

# Shaping Service Delivery for Tomorrow

## *National e-Governance Services Delivery Assessment (NeSDA)*

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# Contents

- 01 NeSDA Background
- 02 NeSDA Framework
- 03 NeSDA 2023 Framework – What has changed?
- 04 NeSDA 2023 – Key Insights
- 05 Shaping the Future of e-Governance Service Delivery

# NeSDA - Background

## Overall Objective of NeSDA

*Assess States, Union Territories and Central Ministries in their efficiency in e-Governance service delivery.*

## Key Outcomes of the NeSDA Study



*Assess the e-Governance service delivery maturity – comparative analysis amongst States / UTs*



*Highlight good practices to learn and replicate*

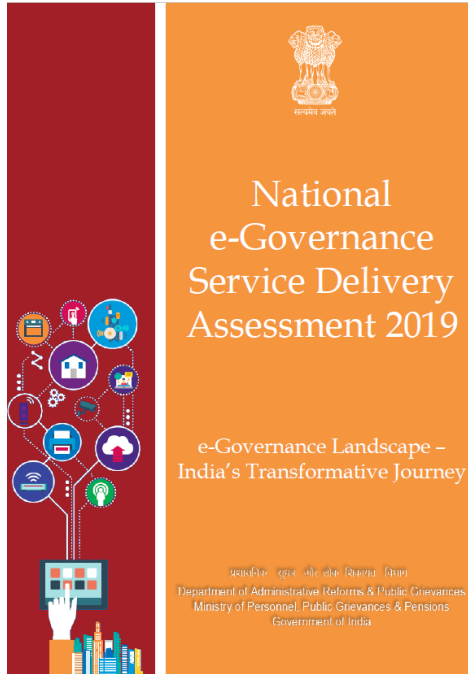


*Identify areas of improvement to enhance efficiency in e-Governance service delivery*

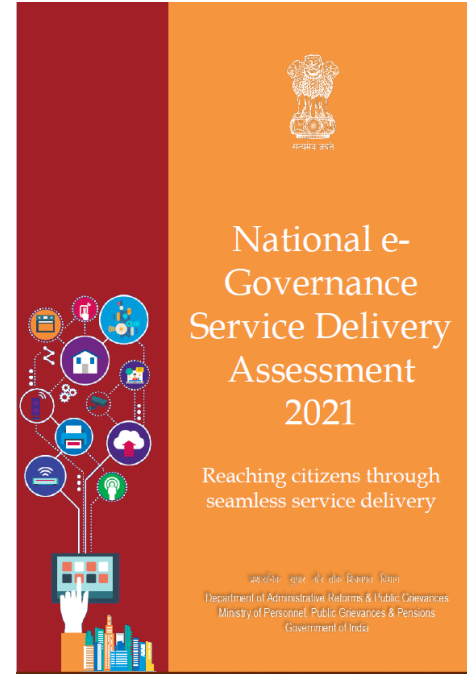
*DARPG has been the driving force behind NeSDA - first of its kind assessment in India*

