portals with more than 65% compliance to the criteria assessed across all the assessment parameters • States have higher compliance to the criteria assessed in Ease of Use parameter compared to other parameters.

Average Compliance Scores (in %age) of the 4 Assessment Parameters across the State Portals of Remaining States

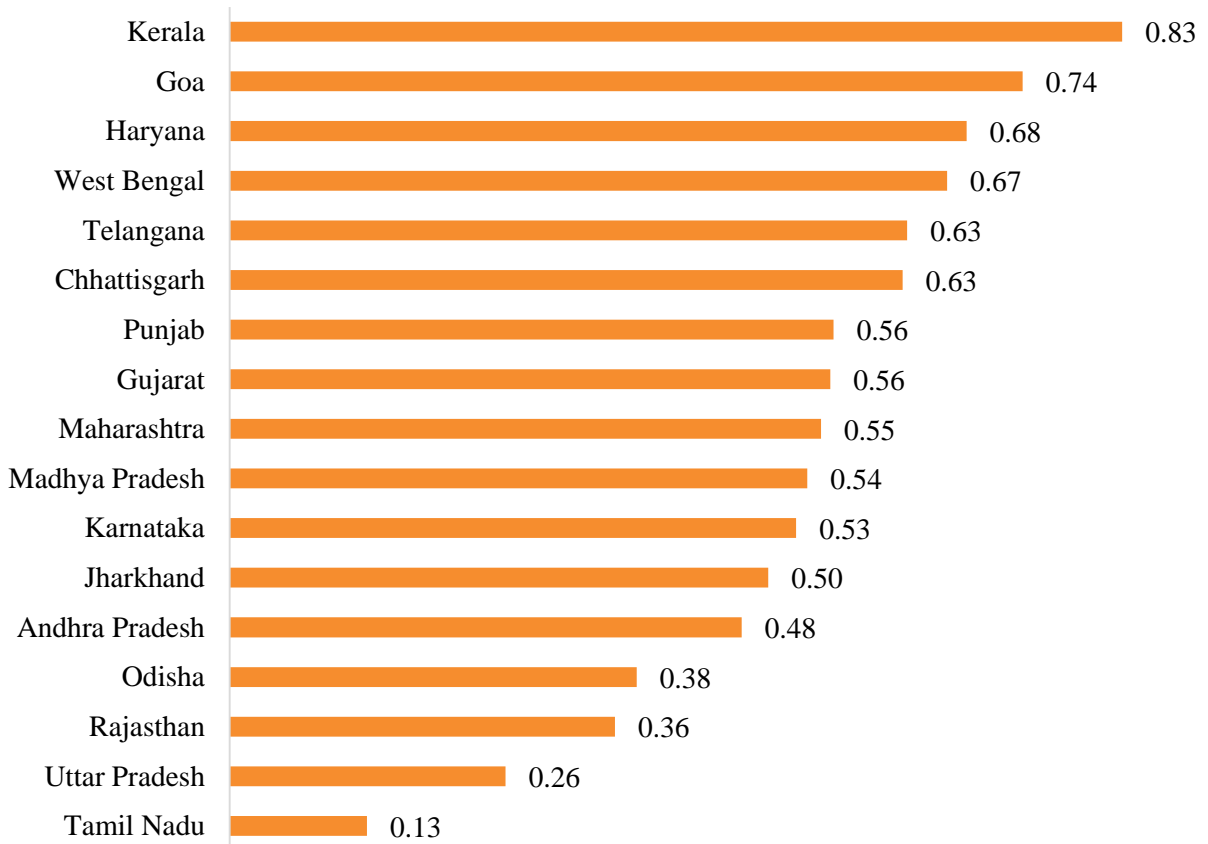| Accessibility	Content Availability	Ease of Use	Information Security & Privacy
0.43	0.48	0.63	0.47

B. Assessment of State Service Portals

As already mentioned earlier, the quality of State Service Portals has 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 service portals cover the mandatory services delivered online in the six focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health & Agriculture, Local Governance & Utility Services and Environment.

Basis the information provided by the States, the analysis of the State Service Portals on the aforesaid seven assessment parameters for each of the focus sector is mentioned below:

7.3 Assessment of States – Remaining States

1. Finance Sector

With regard to the identified mandatory services, all the States in this group are delivering some of the identified 13 mandatory services online in this sector. Andhra Pradesh, Karnataka and Telangana are the leading States in this category delivering 100% of the identified mandatory services online in this sector .

Basis the information provided by the States, the assessment scores of service 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
Haryana	11	0.70	0.63	0.80	0.36	0.62	0.54	0.78	**0.63**	1
Rajasthan	11	0.56	0.51	0.97	0.57	0.18	0.81	0.74	**0.62**	2
Madhya Pradesh	12	0.59	0.54	0.65	0.46	0.41	0.50	0.76	**0.56**	3
West Bengal	8	0.64	0.61	0.77	0.47	0.33	0.43	0.59	**0.55**	4
Chhattisgarh	9	0.58	0.50	0.70	0.24	0.43	0.57	0.82	**0.55**	5
Punjab	4	0.68	0.64	0.77	0.19	0.26	0.45	0.78	**0.54**	6
Telangana	13	0.60	0.44	0.52	0.33	0.65	0.73	0.48	**0.54**	7
Goa	5	0.58	0.52	0.56	0.60	0.60	0.30	0.58	**0.53**	8
Uttar Pradesh	10	0.57	0.44	0.53	0.11	0.76	0.32	0.63	**0.48**	9
Maharashtra	9	0.46	0.40	0.40	0.25	0.38	0.43	0.74	**0.44**	10
Gujarat	11	0.47	0.30	0.60	0.48	0.35	0.44	0.38	**0.43**	11
Odisha	10	0.40	0.30	0.44	0.14	0.34	0.36	0.54	**0.36**	12
Karnataka	13	0.39	0.29	0.51	0.22	0.25	0.29	0.39	**0.33**	13
Jharkhand	8	0.45	0.45	0.31	0.03	0.38	0.27	0.41	**0.33**	14
Kerala	10	0.38	0.34	0.36	0.15	0.26	0.32	0.23	**0.29**	15
Andhra Pradesh	13	0.36	0.21	0.41	0.24	0.23	0.19	0.38	**0.29**	16
Bihar	12	0.36	0.25	0.38	0.12	0.24	0.19	0.35	**0.27**	17
Tamil Nadu	12	0.22	0.27	0.25	0.14	0.19	0.18	0.20	**0.21**	18

7.3 Assessment of States – Remaining States

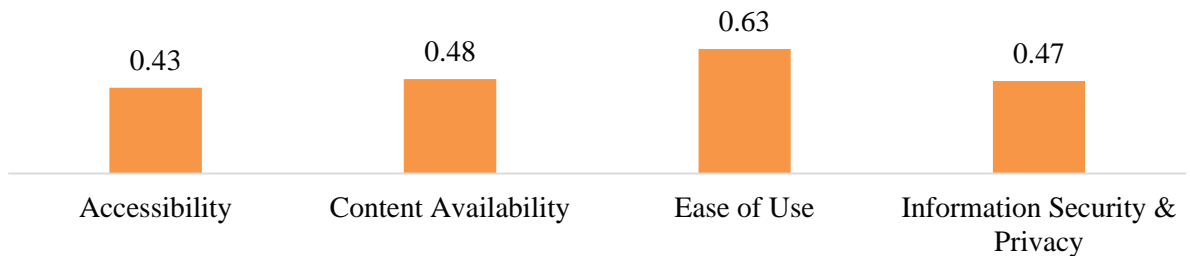The overall assessment score for this group of States in Finance sector is graphically depicted below.

State	Score
Haryana	0.63
Rajasthan	0.62
Madhya Pradesh	0.56
West Bengal	0.55
Chhattisgarh	0.55
Punjab	0.54
Telangana	0.54
Goa	0.53
Uttar Pradesh	0.48
Maharashtra	0.44
Gujarat	0.43
Odisha	0.36
Karnataka	0.33
Jharkhand	0.33
Kerala	0.29
Andhra Pradesh	0.29
Bihar	0.27
Tamil Nadu	0.21
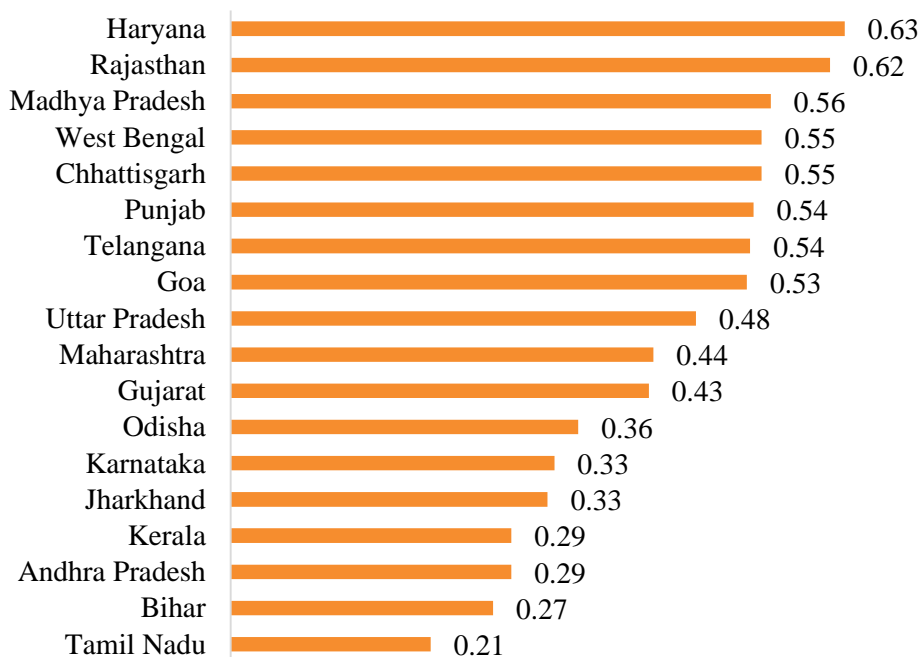
2.   Labour and Employment

With regard to the identified mandatory services, Andhra Pradesh, Gujarat, Karnataka, Kerala, Madhya Pradesh, Rajasthan, and Uttar Pradesh are the leading States delivering 100% of the identified 7 mandatory services online in this sector.

Basis the information provided by the States, the assessment scores of service 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
Rajasthan	7	0.58	0.54	1.00	0.63	0.20	0.93	0.80	**0.67**	1
Haryana	6	0.60	0.40	0.73	0.31	0.60	0.30	0.79	**0.53**	2
Bihar	3	0.40	0.45	1.00	0.13	0.40	0.64	0.63	**0.52**	3
West Bengal	6	0.70	0.71	0.68	0.35	0.30	0.34	0.40	**0.50**	4
Gujarat	7	0.53	0.47	0.57	0.43	0.26	0.28	0.34	**0.41**	5
Madhya Pradesh	7	0.51	0.45	0.57	0.14	0.17	0.37	0.45	**0.38**	6

7.3 Assessment of States – Remaining States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Karnataka	7	0.32	0.43	0.47	0.13	0.49	0.31	0.45	**0.37**	**7**
Jharkhand	6	0.40	0.38	0.58	0.06	0.30	0.11	0.40	**0.32**	**8**
Uttar Pradesh	7	0.35	0.23	0.31	0.27	0.23	0.28	0.50	**0.31**	**9**
Odisha	4	0.39	0.33	0.39	0.22	0.10	0.30	0.19	**0.27**	**10**
Chhattisgarh	6	0.29	0.22	0.45	0.15	0.13	0.29	0.32	**0.27**	**11**
Kerala	7	0.16	0.19	0.19	0.09	0.09	0.16	0.27	**0.16**	**12**
Andhra Pradesh	7	0.13	0.08	0.19	0.14	0.11	0.13	0.07	**0.12**	**13**
Tamil Nadu	3	0.25	0.06	0.13	0.08	-	0.05	0.13	**0.10**	**14**
Maharashtra	6	0.12	0.09	0.08	0.13	-	0.07	0.11	**0.08**	**15**
Telangana	6	0.04	0.02	-	-	0.10	0.11	0.03	**0.04**	**16**

Note: Goa and Punjab have not provided adequate data for the assessment and hence are not considered for analysis here.

The overall assessment score for this group of States in Labour and Employment sector is graphically depicted below.

State	Score
Rajasthan	0.67
Haryana	0.53
Bihar	0.52
West Bengal	0.50
Gujarat	0.41
Madhya Pradesh	0.38
Karnataka	0.37
Jharkhand	0.32
Uttar Pradesh	0.31
Odisha	0.27
Chhattisgarh	0.27
Kerala	0.16
Andhra Pradesh	0.12
Tamil Nadu	0.10
Maharashtra	0.08
Telangana	0.04

7.3 Assessment of States – Remaining States

3. Education

With regard to the identified mandatory services, Haryana, Jharkhand, Madhya Pradesh and Telangana are the leading States delivering 100% of the identified 4 mandatory services online in this sector

Basis the information provided by the States, the assessment scores of service 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.
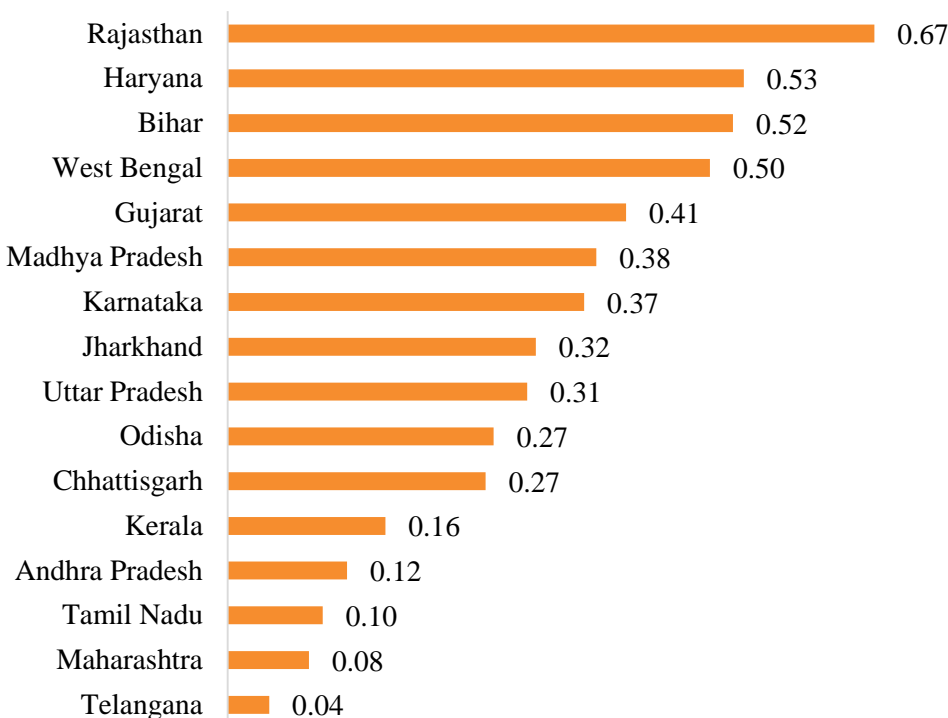
State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Haryana	4	0.73	0.69	0.74	0.22	0.35	0.55	0.78	**0.58**	1
Punjab	1	0.68	0.67	0.82	0.13	-	0.64	0.75	**0.53**	2
Telangana	4	0.60	0.39	0.45	0.25	0.53	0.71	0.42	**0.48**	3
Rajasthan	2	0.42	0.42	0.68	0.31	0.10	0.46	0.63	**0.43**	4
West Bengal	2	0.50	0.42	0.64	0.19	0.50	0.18	0.13	**0.36**	5
Uttar Pradesh	3	0.56	0.14	0.58	0.17	0.27	0.21	0.42	**0.33**	6
Odisha	1	0.17	0.45	0.30	-	0.40	0.11	0.43	**0.27**	7
Bihar	1	0.32	0.33	0.73	-	0.20	0.25	-	**0.26**	8
Gujarat	3	0.29	0.18	0.48	0.30	0.17	0.20	0.15	**0.25**	9
Jharkhand	4	0.43	0.25	0.34	0.25	0.15	0.11	0.19	**0.25**	10
Andhra Pradesh	2	0.39	0.32	0.33	0.33	-	0.07	0.25	**0.24**	11
Maharashtra	2	0.31	0.17	0.18	0.31	0.30	0.11	0.25	**0.23**	12
Chhattisgarh	2	0.34	0.43	0.40	0.20	-	0.08	0.14	**0.23**	13
Madhya Pradesh	4	0.28	0.08	0.23	0.19	0.15	0.11	0.16	**0.17**	14
Kerala	2	0.15	0.04	0.05	-	-	0.10	0.07	**0.06**	15
Tamil Nadu	2	0.11	0.04	0.09	-	-	0.04	-	**0.04**	16

Note: Goa and Karnataka have not provided adequate data for the assessment and hence are not considered for analysis here.

7.3 Assessment of States – Remaining States

The overall assessment score for this group of States in Education sector is graphically depicted below.

State	Score
Haryana	0.58
Punjab	0.53
Telangana	0.48
Rajasthan	0.43
West Bengal	0.36
Uttar Pradesh	0.33
Odisha	0.27
Bihar	0.26
Gujarat	0.25
Jharkhand	0.25
Andhra Pradesh	0.24
Maharashtra	0.23
Chhattisgarh	0.23
Madhya Pradesh	0.17
Kerala	0.06
Tamil Nadu	0.04

4. Social Welfare (including Health and Agriculture)

With regard to the identified mandatory services, Rajasthan, Gujarat , Maharashtra and Uttar Pradesh are the leading States delivering more than or equal to 50% of the identified 10 mandatory services online in this sector
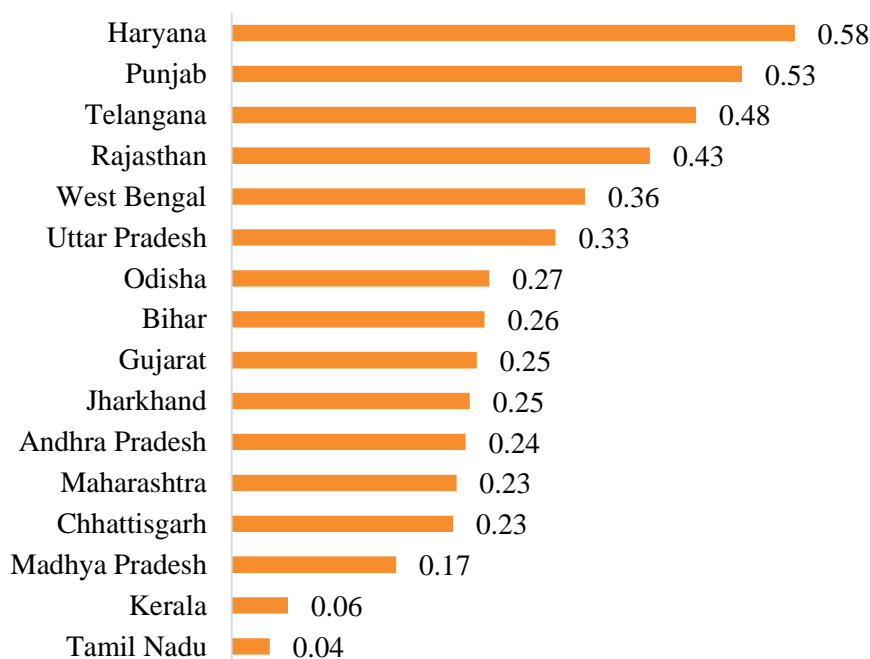
Basis the information provided by the States, the assessment scores of service portals providing services in this sector for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the States have been ranked accordingly.

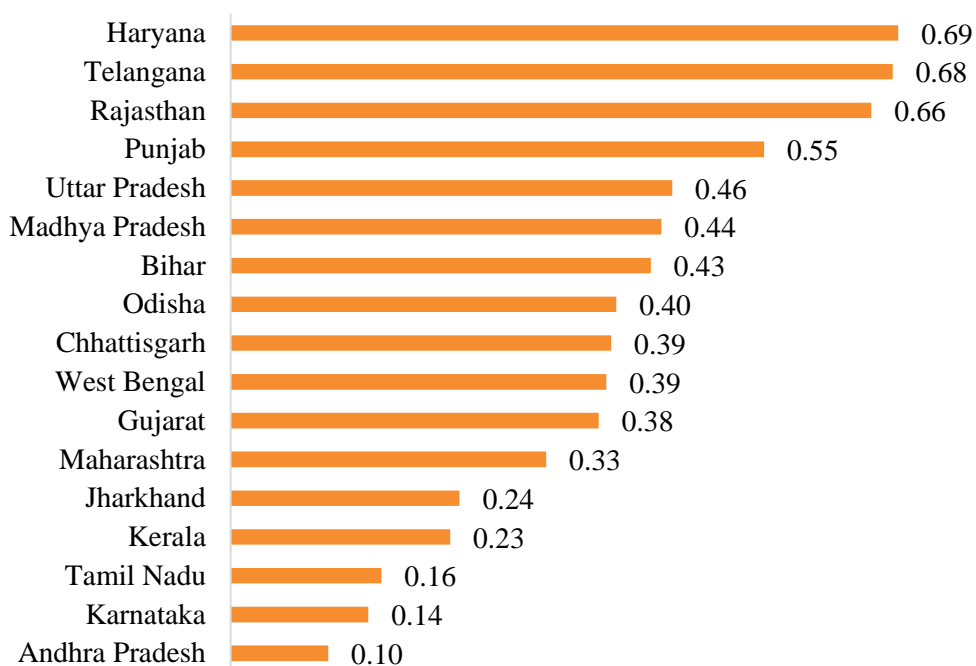| State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Haryana	4	0.75	0.65	0.80	0.34	0.65	0.76	0.88	**0.69**	**1**
Telangana	4	0.79	0.58	0.68	0.38	0.80	0.93	0.63	**0.68**	**2**
Rajasthan	9	0.58	0.52	1.00	0.63	0.20	0.93	0.78	**0.66**	**3**
Punjab	4	0.71	0.67	0.84	0.13	0.10	0.66	0.75	**0.55**	**4**
Uttar Pradesh	5	0.59	0.52	0.67	0.10	0.40	0.29	0.63	**0.46**	**5**
Madhya Pradesh	4	0.55	0.45	0.51	0.22	0.40	0.36	0.63	**0.44**	**6**

7.3 Assessment of States – Remaining States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Bihar	4	0.51	0.42	0.72	0.13	0.35	0.32	0.59	**0.43**	7
Odisha	1	0.42	0.33	0.36	0.25	0.40	0.64	0.38	**0.40**	8
Chhattisgarh	2	0.41	0.43	0.52	0.25	0.20	0.43	0.50	**0.39**	9
West Bengal	2	0.45	0.42	0.43	0.13	0.40	0.33	0.56	**0.39**	10
Gujarat	8	0.48	0.20	0.47	0.48	0.23	0.34	0.45	**0.38**	11
Maharashtra	5	0.37	0.32	0.28	0.28	0.32	0.25	0.48	**0.33**	12
Jharkhand	3	0.58	0.36	0.12	-	0.13	0.17	0.29	**0.24**	13
Kerala	4	0.33	0.27	0.36	0.19	0.25	0.10	0.10	**0.23**	14
Tamil Nadu	2	0.22	0.09	0.23	0.13	0.30	-	0.13	**0.16**	15
Karnataka	3	0.21	0.20	0.21	0.04	0.07	0.10	0.17	**0.14**	16
Andhra Pradesh	4	0.11	0.09	0.20	0.16	-	0.05	0.10	**0.10**	17

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

The overall assessment score for this group of States in Social Welfare sector is graphically depicted below.