# NeSDA Study is conducted biennially

## 1<sup>st</sup> Edition – NeSDA 2019



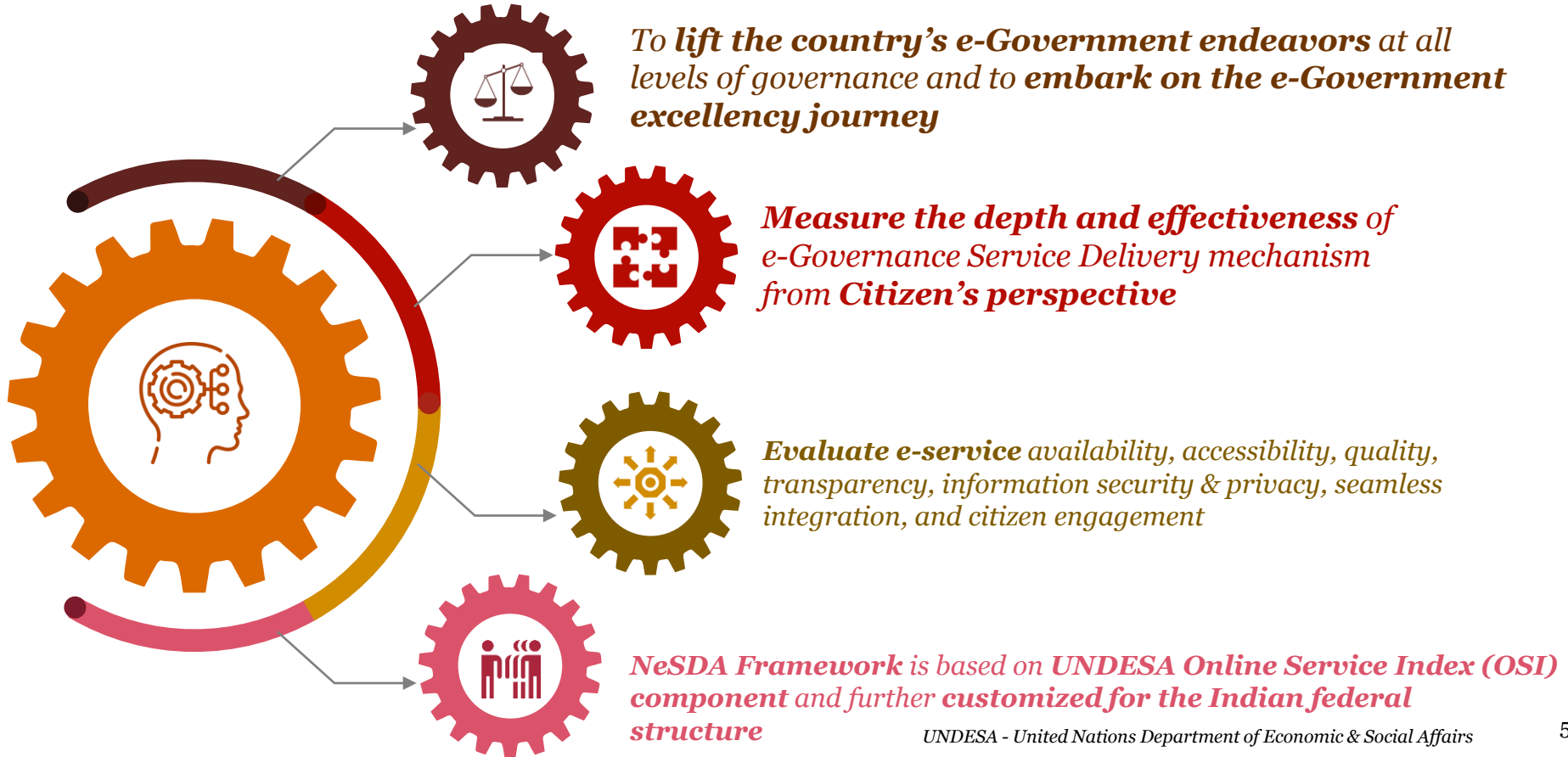
## 2nd Edition – NeSDA 2021



*DARPG has already initiated the 3rd edition of NeSDA Study in July 2023.*



# Development of NeSDA Framework



# UNDESA Online Service Index (OSI) Components

## Key Sectors

Health  
Education  
Finance  
Employment  
Social Protection  
Environment  
Justice