State	Score
Haryana	0.69
Telangana	0.68
Rajasthan	0.66
Punjab	0.55
Uttar Pradesh	0.46
Madhya Pradesh	0.44
Bihar	0.43
Odisha	0.40
Chhattisgarh	0.39
West Bengal	0.39
Gujarat	0.38
Maharashtra	0.33
Jharkhand	0.24
Kerala	0.23
Tamil Nadu	0.16
Karnataka	0.14
Andhra Pradesh	0.10

7.3 Assessment of States – Remaining States

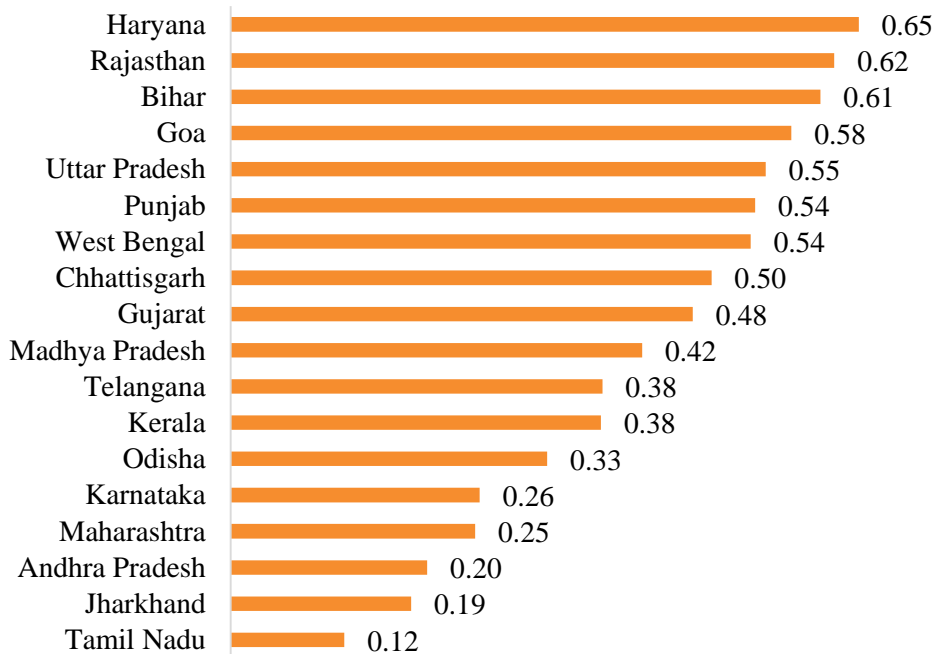## 5.   Local Governance and Utility Services

With regard to the identified mandatory services, all the States in this group are delivering some of the identified mandatory services online in this sector. Madhya Pradesh, Telangana and West Bengal are the leading States providing 100% of identified 15 mandatory services online.

Basis the information provided by the States, the assessment scores of service 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
Haryana	14	0.72	0.57	0.78	0.41	0.61	0.67	0.78	**0.65**	1
Rajasthan	12	0.54	0.53	0.93	0.56	0.18	0.80	0.81	**0.62**	2
Bihar	6	0.65	0.51	0.77	0.48	0.37	0.62	0.85	**0.61**	3
Goa	7	0.52	0.49	0.65	0.63	0.54	0.49	0.73	**0.58**	4
Uttar Pradesh	13	0.59	0.53	0.70	0.21	0.51	0.49	0.85	**0.55**	5
Punjab	10	0.70	0.55	0.74	0.24	0.37	0.50	0.69	**0.54**	6
West Bengal	15	0.66	0.47	0.80	0.39	0.34	0.49	0.59	**0.54**	7
Chhattisgarh	8	0.48	0.46	0.61	0.44	0.26	0.53	0.70	**0.50**	8
Gujarat	13	0.51	0.41	0.52	0.41	0.31	0.51	0.67	**0.48**	9
Madhya Pradesh	15	0.42	0.26	0.52	0.22	0.43	0.46	0.67	**0.42**	10
Telangana	15	0.43	0.27	0.34	0.24	0.51	0.56	0.34	**0.38**	11
Kerala	12	0.48	0.48	0.45	0.26	0.33	0.30	0.38	**0.38**	12
Odisha	8	0.23	0.37	0.34	0.13	0.30	0.33	0.59	**0.33**	13
Karnataka	13	0.34	0.28	0.34	0.13	0.23	0.28	0.22	**0.26**	14
Maharashtra	13	0.25	0.16	0.23	0.13	0.23	0.30	0.46	**0.25**	15
Andhra Pradesh	9	0.30	0.20	0.22	0.31	0.09	0.17	0.13	**0.20**	16
Jharkhand	13	0.23	0.14	0.24	0.04	0.25	0.15	0.26	**0.19**	17
Tamil Nadu	12	0.14	0.13	0.21	0.11	0.02	0.10	0.10	**0.12**	18

7.3 Assessment of States – Remaining States

The overall assessment score for this group of States in Local Governance and Utility Services sector is graphically depicted below.

State	Score
Haryana	0.65
Rajasthan	0.62
Bihar	0.61
Goa	0.58
Uttar Pradesh	0.55
Punjab	0.54
West Bengal	0.54
Chhattisgarh	0.50
Gujarat	0.48
Madhya Pradesh	0.42
Telangana	0.38
Kerala	0.38
Odisha	0.33
Karnataka	0.26
Maharashtra	0.25
Andhra Pradesh	0.20
Jharkhand	0.19
Tamil Nadu	0.12

6. Environment

With regard to the identified mandatory services, Chhattisgarh, Gujarat, Haryana, Jharkhand, Karnataka, Madhya Pradesh, Rajasthan, Telangana, Uttar Pradesh and West Bengal are the leading States providing 100% of identified 4 mandatory services online in this sector

Basis the information provided by the States, the assessment scores of service 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
Haryana	4	0.79	0.67	0.82	0.38	0.60	0.84	0.91	**0.71**	1
Rajasthan	4	0.57	0.58	1.00	0.63	0.20	0.93	0.88	**0.68**	2
Madhya Pradesh	4	0.42	0.25	0.45	0.34	0.60	0.51	0.75	**0.48**	3
Uttar Pradesh	4	0.53	0.42	0.55	0.38	0.40	0.21	0.75	**0.46**	4
Gujarat	4	0.50	0.24	0.50	0.47	0.25	0.50	0.59	**0.44**	5
Karnataka	4	0.26	0.25	0.65	0.03	-	0.43	0.63	**0.32**	6

7.3 Assessment of States – Remaining States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Chhattisgarh	4	0.22	0.27	0.64	0.25	0.20	0.15	0.50	**0.32**	7
West Bengal	4	0.46	0.21	0.39	0.31	0.10	0.30	0.13	**0.27**	8
Maharashtra	2	0.26	0.09	0.27	-	-	-	0.19	**0.12**	9
Jharkhand	4	-	0.08	0.09	0.25	0.20	0.07	-	**0.10**	10
Telangana	4	-	0.18	0.19	-	-	-	-	**0.05**	11

Note: Other States in this category have not provided adequate data for the assessment and hence are not considered for analysis here.

The overall assessment score for this group of States in Environment sector is graphically depicted below.

State	Score
Haryana	0.71
Rajasthan	0.68
Madhya Pradesh	0.48
Uttar Pradesh	0.46
Gujarat	0.44
Karnataka	0.32
Chhattisgarh	0.32
West Bengal	0.27
Maharashtra	0.12
Jharkhand	0.10
Telangana	0.05
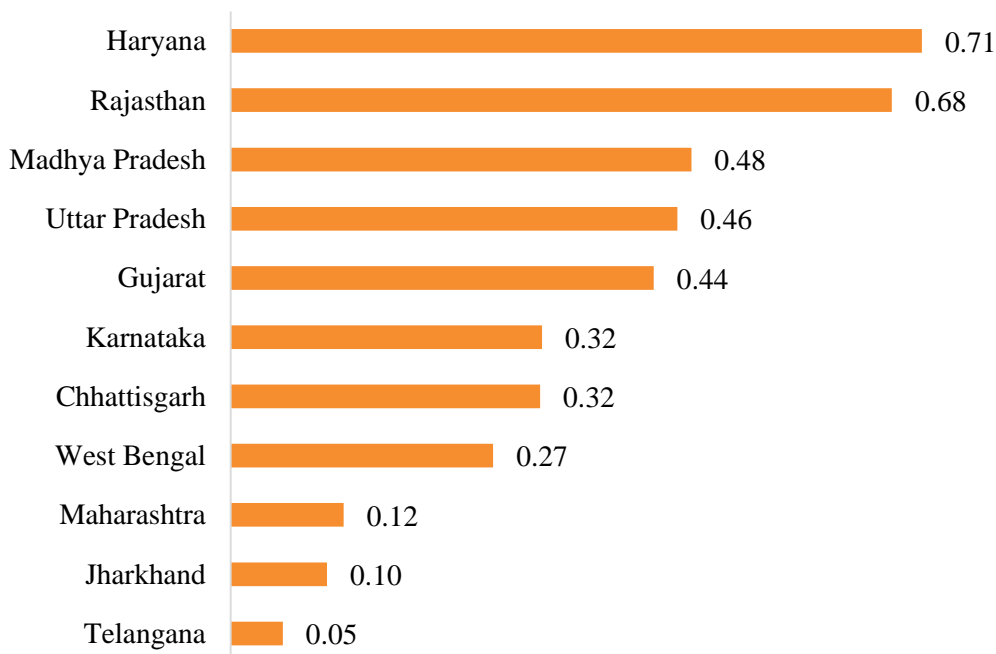
7.3 Assessment of States – Remaining States

7. Overall Assessment across all sectors

The key analysis of the State Service Portals on the seven assessment parameters across all the six focus sectors is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Haryana, West Bengal, Rajasthan and Uttar Pradesh are leading States with their service portals having average compliance of more than 50% to the criteria assessed under this parameter • Amongst the six focus sectors, service portals related to Finance, Local Governance & Utility Services and Social Welfare sectors have average compliance of more than 45% to the criteria assessed under this parameter
Content Availability	• Haryana and Rajasthan are leading States with their service portals having average compliance of more than 50% to the criteria assessed under this parameter • Amongst the focus sectors, service portals of only Finance sector have average compliance of more than 40% under this parameter
Ease of Use	• Rajasthan, Haryana, West Bengal and Bihar are the leading States with their service portals having average compliance of more than or equal to 60% to the criteria assessed under this parameter • Service portals of Finance and Local Governance and Utility Services sectors have average compliance of more than 50% under this parameter
Information Security & Privacy	• Rajasthan is the leading State with its service portals having average compliance of more than 50% to the criteria assessed under this parameter • Apart from Gujarat, service portal of other remaining States in the group have compliance of less than 40% to the criteria assessed; Tamil Nadu and Karnataka have the least compliance to the criteria assessed • Service portal of all the six focus sectors have average compliance of less than 30% to the criteria assessed under this parameter
End Service Delivery	• Haryana is the leading State with its service portals having average compliance of more than 55% to the criteria assessed under this parameter • Amongst the six focus sectors, service portals of only Finance sector have average compliance of more than 35% to the criteria assessed under this parameter
Integrated Service Delivery	• Rajasthan, Haryana and Telangana are the leading States with their service portals having average compliance of more than 50% to the criteria assessed under this parameter • Apart from Local Governance and Utility Services and Finance sectors, all other sectors have average compliance of less than 40%