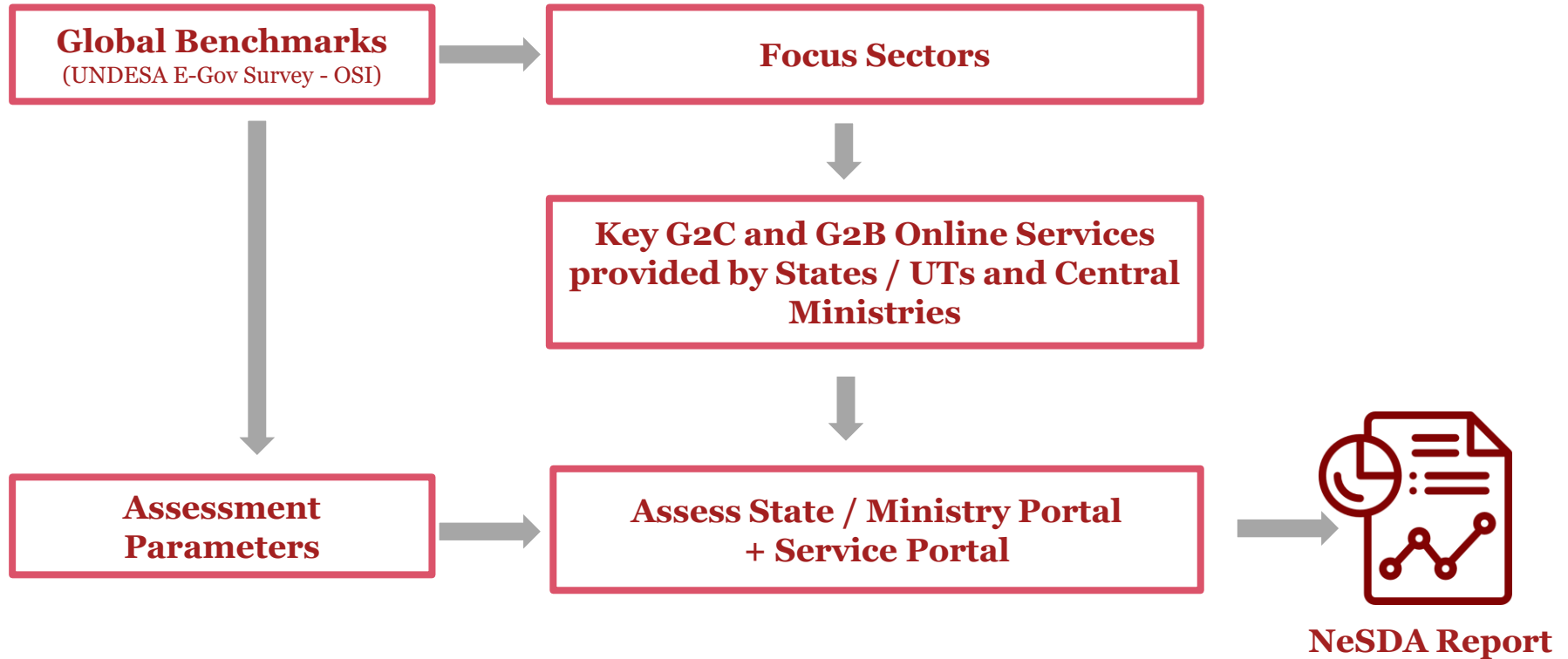
## Online Services Assessed

- Birth Certificate
- Death Certificate
- Marriage Certificate
- Driver's License
- Vehicle Registration
- Personal ID Card
- Change of Address
- File Income Taxes
- Apply for Social Welfare Programs
- Register a business
- Apply for business license
- File Company Tax
- Submit VAT
- Apply for Building Permit
- Land Registration
- Environmental Permit
- Pay for Utilities – water
- Pay for Utilities – electricity
- Pay Fines
- Declare to Police
- Apply for government vacancies
- Apply for visa