7.3 Assessment of States – Remaining States

Assessment Parameters	Key Observations
Status & Request Tracking	• Haryana, Rajasthan, Uttar Pradesh, Madhya Pradesh and Chhattisgarh are the leading States with their service portals having average compliance of more than or equal to 50% to the criteria assessed under this parameter • Local Governance & Utility Services and Finance are the leading sectors with average compliance of more than 50% to the criteria assessed under this parameter
Across all parameters	• Haryana and Rajasthan are the leading States with their service portals having average compliance of more than 60% to the criteria assessed across all seven parameters • Amongst the seven parameters assessed, average compliance under 'Ease of Use' and 'Status & Request Tracking' are higher compared to other parameters • Amongst the six focus sectors, Finance and Local Governance & Utility Services are leading sectors with compliance of more than 40% to the criteria assessed across all seven parameters

The average of assessment scores of service portals across all sectors 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
Haryana	43	0.72	0.60	0.78	0.34	0.57	0.61	0.82	**0.63**	**1**
Rajasthan	45	0.54	0.51	0.93	0.55	0.18	0.81	0.77	**0.61**	**2**
West Bengal	37	0.57	0.47	0.62	0.31	0.33	0.35	0.40	**0.43**	**3**
Uttar Pradesh	42	0.53	0.38	0.56	0.21	0.43	0.30	0.63	**0.43**	**4**
Madhya Pradesh	46	0.46	0.34	0.49	0.26	0.36	0.38	0.57	**0.41**	**5**
Gujarat	46	0.46	0.30	0.52	0.43	0.26	0.38	0.43	**0.40**	**6**
Chhattisgarh	31	0.39	0.39	0.55	0.25	0.20	0.34	0.50	**0.38**	**7**
Telangana	46	0.41	0.31	0.37	0.20	0.43	0.51	0.32	**0.36**	**8**
Punjab	19	0.46	0.42	0.53	0.11	0.12	0.38	0.49	**0.36**	**9**
Bihar	26	0.38	0.33	0.60	0.14	0.26	0.34	0.40	**0.35**	**10**

7.3 Assessment of States – Remaining States

State Name	No. of Services Provided Online	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Odisha	24	0.27	0.30	0.30	0.12	0.26	0.29	0.35	**0.27**	**11**
Maharashtra	37	0.29	0.20	0.24	0.18	0.20	0.19	0.37	**0.24**	**12**
Karnataka	43	0.25	0.24	0.36	0.09	0.17	0.23	0.31	**0.24**	**13**
Jharkhand	38	0.35	0.28	0.28	0.11	0.23	0.15	0.26	**0.24**	**14**
Kerala	35	0.25	0.22	0.23	0.12	0.15	0.16	0.17	**0.19**	**15**
Goa	12	0.18	0.17	0.20	0.20	0.19	0.13	0.22	**0.19**	**16**
Andhra Pradesh	35	0.21	0.15	0.23	0.20	0.07	0.10	0.16	**0.16**	**17**
Tamil Nadu	31	0.15	0.10	0.15	0.08	0.08	0.06	0.09	**0.10**	**18**

The overall assessment score of service portals across all sectors for this group of States across all the seven assessment parameters is graphically depicted below.

State	Score
Haryana	0.63
Rajasthan	0.61
West Bengal	0.43
Uttar Pradesh	0.43
Madhya Pradesh	0.41
Gujarat	0.40
Chhattisgarh	0.38
Telangana	0.36
Punjab	0.36
Bihar	0.35
Odisha	0.27
Maharashtra	0.24
Karnataka	0.24
Jharkhand	0.24
Kerala	0.19
Goa	0.19
Andhra Pradesh	0.16
Tamil Nadu	0.10
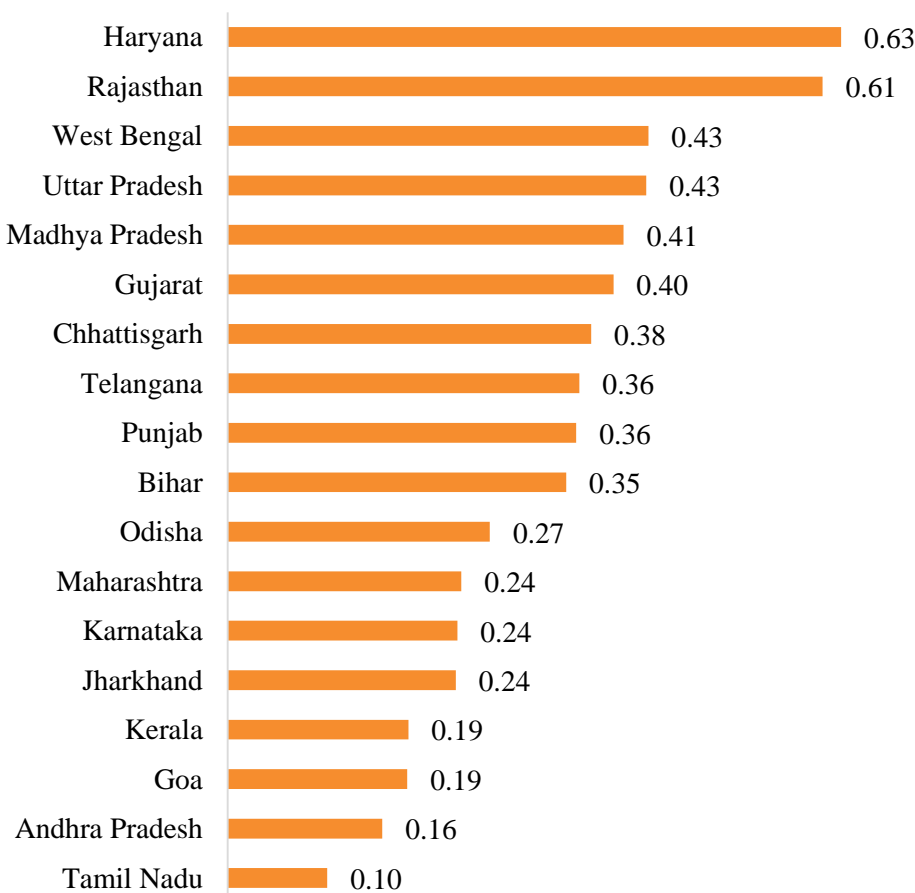
7.3 Assessment of States – Remaining States

With regard to the identified 53 mandatory services across all six focus sectors, Gujarat, Madhya Pradesh, Telangana, Rajasthan, Haryana and Karnataka the leading states delivering more than 80% of identified mandatory services online whereas Goa is providing the least number of identified mandatory services online. The total number of identified mandatory services provided online across all six sectors by the States in this group is graphically depicted below:

Total No. of Identified Mandatory Services Provided Online
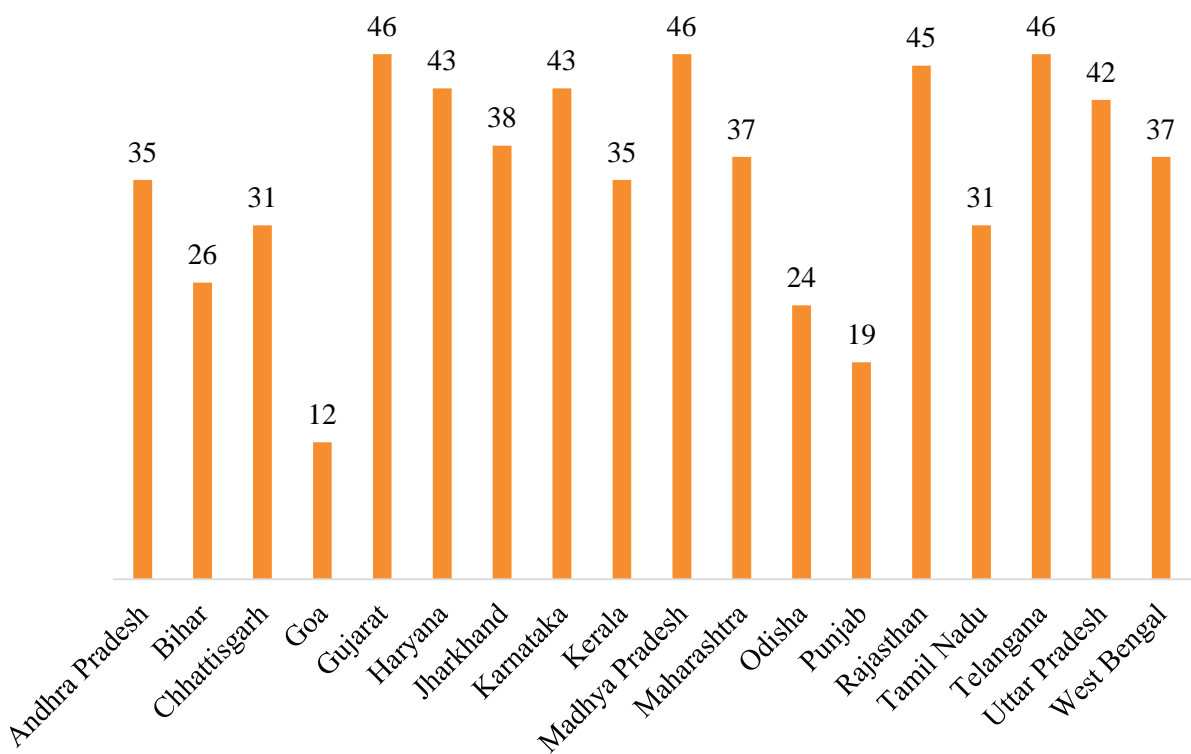
The top 10 mandatory services delivered online in this group of States is mentioned in the below table. These services are primarily from Finance and Local Governance & Utilities sectors.

S. No	Mandatory Service Name	Sector	No. of States delivering the service online
1	Domicile Certificate-G2C	Finance	18
2	Online application of Caste Certificate-G2C	Finance	18
3	Property tax online payment -G2C	Local Gov & Utility Services	18
4	e-Payment of Electricity Bills-G2C	Local Gov & Utility Services	18
5	Online application of Income certificate-G2C	Finance	17

7.3 Assessment of States – Remaining States

S. No	Mandatory Service Name	Sector	No. of States delivering the service online
6	New connection-G2B	Local Gov & Utility Services	17
7	Birth Certificate-G2C	Local Gov & Utility Services	16
8	Death Certificate-G2C	Local Gov & Utility Services	16
9	e-Payment of Bills-G2B	Local Gov & Utility Services	16
10	e-Payment of Bills-G2C	Local Gov & Utility Services	16

Assessment of Central Ministries

7.4 Assessment of Central Ministries

7.4 Central Ministries

Similar to the assessment of States and UTs, the web portals of below mentioned Central Ministries were also assessed in their effectiveness in eGovernance 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 Human Resource Development
5) Ministry of Social Justice and Empowerment
6) Ministry of Health and Family Welfare
7) Ministry of Agriculture
8) Ministry of Rural Development
9) Ministry of Environment, Forest and Climate Change

The assessment covers the G2C and G2B (especially the small businesses) segments in focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare (including Health and Agriculture) and Environment. The details of the Ministry specific services are provided in Annexure-I 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 these, the quality of the Ministry 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.

A. Assessment of Ministry Portals

As mentioned earlier, 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.

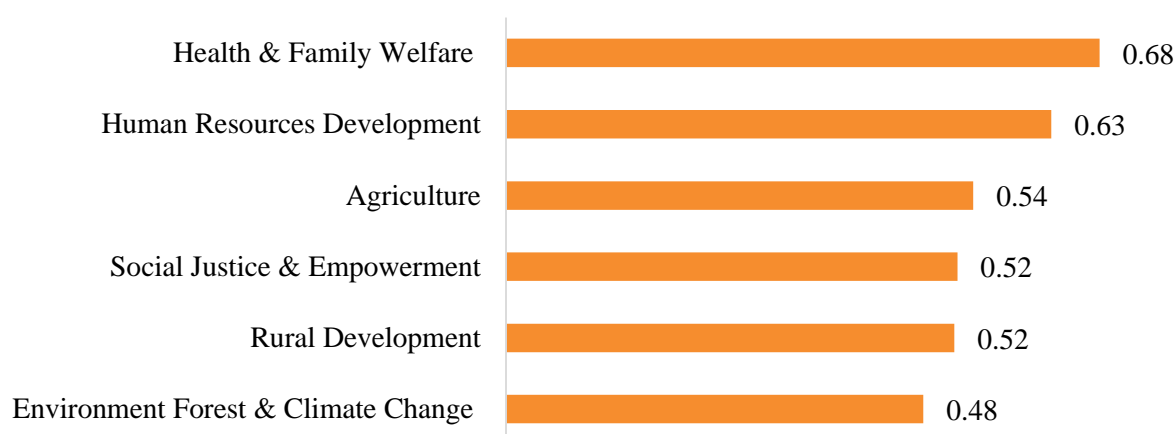| Ministry Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Health & Family Welfare	0.56	0.63	0.83	0.71	0.68	1
Human Resources Development	0.33	0.63	0.83	0.71	0.63	2
Agriculture	0.18	0.63	0.77	0.57	0.54	3

7.4 Assessment of Central Ministries

Ministry Name	Accessibility	Content Availability	Ease of Use	Info Security and Privacy	Overall Score	Rank
Social Justice & Empowerment	0.30	0.50	0.85	0.43	0.52	**4**
Rural Development	0.14	0.50	0.85	0.57	0.52	**5**
Environment Forest & Climate Change	0.27	0.50	0.92	0.22	0.48	**6**

Note: Ministry of Finance – CBDT and CBIC and Ministry of Labour and Employment have not provided adequate data for the assessment and hence are not considered for analysis here.

The overall assessment scores for the selected Central Ministries is graphically depicted below:

Ministry	Score
Health & Family Welfare	0.68
Human Resources Development	0.63
Agriculture	0.54
Social Justice & Empowerment	0.52
Rural Development	0.52
Environment Forest & Climate Change	0.48

The key analysis of the Ministry Portals on the aforesaid four assessment parameters is mentioned below:

Assessment Parameters	Key Observations
Accessibility	• Health & Family Welfare is the leading Ministry portal with more than 50% compliance to the criteria assessed under this parameter • Ministry Portals of Agriculture and Rural Development have compliance of less than 20% to the criteria assessed
Content Availability	• All the six Ministry portals have compliance of 50% or more to the criteria assessed under this parameter • Ministry Portals of Health & Family Welfare, Human Resource Development and Agriculture are the leading portals with compliance of more than 60% to the criteria assessed under this parameter

7.4 Assessment of Central Ministries

Assessment Parameters	Key Observations
Ease of Use	• All the six Ministry portals have compliance of 75% or more to the criteria assessed under this parameter • Ministry Portals of Environment, Forest & Climate Change, Social Justice & Empowerment and Rural Development are the leading portals with compliance of 85% or more to the criteria assessed under this parameter
Information Security & Privacy	• Ministry Portals of Health & Family Welfare and Human Resource Development are the leading portals with compliance of more than 70% to the criteria assessed under this parameter
Across all parameters	• Ministry Portals of Health & Family Welfare and Human Resource Development are the leading portals with compliance of more than 60% to the criteria assessed across all the assessment parameters • Ministry Portals have higher compliance to the criteria assessed in Ease of Use as compared to other parameters.

Average Compliance Scores (in %age) of the 4 Assessment Parameters across the Central Ministries Portals

	Accessibility	Content Availability	Ease of Use	Information Security & Privacy
Score	0.26	0.48	0.72	0.46
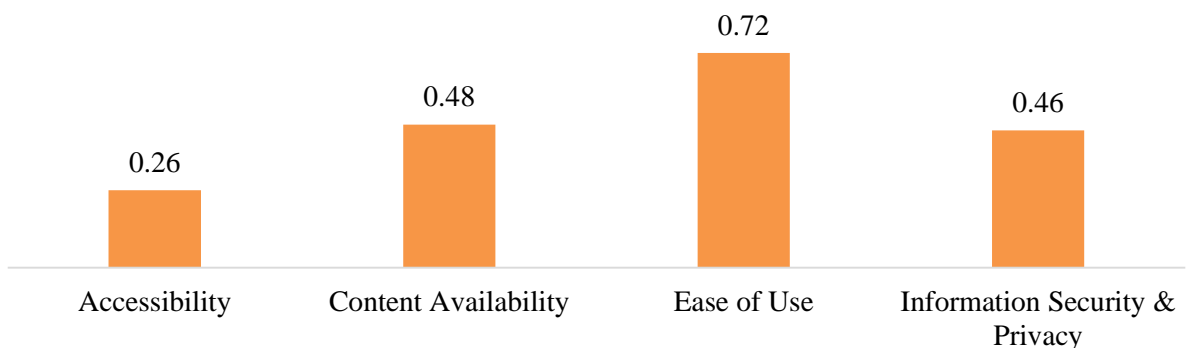
B. Assessment of Central Ministry Service Portals

As mentioned earlier, the quality of the selected Central Ministry Service Portals has 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 service portals for each the seven parameters is mentioned below. Further, based on the overall score – average across all the seven parameters, the selected Central Ministries have been ranked accordingly.

7.4 Assessment of Central Ministries

Ministry Name	P1	P2	P3	P4	P5	P6	P7	Overall Score	Rank
Finance CBDT	0.77	0.75	0.80	0.77	0.60	0.82	0.89	**0.77**	**1**
Human Resources Development	0.76	0.65	0.78	0.38	1.00	0.79	0.85	**0.74**	**2**
Labour & Employment	0.68	0.59	0.83	0.47	0.61	0.74	0.77	**0.67**	**3**
Environment Forest & Climate Change	0.56	0.55	0.90	0.50	0.60	0.63	0.57	**0.61**	**4**
Finance CBIC	0.51	0.79	0.70	0.63	0.44	0.36	0.69	**0.59**	**5**
Agriculture	0.71	0.50	0.67	0.54	0.33	0.49	0.83	**0.58**	**6**
Rural Development	0.67	0.59	0.80	0.50	0.50	0.39	0.50	**0.56**	**7**
Health & Family Welfare	0.56	0.50	0.59	0.31	0.20	0.19	0.27	**0.37**	**8**
Social Justice & Empowerment	0.47	0.25	0.64	0.38	0.40	0.31	0.13	**0.37**	**9**

The assessment scores across all the parameters including the overall score for this group of States is graphically depicted below:
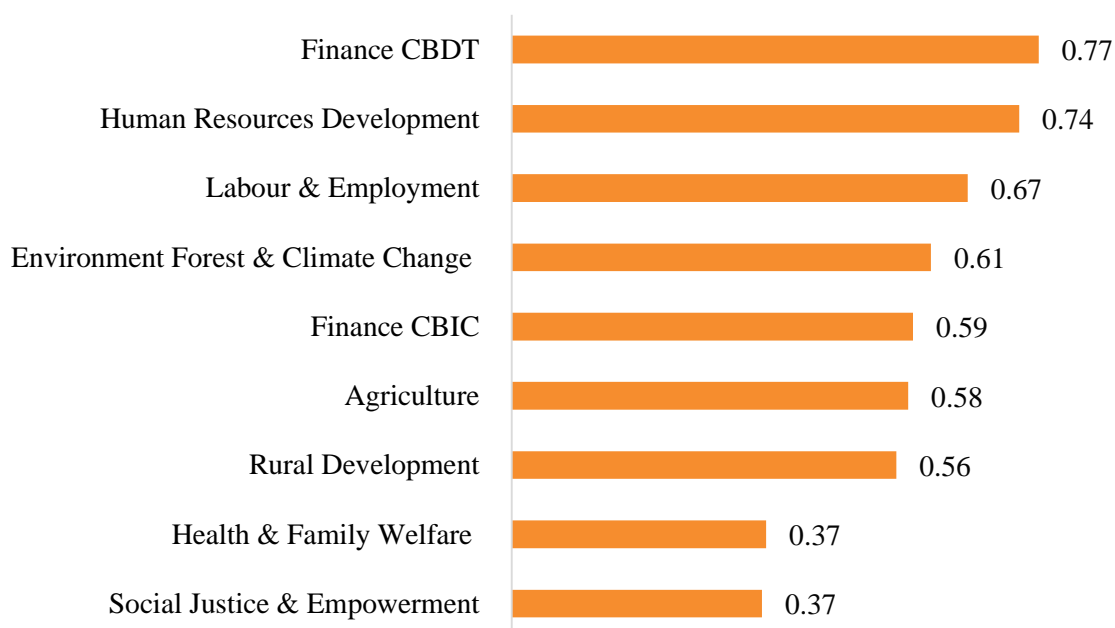
8. Overall Recommendations and Action Plan

8.1 Overall Recommendations

The recommendations are provided for each group of States and UTs. Further, under each group the recommendations are provided for each assessment parameter based on the assessment of State / UT portal as well as their service portals across all six focus sectors. These recommendations are provided to enhance the usability and utility of the portals, which would increase the acceptance and usage of portals among citizens. Subsequent section provides overall action plan across all States and UTs to implement these recommendations.

8.1.1. North East States and Hill States

1. Accessibility

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 the State portal and its services in NGSP and availability of features to enable access for people with physical disabilities among others

As this pillar is important to improve user perception and participation, the following recommendations are made:

- Web portals should be usable, accessible, well coded, and mobile-device-ready.

- To improve user accessibility & participation, mobile applications for providing information and availing services of portal should be available.

- Availability of information related to key services, State holidays, online polls, call centre numbers to enhance usability of a portal.

- Adherence to W3C, GIGW compliance displayed clearly on the portal homepage is a leading international practice.

- To improve user participation and to assure citizens of the services, Audio / video messages of key Government functionaries should be uploaded. The messages should be updated on a regular basis

- Portals should be multi device compatible. being designed using auto-format to adjust to various mobile devices such as tab, iPad, mobile phones etc.

2. Content Availability

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 technique for better content rating, among others.

To enhance user satisfaction and participation, the following recommendations are made:

- Opening up government data can lead to more efficient use of resources and improved service delivery.

- To address multi ethnicity of India, at least one regional language should be provided along with English and Hindi.

- The website should be easy to find in top search engines. Hence, it should be optimized by "key words" so that it's visibility increases and people know about the services provided.

- To enhance user satisfaction, provision may be made for calling feedback regarding e Services & share results of user feedback.

- There should be sitemaps in every portal along with information manual and help desk number to access the services easily.

3. Ease of Use

Ease of use covers indicators 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.

Since "Ease of Use" significantly influences users satisfaction, their perception on benefits of the system and subsequently their intention to use the system, the following recommendations are made:

- e-Government service delivery portals should have facilities to log Grievances & Complaints on the portal itself.