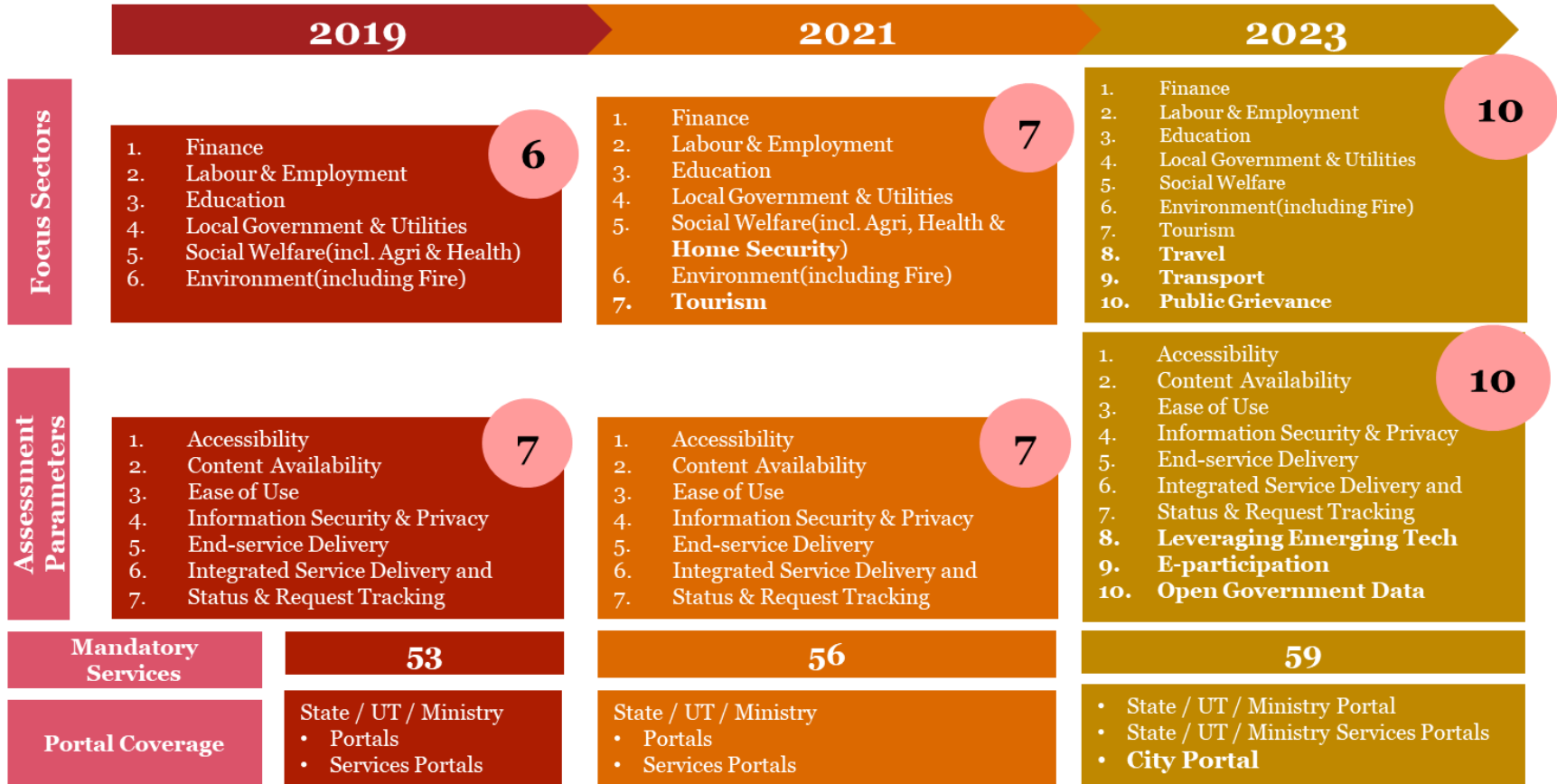
## Assessment Parameters

- Institutional Framework
- Services Provision
- Content Provision
- Technology
- E-Participation
- Open Government Data
- Emerging Tech Usage

# NeSDA Framework aligned to UNDESA's OSI Component

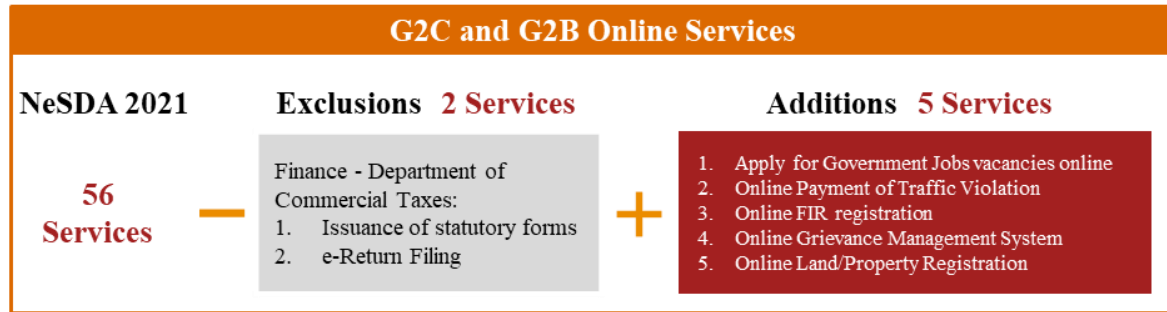
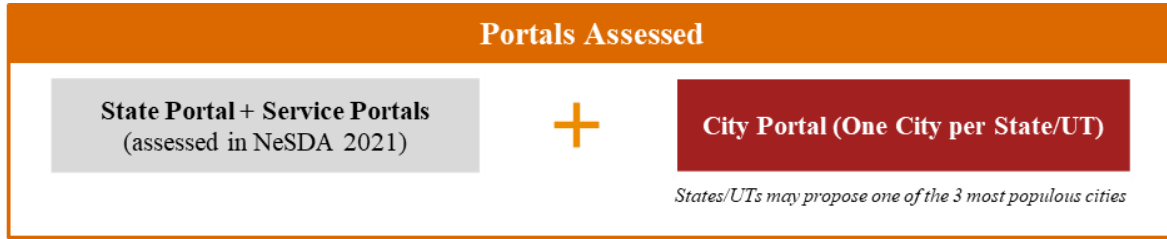