8.1 Overall Recommendations

- Availability 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 disabilities. This will ensure that these services are accessible by all citizens without any constraints.

- Multilingual support for e-Governance portal shall increase ease of use for citizens as well as help in reducing digital divide in India.

4. Information Security and Privacy

The parameters evaluated under this pillar hold significance in developing a robust and secure e-Governance delivery portal, a portal that citizens can trust, is simple to use and does not allow any threats to citizen data.

Since this pillar immediately increases the trust of citizens in any e-Government service delivery, which in turn increases adoption and helps improve reach and coverage; the following recommendations are made:

- e-Government service delivery portals should be secured through incorporation of HTTPS protocol and/or third party security alliances. This would increase citizens' trust in the service delivery portal.

- Adherence to ePraman, STQC compliance displayed clearly on the portal homepage is an international practice. In similar lines, going forward, State portals may highlight adherence to STQC compliance as a mark of security assurance.

- Disclaimer and Privacy policy must be clearly stated on all Government portals to make citizens aware of the purpose of collection and usage of their data and to maintain integrity of data transactions.

- To improve user friendliness and to assure citizens of the safety of their data, password status alerts and password reset facility must be enabled for citizens.

5. 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. This pillar was assessed against 4 questions.

End service delivery covers 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.

Therefore to improve the performance of respective States, the following recommendations are made:

- Enactment of Right to Services Act in all States thereby ensuring the service delivery timelines and standards.

- Introducing the convenient channels of service delivery to all citizens.

- Use of Digital tools like Digi-Locker to deliver services like certificates, RC book, etc. which may not be provided manually.

- Use of Government cloud account by officers to verify the documents of citizens for all services.

- Do away with all manual documents for any services by promoting digital Government.

6. Integrated Service Delivery

Integrated service delivery or in other words the level of integration of e-services across levels and branches of Government agencies collaborating with each other to provide services to citizens was analyzed against 14 questions.

Integrated service delivery covered questions such as 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.

8.1 Overall Recommendations

This pillar plays an important role in offering services to citizens through a Whole-of-Government approach which leads to better cooperation between Government agencies and engagement with citizens. To improve the performance, the following recommendations are made:

- A Whole-of-Government approach is required across Ministries, Departments and between levels to provide integrated services to citizens.

- 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.

7. Status and Request Tracking

Status and request tracking of service request raised by citizens was analyzed against 8 questions, covering ability to track requests, facility to log complaints, ability to generate and share tickets, availability of SMS alerts and feedback mechanism.

Status and Request Tracking also covers questions such as existence of a web page providing help desk, online support, and call centre for users, availability of Information about helpline for issues regarding online payments through web page, SMS alerts for services updates, Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance and users getting feedback on their complaints through email or calls.

This pillar plays a pivotal role to increase satisfaction among the citizens about the Government's service delivery, thereby fostering active citizen participation. To enable the same, the following recommendations are made:

- 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 multi lingual national level call centres operating 24x7; e-mail based helpdesks and mobile based applications to ensure that citizens are able to access the services in a cost effective manner

- Premium SMS services could 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

8.1.2. Union Territories

1. Accessibility

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 the UT portal and its services in NGSP and availability of features to enable access for people with physical disabilities among others

As this pillar is important to improve user perception and participation, the following recommendations are made:

- Have mobile applications for providing information and availing services of portal should be available.

- Availability of information related to key services, UT holidays, online polls, call centre numbers to enhance usability of a portal.

- Adherence to W3C, GIGW compliance displayed clearly on the portal homepage is a leading international practice.

- Audio / video messages of key Government functionaries should be uploaded. The messages should be updated on a regular basis

- Portals should be multi device compatible. being designed using auto-format to adjust to various mobile devices such as tab, iPad, mobile phones etc.

2. Content Availability

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 technique for better content rating, among others.

8.1 Overall Recommendations

To enhance user satisfaction and participation, the following recommendations are made:

- Opening up government data can lead to more efficient use of resources and improved service delivery.

- To address multi ethnicity of India, at least one regional language should be provided along with English and Hindi.

- The website should be easy to find in top search engines. Hence, it should be optimized by "key words" so that it's visibility increases and people know about the services provided.

- To enhance user satisfaction, provision may be made for calling feedback regarding e Services & share results of user feedback.

3. Ease of Use

Ease of use covers indicators 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.

Since "Ease of Use" significantly influences users satisfaction, their perception on benefits of the system and subsequently their intention to use the system, the following recommendations are made:

- e-Government service delivery portals should have facilities to log Grievances & Complaints on the portal itself.

- Availability 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 disabilities. This will ensure that these services are accessible by all citizens without any constraints.

- Multilingual support for e-Governance portal shall increase ease of use for citizens as well as help in reducing digital divide in India.

4. Information Security and Privacy

The parameters evaluated under this pillar hold significance in developing a robust and secure e-Governance delivery portal, a portal that citizens can trust, is simple to use and does not allow any threats to citizen data.

Since this pillar immediately increases the trust of citizens in any e-Government service delivery, which in turn increases adoption and helps improve reach and coverage; the following recommendations are made:

- e-Government service delivery portals should be secured through incorporation of HTTPS protocol and/or third party security alliances. This would increase citizens' trust in the service delivery portal.

- Adherence to ePraman, STQC compliance displayed clearly on the portal homepage is an international practice. In similar lines, going forward, UT portals may highlight adherence to STQC compliance as a mark of security assurance.

- Disclaimer and Privacy policy must be clearly stated on all Government portals to make citizens aware of the purpose of collection and usage of their data and to maintain integrity of data transactions.

- To improve user friendliness and to assure citizens of the safety of their data, password status alerts and password reset facility must be enabled for citizens.

5. 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. The following recommendations are made:

- Introducing the convenient channels of service delivery to all citizens.

- Use of Digital tools like Digi-Locker to deliver services like certificates, etc.

8.1 Overall Recommendations

- Use of Government cloud account by officers to verify the documents of citizens for all services.

- Do away with all manual documents for any services by promoting digital Government.

6. Integrated Service Delivery

Integrated service delivery or in other words the level of integration of e-services across levels and branches of Government agencies collaborating with each other to provide services to citizens was analyzed against 14 questions. To improve the performance, the following recommendations are made:

- A Whole-of-Government approach is required across Ministries, Departments and between levels to provide integrated services to citizens.

- All services to be equipped with online payment facility with single payment gateway for all channels of service delivery.

- There should be sitemaps in every portal along with information manual and help desk number to access the services easily.

7. Status and Request Tracking

This pillar plays a pivotal role to increase satisfaction among the citizens about the Government's service delivery, thereby fostering active citizen participation. To enable the same, the following recommendations are made:

- 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 multi lingual national level call centres operating 24x7; e-mail based helpdesks and mobile based applications so that citizens are able to access the services in a cost effective manner

- Premium SMS services could 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

8.1.3. Remaining States

1. Accessibility

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 the State portal and its services in NGSP and availability of features to enable access for people with physical disabilities among others

As this pillar is important to improve user perception and participation, the following recommendations are made:

- Web portals should be usable, accessible, well coded, and mobile-device-ready.

- To improve user accessibility & participation, mobile applications for providing information and availing services of portal should be available.

- Availability of information related to key services, State holidays, online polls, call centre numbers to enhance usability of a portal.

- Adherence to W3C, GIGW compliance displayed clearly on the portal homepage is a leading international practice.

- To improve user participation and to assure citizens of the services, Audio / video messages of key Government functionaries should be uploaded. The messages should be updated on a regular basis

- Portals should be multi device compatible. being designed using auto-format to adjust to various mobile devices such as tab, iPad, mobile phones etc.

2. Content Availability

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 technique for better content rating, among others.

8.1 Overall Recommendations

To enhance user satisfaction and participation, the following recommendations are made:

- Opening up government data can lead to more efficient use of resources and improved service delivery.

- To address multi ethnicity of India, at least one regional language should be provided along with English and Hindi.

- The website should be easy to find in top search engines. Hence, it should be optimized by "key words" so that it's visibility increases and people know about the services provided.

- To enhance user satisfaction, provision may be made for calling feedback regarding e Services & share results of user feedback.

- There should be sitemaps in every portal along with information manual and help desk number to access the services easily.

3. Ease of Use

Ease of use covers indicators 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.

Since "Ease of Use" significantly influences users satisfaction, their perception on benefits of the system and subsequently their intention to use the system, the following recommendations are made:

- e-Government service delivery portals should have facilities to log Grievances & Complaints on the portal itself.

- Availability of multiple portal navigation routes for services and information enhances accessibility and ease of use for citizens to leverage e-Government services

4. Information Security and Privacy

The parameters evaluated under this pillar hold significance in developing a robust and secure e-Governance delivery portal, a portal that citizens can trust, is simple to use and does not allow any threats to citizen data.

Since this pillar immediately increases the trust of citizens in any e-Government service delivery, which in turn increases adoption and helps improve reach and coverage; the following recommendations are made:

- e-Government service delivery portals should be secured through incorporation of HTTPS protocol and/or third party security alliances. This would increase citizens' trust in the service delivery portal.

- Adherence to ePraman, STQC compliance displayed clearly on the portal homepage is an international practice. In similar lines, going forward, State portals may highlight adherence to STQC compliance as a mark of security assurance.

- Disclaimer and Privacy policy must be clearly stated on all Government portals to make citizens aware of the purpose of collection and usage of their data and to maintain integrity of data transactions.

- To improve user friendliness and to assure citizens of the safety of their data, password status alerts and password reset facility must be enabled for citizens.

5. 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. This pillar was assessed against 4 questions.

End service delivery covers 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.

Therefore to improve the performance of respective States, the following recommendations are made:

- Enactment of Right to Services Act in all States thereby ensuring the service delivery timelines and standards.

8.1 Overall Recommendations

- Introducing the convenient channels of service delivery to all citizens.

- Use of Digital tools like Digi-Locker to deliver services like certificates, RC book, etc. which may not be provided manually.

- Use of Government cloud account by officers to verify the documents of citizens for all services.

- Do away with all manual documents for any services by promoting digital Government.

6. Integrated Service Delivery

Integrated service delivery or in other words the level of integration of e-services across levels and branches of Government agencies collaborating with each other to provide services to citizens was analyzed against 14 questions.

Integrated service delivery covered questions such as 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.

This pillar plays an important role in offering services to citizens through a Whole-of-Government approach which leads to better cooperation between Government agencies and engagement with citizens.

To improve the performance, the following recommendations are made:

- A Whole-of-Government approach is required across Ministries, Departments and between levels to provide integrated services to citizens.

- 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.

7. Status and Request Tracking

Status and request tracking of service request raised by citizens was analyzed against 8 questions, covering ability to track requests, facility to log complaints, ability to generate and share tickets, availability of SMS alerts and feedback mechanism.

Status & Request Tracking also covers questions such as existence of a web page providing help desk, online support, and call centre for users, availability of Information about helpline for issues regarding online payments through web page, SMS alerts for services updates, Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance and users getting feedback on their complaints through email or calls.

This pillar plays a pivotal role to increase satisfaction among the citizens about the Government's service delivery, thereby fostering active citizen participation. To enable the same, the following recommendations are made:

- 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.