# Evolution of NeSDA Framework



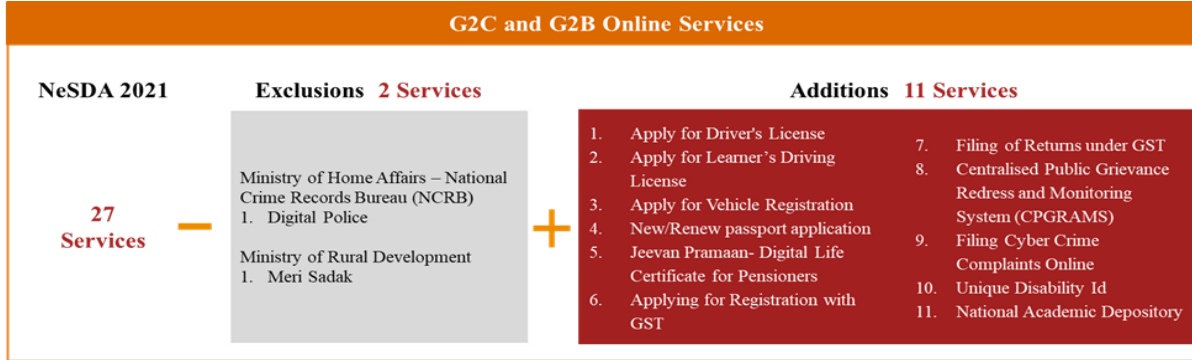


# NeSDA 2023 Framework - What has changed for States / UTs ?



- *Portal Coverage expanded to cover **assessment of 36 City Portals.***
- *Mandatory services coverage expanded to **include Public Grievance as a focus sectors***
- *No. of mandatory services **increased from 56 to 59***

# NeSDA 2023 Framework – What has changed for Ministries?



- *Mandatory services coverage expanded with 3 new sectors – Transport, Travel and Public Grievance*

Focus Sectors	Identified Ministries/Departments		
<ul style="list-style-type: none"> <li>• Finance</li> <li>• Labour &amp; Employment</li> <li>• Education</li> <li>• Social Welfare (including Health, Agriculture, Home &amp; Security)</li> <li>• Environment</li> <li>• <b>Transport</b></li> <li>• <b>Travel</b></li> <li>• <b>Public Grievance</b></li> </ul>	CBIC	Min. of Labour & Employment	Min. of Education
	CBDT	Min. of Social Justice	Min. of Agriculture
	Rural Development	Min. of Health	Min. of Environment
	BHAVISHYA Portal (Pensions)	GeM	Central Public Procurement Portal
	Jeevan Pramaan Portal (NIC)	GSTN	Indian Cyber Crime Coordination Centre
	Department of Administrative Reforms & Public Grievance	Min. of Road Transport & Highway	Min. of External Affairs

- *Coverage of Ministries/Depts. increased from 13 to 18.*
- *No. of mandatory services increased from 27 to 36*

# NeSDA 2023 Framework - What has changed?

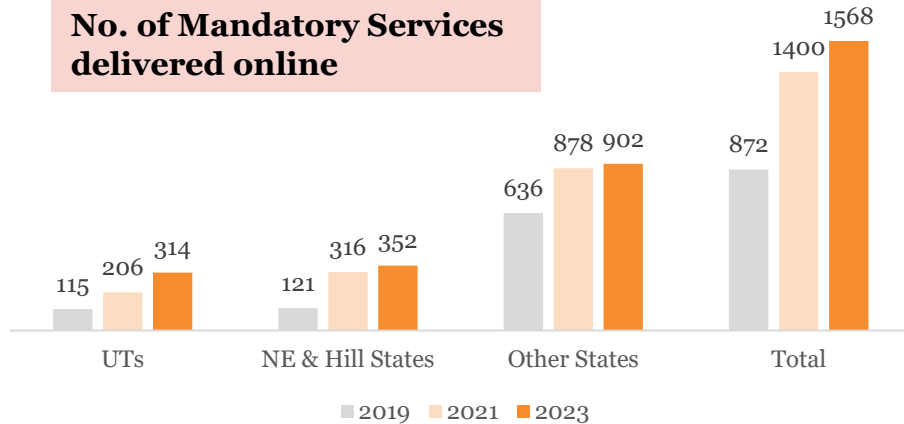
*Aligning with global digital government trends, NeSDA 2023 framework includes 3 progressive assessment parameters*

1	Open Government Data	This is about proactively providing Government owned datasets in both human readable and machine-readable forms
2	E-Participation	It is about participatory governance by promoting citizen engagement through use of Information Communication Technologies.
3	Leveraging Emerging Tech	It is related to strategic adoption of new and emerging technologies for digital government development and enhance service delivery to citizens

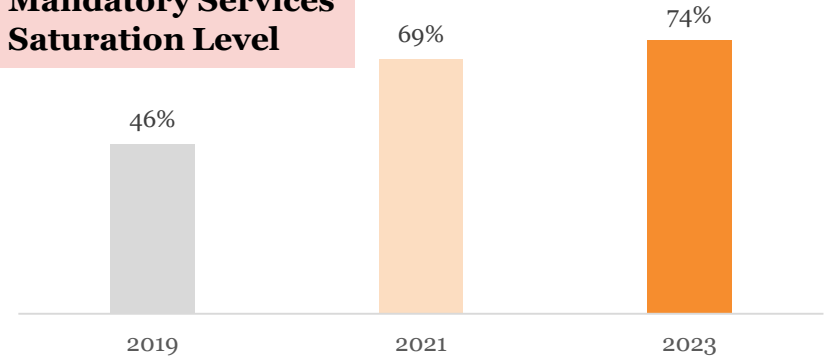
- *The State, UT and Ministry Portals assessed on these 3 progressive assessment parameters.*

# Key Insights: Nationwide e-Gov strengthened with more e-Services

## No. of Mandatory Services delivered online

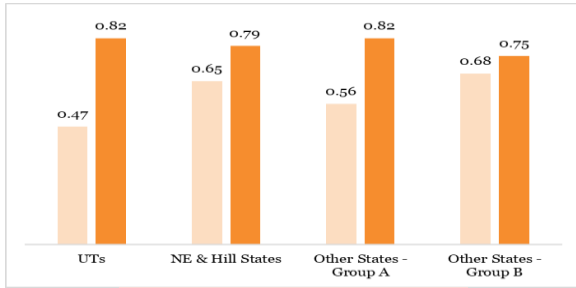


## Mandatory Services Saturation Level

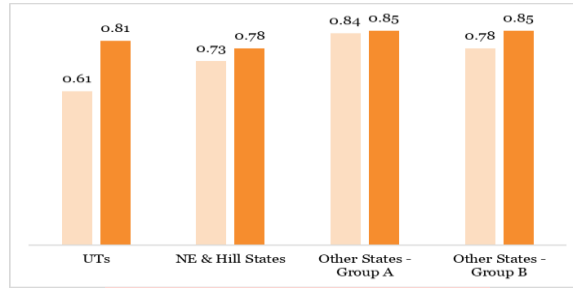


- **Total No. of Mandatory Services delivered online has increased by 80% vs 2019, 12% vs 2021**
- **As compared to 2019, the highest increase of 191% is observed in the NE & Hill States category, followed by an 173% increase in the UTs category.**
- **Mandatory Services Saturation level shows upward trajectory – 46% in 2019 to 74% in 2023.**
- **Integrated services portal adoption has increased\*** – 4 States / UTs are providing 100% e-Services on Single unified portal, other 11 States / UTs are providing more than 50% e-Services

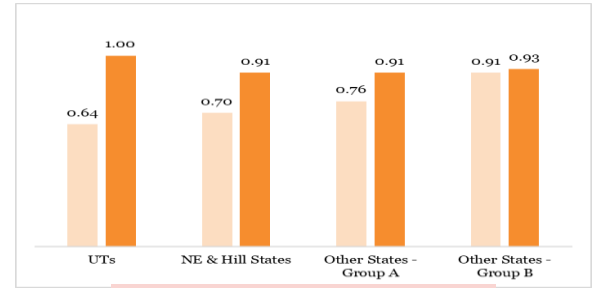
# Key Insights: Convergence in State and UT Portal quality



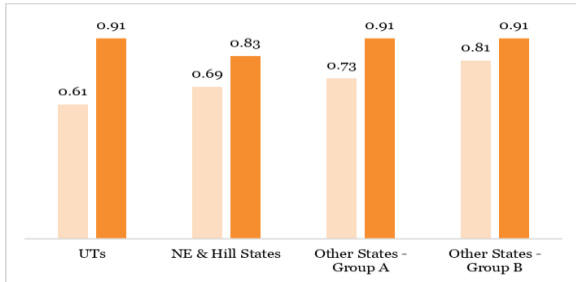
Accessibility



Content Availability



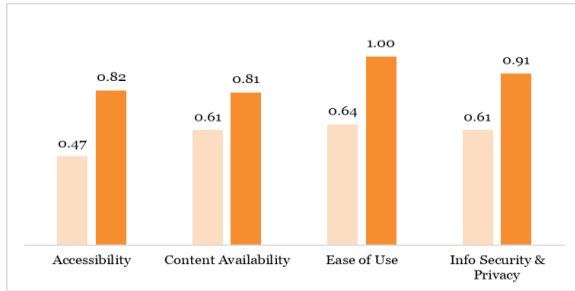
Ease of Use



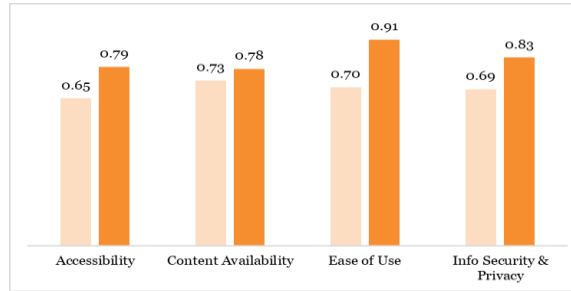
Info Security & Privacy

- *Convergence is observed in State and UT Portal quality across all 4 parameters.*
- *UT portal quality improved the most followed by the portal quality of North-East & Hill States.*