- Premium SMS services could 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

8.2 Action Plan

The following action plan for each parameter is recommended for the State/UT/Ministry services websites/portals:-

8.2.1 Accessibility

- Service link provided should be listed in State portal or National services portal.
- Service should be available both in English and local language.
- Information about the e-Government should be provided on the portal.
- Contact Information of Government officials/ agency responsible for the provision of specific online services/queries should be listed on the portal.
- Separate 'Contact us' section should be available on the portal.
- Downloadable forms for provisioning of services which cannot be submitted online should be available on the portal.
- Multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.) to be provided on the portal.
- Service delivery charters schedule should be published on the web page.
- Feature for users to create personal login profiles or sign in through an integrated authentication initiative such as Aadhaar is to be provided on the portal.
- Promotional campaigns to avail e-Services to be undertaken periodically.
- Details for availing the services across channels (portal, mobile, Kiosk, others) are to be made available online.
- Facility for users to register/log in online is to be provided on the portal.
- For registered users, the provision for the user to check details of previously availed services, transaction history etc. is to be made available on the portal.
- Website should be designed using auto format to adjust to various mobile devices like tab, iPad, mobile phones etc.
- Information about compatible browsers and best screen resolutions is to be provided on the portal.

- Features to enable access for people with physical disabilities are to be provided on the portal.
- The portal should support audio and video playing.
- The portal should be GIGW compliant.
- The No. of transactions should be displayed on the portal.

8.2.2 Content Availability

- Facility for user to provide feedback / comments regarding e-Services should be available on the portal.
- The website should support open data policy.
- Information about results of user feedback about online services should be displayed on the portal.
- Separate section for Help to be provided on the portal.
- Separate section on Frequently Asked Questions (FAQ) to be provided on the portal.
- The Sitemap is to be made available on the portal.
- Information of last updated time-stamp is to be displayed on each page of the website.
- The website should have relevant and updated contents.
- Statistics about website usage by users (no. of visitors/ average time spent per visitor, etc.) should be displayed on the portal.
- Statistics about transaction count of services availed by users is to be displayed on the portal.
- Information about how to avail electronic/ digital signature facility for availing the services should be provided on the portal.

8.2.2 Ease of Use

- Service application forms should be downloadable online.
- e-Services should be available within 2-clicks from home page.

8.2 Action Plan

- A What's new section which details the changes in the website should be provided on the portal.
- Website should be easy to find in top search engines.
- Procedures describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.) should be available on the portal.
- Search feature should be provided on the portal.
- The website should be available on different web-browsers.
- The website should provide for complaints, resolutions etc. on various aspects of the e-service provided.
- The website should have built-in facility to populate content relevant to user's recent activity / interest.
- The Department/service portal should have a defined internal workflow to process a service request.
- The user manual should be available to guide the users on the portal.

8.2.4 Information Security and Privacy

- Mobile alerts for unauthorized access to user profile, password changes etc. are to be introduced on the portal.
- The web page should be assessed by TPA for the online security.
- 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. is required on the portal.
- Clear Indication of W3C Compliance of the web page is required on the Home page.
- The personal data of the citizens should be safeguarded through the security policy of the Government
- The web page should be assessed by TPA for the online security.
- The web page should mandate 3 factor authentication for username & password.

- The user should be intimated by email on password expiry, reset, change in password, change in user profile etc.

8.2.5 End-service delivery

- End service should be available through email, online (downloadable).
- End service should be available upon visit to respective centre/Department etc.
- OTP facility should be available for user authentication during final service delivery.
- Service delivery timelines should be published on the website.
- Manual provision of services should be completely done away by the State.

8.2.6 Integrated service delivery

- Feature to submit service forms online (PDF or web based) should be provided on the portal.
- Facility to make Online payments should be available on the portal.
- Digital signature facility should be available on the portal.
- The website should allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.).
- Single payment gateway for all channels should be provided on the portal.
- The service should be availed without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online.
- Single Sign on /Unique ID (Aadhaar) sign in should be provided on the portal.
- The available citizen services should be linked to Digital Locker.
- Facility to make online payment towards services availed on web page using mobile device should be provided.

8.2 Action Plan

- The web page should 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.
- The webpage should be integrated with social media Apps like Twitter, Facebook etc.
- Service specific content should be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online.
- Apps should be available for each of the services.

8.2.7 Status and request tracking

- Feature to track Service Applications/ Requests online should be provided on the portal.
- Facility to log Grievances / Complaints should be provided on the portal.
- Ticket / Complaint No. for status tracking and future follow-ups should be provided on the portal.
- Service update alerts should be sent through SMS.
- 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 should be introduced on the portal.
- The user should get feedback on their complaints like email, call back, etc.
- Information about helpline for issues regarding online payments through web page should be provided on the portal.
- The web page should provide for help desk, online support and call centre for users.

9. Way forward

9. Way Forward

The NeSDA Framework is the first of its kind exercise to assess the efficiency and effectiveness of e-Governance services in the county. The seven parameters of assessment viz. Accessibility, Content Availability, Ease of Use, Information Security & Privacy, Integrated Service Delivery, End Service Delivery, Status Request & Tracking takes into account the outcomes achieved or perceived by the end users of the online services. While there are exceptional standalone successes of some of the e-Governance initiatives, a comprehensive success is yet to be achieved across the States and sectors identified. The overall objective of NeSDA is as follows:-

- Promote participation of various Departments and Ministries at State and Central level to adopt the e-Government framework in their day-to-day functioning
- Encourage e-participation of citizens and businesses in policy making
- Help achieve India's commitment to the United Nations Sustainable Development Goals (SDGs)
- Provide efficient public service delivery to all strata of population in the country thus reducing the digital divide.
- Drive innovation and capacity creation to improve public service delivery across the nation
- Develop a simple single entry point for all e-services in the country at central, State/UT, district/Panchayat/Local Self Government (LSG) level

The Digital India programme has made significant strides towards extending the Government services on digital media to masses. However, the success of such initiative would primarily depend on - social and financial inclusiveness, citizen engagement, as well as effectiveness and accountability in governance and delivery of services.

It is now time for the Government to transform its approach to be simpler, innovative and intuitive to deliver the e-Governance services.

To make the Central and State Governments more efficient and effective in delivering the online services, the following suggestions are made in terms of policy, implementation and technology:

- **Creating an inclusive Digital Ecosystem** – While every effort has been adhered to by the Governments to reduce the digital divide, the NeSDA points to the fact that, uptake of services, accessibility of core infrastructure to use online services, provisioning of services on affordable multiple channels, availability of services in local languages, availability of core services in the identified sectors especially the ones aligned to SDGs etc. need to be improved.
- **Mandatory sector-specific service focus to attain SDG Goals** - The assessment highlights that many of the mandatory / core services are not delivered online or not delivered as per the expectations of the end users. Basic services across seven sectors such as Social Welfare (including Health & Agriculture), Education, Finance, Environment, Labour & Employment, Local Governance & Utilities, which are essential to sustained development and improving quality of life need to be focused by all Government entities.
- **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 in local language is a must for further uptake of services.

9. Way Forward

- **Improvising Accessibility for higher uptake** – Accessibility pertains to availability of services in the medium and devices of people's choice at their preferred time and cost. However, to foster more people satisfaction and participation, the following have been recommended – Multichannel provisioning of services, opening up Government data for more efficient use of resources and improved service delivery, addressing India's multi-ethnicity with at least one regional language to be provided along with English and Hindi in all services and channels.

- **Security and Privacy for public data** – 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 of Government which include both technology and policy decisions. The recent data protection bill of the Government is harmonized towards the right direction. However, NeSDA assessment inferred that most of the Government sites required adopting a harmonized set of security policies and technology at Central and State levels against the misuse of information, thereby establishing minimum security criteria and accreditation schemes for software applications and systems.

- **Embracing New Age Technologies (NAT) for improved service delivery** - The challenge of the day lays in the fact that the speed with which NAT (such as data analytics, Artificial Intelligence including cognitive analytics, robotics, bots, high-performance and quantum computing) is evolving surpasses the speed with which Governments can respond to and use ICTs to their advantage. NeSDA study found that adoption of NAT in Government service

delivery is only at an early stage. In order to address this gap for adoption of NAT, the Government needs to provide a policy framework and incentives for the private sector to have a viable business model so that it can participate wholeheartedly in various projects and also consider becoming a part of the application ecosystem of the Government.

- **Adoption to Standards for uniformity in governance -** The Government of India has developed standards and guidelines for various aspects of online service delivery (http://egovstandards.gov.in/). Adherence to these standards shall increase satisfaction among the citizens about the Government's service delivery, thereby fostering active citizen participation, increasing the trust of citizens in any Government service delivery, which in turn will increase adoption and helps improve reach and coverage. Some of the standards that may be adopted as quick wins are as below:
    - Adherence to W3C, GIGW compliance for all portals
    - Adherence to ePraman, as a mark of security assurance.
    - STQC certified portals for security compliance

- **Integrated Service Delivery- Focus on IndEA-** (http://egovstandards.gov.in/sites/default/files/IndEA%20Framework%201.0.pdf) - A whole-of-Government approach is required across Ministries, Departments and between levels to provide integrated services to citizens. However, this approach has to be supported by a high level of political and administrative will.

9. Way Forward

Currently as per NeSDA study, most of the services are not delivered through the central portal of the States, but independent sites. This leads the users to make great efforts to access services as they need to have multiple login credentials, different user experience, complex systems and provision of same data at multiple sites. Adoption of IndEA framework would enable ONE Government Experience to the citizens and businesses, by offering integrated services through multiple channels, in a contactless, frictionless manner.

- The current NeSDA framework has addressed most of requirements of the e-Governance assessment from an efficiency and effectiveness perspective. While this is the first-of-its-kind benchmark exercise for the year 2018, DARPG intends to conduct this periodically for improving the States and Central Ministry service parameters. Going forward, DARPG would enhance the framework to address the current challenges of the Governments at the same time keeping in mind the expectation gap from the citizens. *The next version of NeSDA assessment may be planned in 2020.*

10. Annexures

10. 1 Annexure I - Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
1	Finance	Revenue	G2C	Record of Rights (ROR)	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	Revenue	G2C	Mutation of Revenue Records	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	Revenue	G2C	Domicile Certificate	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	Revenue	G2C	Online application of Marriage Certificate	Marriage certificate is a valid legal document that confirms the marital status of a couple
5	Finance	Revenue	G2C	Online application of Caste Certificate	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	Revenue	G2C	Online application of Income certificate	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	Sub Registrar Office/ Registrar of Societies	G2C	Apply online for Encumbrance Certificate	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	Sub Registrar Office/ Registrar of Societies	G2C	Appointment for Registrations under Indian Registration Act	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	Sub Registrar Office/ Registrar of Societies	G2B	Registration of societies under Societies Registration Act	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	Sub Registrar Office/ Registrar of Societies	G2B	Registration of partnership firms under Partnership Firms Act	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
11	Finance	Department of Commercial Taxes	G2B	Issuance of statutory forms	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	Department of Commercial Taxes	G2B	e-Return Filing	e-Return filing is the process of electronically filing income tax returns online
13	Finance	Department of Commercial Taxes	G2B	Online issuance of e-waybills	E-waybill is a unique document which is electronically generated for the specific consignment of goods from one place to another either inter-state or intra-state of value more than the prescribed limit under the GST regime
14	Labour & Employment	Commissionerate of Labor	G2B	Registration and Licensing - Motor Transport Workers Act	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
15	Labour & Employment	Commissionerate of Labor	G2B	Application for License of a Contractor (s) for recruitment of migrant workmen	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
16	Labour & Employment	Commissionerate of Labour	G2B	Application for Registration of Shops and Establishment	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
17	Labour & Employment	Employment & Training Department	G2C	Employee Registration	Online registration for employment services provided by the department
18	Labour & Employment	Employment & Training Department	G2C	Job Seeker Registration	Online registration for job seekers for a placement linked training program and registering by providing details such as personal details, address, choice of training, photograph, etc.
19	Labour & Employment	Employment & Training Department	G2C	Job Skill Development	Enhancing skills through institutional training, infrastructure, convergence, trainers, overseas employment, sustainable livelihoods and leveraging public infrastructure
20	Labour & Employment	Employment & Training Department	G2B	Employer Registration	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

10. 1 Annexure I - Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
21	Education	Department of School Education/ Higher Education	G2C	Online application for Scholarship	Online student application for availing various scholarship schemes.
22	Education	Department of School Education/ Higher Education	G2C	Check examination results online/Online result display	Users to view results online of various examinations conducted by CBSE, ICSE, State Educational Boards, SSC, UPSC, etc.
23	Education	Department of School Education/ Higher Education	G2B	School Registration	Registration of schools under necessary boards through online
24	Education	Department of School Education/ Higher Education	G2B	NOC for Schools	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
25	Social Welfare including Health and Agriculture	Department of Health	G2C	Online Registration System for OPD Appointment	Online Registration System for OPD appointment is the framework to link various hospitals for Aaadhar 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
26	Social Welfare including Health and Agriculture	Department of Health	G2C	Patient Registration	Online registration of patient through verification using Aadhar mobile number registered with UIDAI
27	Social Welfare including Health and Agriculture	Department of Health	G2C	Pregnant women assistance (including Benefit transfers)	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
28	Social Welfare including Health and Agriculture	Department of Health	G2C	Child Registration	Child birth registration is the official recording of the child's birth by the government administrative processes as a permanent and certified record
29	Social Welfare including Health and Agriculture	Department of Health	G2B	NOC for new establishments	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
30	Social Welfare including Health and Agriculture	Social Welfare Department / Rural Development Department	G2C	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.)	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
31	Social Welfare including Health and Agriculture	Social Welfare Department / Rural Development Department	G2C	Scholarships for students	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
32	Social Welfare including Health and Agriculture	Social Welfare Department / Rural Development Department	G2C	Pension (any type)	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
33	Social Welfare including Health and Agriculture	Department of Agriculture	G2C	Agriculture schemes application registered	Application for agriculture schemes on the online portal for schemes such as Prime Minister Krishi Sinchayee Yojana, National Centre for Cold-Chain Development, DBT (Direct Benefit Transfer) Portal for Agriculture Schemes, Biju Krushak Kalyan Yojana, Agriculture Marketing Information System Network (Agramarknet), etc. and online services related to central ministries and state departments like online registration, applying for financial assistance, weather forecast, market prices, commodity profiles, soil health card, agricultural rates, tenders, feedback & suggestions, etc
34	Social Welfare including Health and Agriculture	Department of Agriculture	G2C	Online Crop Insurance (NAIS) Application	Online application, insurance premium calculator, report crop loss, application status, complaints and helpline for Pradhan Mantri Fasal Bhima Yojana (replace modified NAIS) with the aim of providing insurance coverage and financial support to farmers as a result of natural calamities, pests and diseases
35	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Birth Certificate	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.

10. 1 Annexure I - Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
36	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Death Certificate	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
37	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Property tax online payment	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
38	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Permission for Water Connections	Online application for new domestic water service connection for installation of water and sewer connection by the water supply and sewerage board
39	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Driving License	Application for DL (driving license) in the online portal to obtain driving license, learner license by uploading documents, photo, signature, test slot booking and payment of fee
40	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Vehicle Registration (Dealers as Deemed RTO)	Registration of new vehicle through online
41	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Building or development permit	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
42	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Occupancy Certificate	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
43	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Application for NoC for Building (Plan) Construction	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.
44	Local Governance & Utilities	Department of Power / Electricity Board	G2C	e-Payment of Electricity Bills (Citizen)	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
45	Local Governance & Utilities	Department of Power / Electricity Board	G2B	New connection (business)	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
46	Local Governance & Utilities	Department of Power / Electricity Board	G2B	e-Payment of Bills (Business)	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
47	Local Governance & Utilities	Department of Power / Electricity Board	G2B	Load change/ Category change	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.

10. 1 Annexure I - Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
48	Local Governance & Utilities	Department of Water Resources/ Relevant Departments	G2C	e-Payment of Bills	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
49	Local Governance & Utilities	Department of Water Resources/ Relevant Departments	G2B	Application for Water Connection (business)	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
50	Environment	Fire Services	G2B	Initial No Objection Certificate / Plan Approval for Building Permit (citizen)	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
51	Environment	Fire Services	G2C	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen)	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.
52	Environment	Fire Services	G2C	Initial No Objection Certificate / Plan Approval for Building Permit (business)	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
53	Environment	Fire Services	G2B	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business)	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

10. 1 Annexure I – 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 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
4	Ministry of Human Resource Development	a) Online Education Service b) Online Library Service
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) eHospital (Hospital Information System) b) eRakt Kosh c) Medical Counselling d) Mera Aspataal e) Mother and Child Tracking System/ RCH System f) Nikshay, TB Control g) Online Patient Registration h) Online service portal of Central Government Health Scheme i) SUGAM-Central Drugs Standard Control Organization
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

10.2 Annexure II - Assessment Questionnaire – State Portal / Services

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 for people with physical disabilities
17	Accessibility	Does the portal support audio and video playing?
18	Accessibility	GIGW compliant
19	Accessibility	No. of transactions
20	Content Availability	Availability of facility for user to provide feedback / comments regarding eServices
21	Content Availability	Does the website support open data policy
22	Content Availability	Information about results of user feedback about online services
23	Content Availability	Existence of a separate section for Help
24	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ)
25	Content Availability	Availability of sitemap
26	Content Availability	Availability of information of last updated timestamp on each page of the website
27	Content Availability	Is last updated timestamp as of current year
28	Content Availability	Does the website have relevant and updated contents?

10.2 Annexure II - Assessment Questionnaire – State Portal / Services

S.No.	Evaluation Area	State Services Questionnaire
29	Content Availability	Availability of Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.
30	Content Availability	Availability of Statistics about transaction count of services availed by users
31	Content Availability	Information about how to avail electronic/ digital signature facility for availing the services?
32	Ease of Use	Can service application forms be downloaded online
33	Ease of Use	Are eServices available within 2-clicks from home page
34	Ease of Use	Presence of a What's new section which details the changes in the website
35	Ease of Use	Is website easy to find in top search engines (amongst the top 5 results preferably)
36	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.)
37	Ease of Use	Availability of search feature
38	Ease of Use	Is the website available on different front end tools - IE, Chrome, Firefox, Mozilla etc.
39	Ease of Use	Does the website provide for complaints, resolutions etc. on various aspects of the e-service provided
40	Ease of Use	Does the website have built-in facility to populate content relevant to user's recent activity / interest
41	Ease of Use	Does the Department/service portal have a defined internal workflow to process a service request
42	Ease of Use	Is the user manual available to guide the users?
43	End-service delivery	Is end service available through email, online (downloadable)
44	End-service delivery	Is end service available upon visit to respective centre/Department etc.
45	End-service delivery	Is OTP facility available for user authentication during final service delivery
46	End-service delivery	Are service delivery timelines published on the website
47	End-service delivery	Whether the manual provision of services been completely done away by the State
48	Information Security and Privacy	Are mobile alerts available for unauthorized access to user profile, password changes etc.
49	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.
50	Information Security and Privacy	Clear Indication of W3C Compliance of the web page on the Home page
51	Information Security and Privacy	Is the web page hosted on HTTPS protocol
52	Information Security and Privacy	Is the personal data of the citizens been safeguarded through the security policy of the Government
53	Information Security and Privacy	Is the web page been assessed by TPA for the online security
54	Information Security and Privacy	Has the web page mandated 3 factor authentication for username & password

10.2 Annexure II - Assessment Questionnaire – State Portal / Services

S.No.	Evaluation Area	State Services Questionnaire
55	Information Security and Privacy	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.
56	Integrated service delivery	Availability of feature to submit service forms online (PDF or web based)
57	Integrated service delivery	Availability of facility to make Online payments
58	Integrated service delivery	Is digital signature facility available
59	Integrated service delivery	Does the website allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.)
60	Integrated service delivery	Single payment gateway for all channels
61	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
62	Integrated service delivery	Single Sign on /Unique ID (Aadhaar) sign in
63	Integrated service delivery	Are the available citizen services linked to Digital Locker
64	Integrated service delivery	Availability of facility to make online payment towards services availed on web page using mobile device
65	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
66	Integrated service delivery	Is service specific content integrated with data from dependent Departments/data sources and auto-populated while submitting service application details online.
67	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.
68	Integrated service delivery	Are apps available for each of the services
69	Integrated service delivery	Has the webpage been integrated with Social Media Apps like Twitter, Facebook etc.
70	Status and request tracking	Availability of feature to track Service Applications/ Requests online
71	Status and request tracking	Availability of facility to log Grievances / Complaints
72	Status and request tracking	Availability of Ticket / Complaint No. for status tracking and future follow-ups
73	Status and request tracking	Are service update alerts sent through sms
74	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
75	Status and request tracking	Does the user get feedback on their complaints like email, call back etc.
76	Status and request tracking	Availability of Information about helpline for issues regarding online payments through web page
77	Status and request tracking	Does the web page provide for help desk, online support, and call centre for users?

10.2 Annexure II - Assessment Questionnaire – Central Ministry Portal Services

S.No.	Evaluation Area	Central Ministry Services Questionnaire
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10.2 Annexure II - Assessment Questionnaire – Central Ministry Portal Services

S.No.	Evaluation Area	Central Ministry Services Questionnaire
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73	Status and request tracking	Are service update alerts sent through sms
74	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 fulfillment etc.) through SMS or Calls
75	Status and request tracking	Does the user get feedback on their complaints like email, call back etc.
76	Status and request tracking	Availability of Information about helpline for issues regarding online payments through web page
77	Status and request tracking	Does the web page provide for help desk, online support, and call centre for users?

10.3 Annexure III – 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 *

pz mcqy

[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]

● ● ● ● ● ● ● ● ●

10.3 Annexure III – 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

● ● ● ● ● ● ● ●

10.3 Annexure III – 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? *

Select

Kindly provide your feedback on how E-Governance service delivery can be improved based on your experience

Previous | Submit

10.3 Annexure III – 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

10.4 Annexure IV – Categorisation of States

North East States and Hill States

S. No.	State Name
1	Arunachal Pradesh
2	Assam
3	Himachal Pradesh
4	Jammu and Kashmir*
5	Manipur
6	Meghalaya
7	Mizoram
8	Nagaland
9	Sikkim
10	Tripura
11	Uttarakhand

Union Territories

S. No.	UT Name
1	Andaman and Nicobar Islands
2	Chandigarh
3	Dadra and Nagar Haveli
4	Daman and Diu
5	Delhi
6	Lakshadweep
7	Pondicherry

Remaining States

S. No.	State Name	S. No.	State Name
1	Andhra Pradesh	10	Madhya Pradesh
2	Bihar	11	Maharashtra
3	Chhattisgarh	12	Odisha
4	Goa	13	Punjab
5	Gujarat	14	Rajasthan
6	Haryana	15	Tamil Nadu
7	Jharkhand	16	Telangana
8	Karnataka	17	Uttar Pradesh
9	Kerala	18	West Bengal

Note: The State of Jammu & Kashmir (J&K) and Ladakh are accorded the status of UTs recently. Prior to June 2019, while designing the NeSDA framework and subsequent ranking, the data was sought for J&K as State and no data was sought separately for Ladakh. Therefore, J&K is included under the North East States and Hills States Category and Ladakh as UT is not part of raking. The subsequent edition of NeSDA may include J& K and Ladakh in the respective category based on their newly accorded status.

प्रशासनिक सुधार और लोक शिकायत विभाग

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