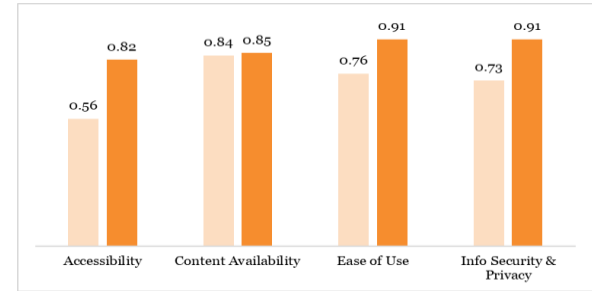
# Key Insights: Improvement in State / UT Portal Quality



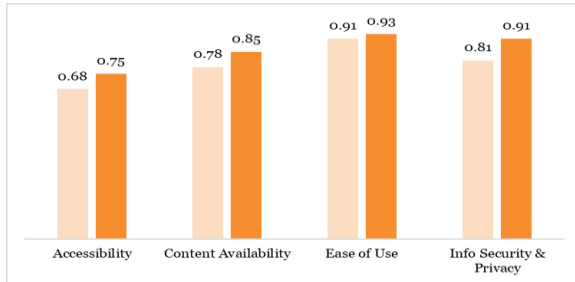
**Union Territories**



**NE & Hill States**



**Other States – Group A**



**Other States – Group B**

- *Portal quality of **30 State/UTs** shows upward trajectory.*
- *In 2023, Portals with **100% score** rose to **6** vs **1** in 2021*
- *Few leading States / UTs with overall score improvement include – Rajasthan, Madhya Pradesh, Maharashtra, Gujarat, Arunachal Pradesh, Uttarakhand, Chandigarh, Delhi.*



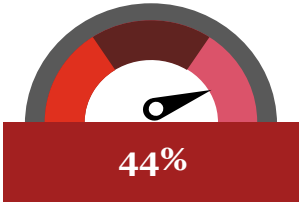
# Key Insights: Citizen Survey



increased by  
85% in 2023

**Total  
Respondents**  
In 2023 - 48,856  
In 2021 - 26,425

## Survey Respondents



44%

**Satisfaction Level –**  
‘Very Satisfied’ on e-governance services

In 2023 – 44%  
In 2021 – 22%



States/UTs

- Caste Certificate
- Income Certificate
- Birth Certificate
- Death Certificate
- e-Payment of Electricity Bills



Identified  
Ministries

- PAN card application/corrections (G2C & G2B)
- e-Filing income tax returns (ITR)
- Apply for Learner’s & Driver’s License
- New/renew passport application
- Jeevan Pramaan – Digital Life certificate for Pensioners

## Top 5 e-Services availed by respondents

- *Citizen survey respondents increased by 85%.*
- *Citizen satisfaction level of ‘Very Satisfied’ doubled.*

# Shaping the Future of e-Governance Service Delivery



## Whole of Government Approach for Integrated Service Delivery

- A **Whole-of-Government** approach is required across departments and between levels to provide integrated services to citizens
- Enable **ONE Government Experience** to the citizens and businesses by offering integrated services through multiple channels, in a contactless, frictionless manner.



## Data Centric Approach for Proactive Service Delivery

- By harnessing the power of **centralized citizen database and unique identity**, the services can be delivered on socio-economic eligibility of the citizens, **without having them to visit government offices**.
- Adopt a **strategic approach to the use of data and technology** to strengthen government intelligence, support policy making, service design, and services delivery.



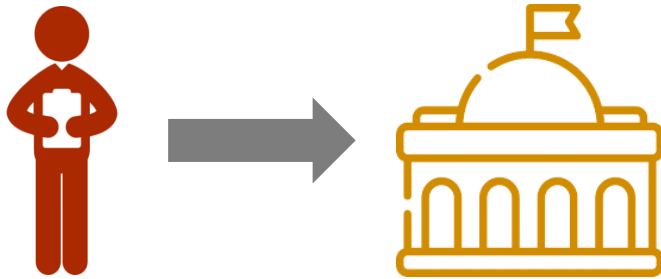
## Integrated Citizen Assistance portal

- Implement an efficient **online grievance redressal mechanism** to help citizens meet their government related needs.
- Ensure that **citizens' concerns** are promptly **acknowledged and resolved through a single interface** that covers all the departments / agencies that are responsible & accountable to deliver citizen services

# Responsive Governance – shifting engagement ownership

*For revenue collections, government reaches out to taxpayers proactively and has an enabling eco-system in place. Government needs to extend this approach for service delivery / benefit distribution.*

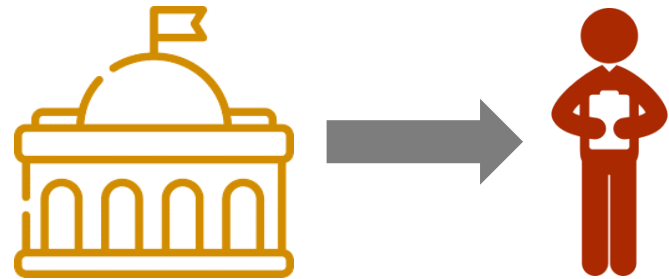
## Citizen Requesting



- Citizen has to apply and prove his eligibility for availing any government service / welfare benefits
- Need to interact multiple times with different stakeholders from service discovery till service fulfillment



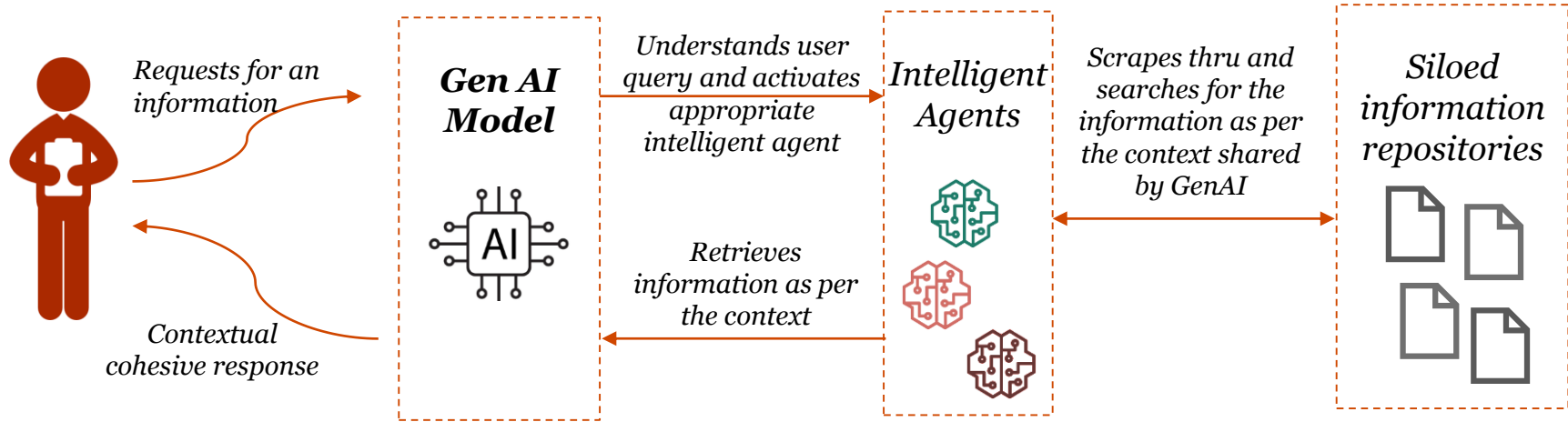
## Government Fulfilling



- Government has to provide services / welfare benefits to the needy when needed
- Whole-of Government approach for service fulfillment
- Design e-Services with focus on Citizen Experience

# Responsive Governance - addressing Information Asymmetry

- Government policies, rules, regulations, and program guidelines are often complex and in local languages, difficult to understand, multiple versions exist and reside across multiple siloed document repositories – **creates information asymmetry.**
- **Generative AI (GenAI) models can easily digest this scattered data and can be trained to deliver the correct contextual information.**



*GenAI can be a great assistant to Government employees and help them make efficient and accurate decisions*

An aerial night photograph of a city coastline, showing a dark body of water on the left and a brightly lit urban area on the right. A network of white nodes connected by thin lines is overlaid on the image, extending across the top and right sides. The nodes are of varying sizes and colors, including white, light blue, and dark blue. The background is a dark, moody blue with a gradient from top to bottom.

**Thank You**