National eGovernance Services Delivery Assessment Framework

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Introduction – Global indices of similar nature

UN E-Government Development Index (EGDI)

• UN e-Government Assessment framework is the measurement framework to determine e-Government readiness of the member countries.

• The EGDI is based on a comprehensive Survey of the online presence of all 193 United Nations Member States, which assesses national websites and how e-government policies and strategies are applied in general and in specific sectors for delivery of essential services.

• The assessment rates the e-government performance of countries relative to one another as opposed to being an absolute measurement.

• Assessment measures the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in these member countries.
UN E-Government Development Index (EGDI)

- Outcomes are projected in terms of an index namely e-Government Development Index viz. EGDI which has sub-indices capturing infrastructure levels, human capital index and online service index

\[
\text{EGDI} = (\frac{1}{3} \times \text{OSI} + \frac{1}{3} \times \text{TII} + \frac{1}{3} \times \text{HCI})
\]

\text{OSI} = \text{Online Service Index} \\
\text{TII} = \text{Telecommunication Infrastructure Index} \\
\text{HCI} = \text{Human Capital Index}

10 Editions till Now
Global Indices - Positive correlation to economic development

- Higher purpose than to felicitate top ranking states and shame the low ranking ones.
- Benefits of digital transformation to be highlighted through outcome based case studies

**Focal Points**

- Operational Efficiency
- Cost Optimisation
- Contribution of ICT towards UN SDGs
- Transparency and image of governance

Source: UN e-Government Survey 2014
India’s Performance - UN e-Government survey

India breaks into top 100 in UN’s E-Government index 2018

- India displayed a commendable growth in the Online Service Component of the EGDI score in 2018.
- However, improvement in Human Capital Index and Telecom Infrastructure Index were marginal.
- India was among the top 15 nations in the e-participation sub-index with a score of 0.955.

DARPG through the NeSDA Framework aims to evaluate the Online Service Index of UN-EGDI and assess Citizens’ view on the service delivery offerings across the specific sectors covered under UN EGDI Index.
The overall objective of the study is to assess States, Union Territories and Central Ministries in their efficiency in eGovernance service delivery.

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.

Drive innovation and capacity creation to improve public service delivery across the nation.

On-board Central Ministries and States/UTs to align e-governance services according to the UN e-government survey which uses EGDI to measure use of ICT to deliver public services.

Encourage e-participation of citizens and businesses in policy making.

Understand Citizen's perception of eGovernance service delivery.
Focus Sectors of the assessment are:

The study covers G2B (especially to small businesses) and G2C segments in six identified sectors.
Assessment Parameters

The seven assessment parameters for services assessment are as below.

- Accessibility
- Content Availability
- Ease of Use
- End Service Delivery
- Information Security & Privacy
- Integrated Service Delivery
- Status & Request Tracking

**Portal Assessment:** Portals were assessed based on **Accessibility, Content Availability, Ease of Use and Information Security and Privacy** parameters.
<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
<th>Significance</th>
<th>Standards</th>
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<tbody>
<tr>
<td>Accessibility</td>
<td>Availability of different modes of service access – Online, Mobile, Kiosk, Service Centres etc. Availability of portal in English and local language.</td>
<td>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 restriction.</td>
<td>GIGW</td>
</tr>
<tr>
<td>Content Accuracy</td>
<td>Availability of updated, authentic, relevant and user friendly information, in different/local languages, which can be easily understood and shared through multiple sources, FAQ, Help sections, content/data request options etc.</td>
<td>This enables better user experience, mean of communication, confidence, loyalty and repeat visits.</td>
<td>Content management framework developed by MeitY</td>
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### Assessment Parameters

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<th>Ease of Use</th>
<th>It encompasses different aspects like system usability, flexibility, system control, user adaptability to the system etc. Consistency in look &amp; feel, easy navigation, home page link on all pages, internal workflow to process request etc.</th>
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<td><strong>Significance:</strong> It aids in reducing digital divide as well as provides better accessibility of the e-Government services to its citizen.</td>
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</table>
| 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 |

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### Assessment Parameters

| Integrated service delivery | Aadhaar linked login & verification, Inter-department linkages, Payment gateway integration etc.  
**Significance:** Connected Government or whole of Government Approach |
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<td>Standards</td>
<td>• India Enterprise Architecture (INDEA)</td>
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| 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  
**Significance:** Reduction in transaction cost, better efficiency and increased transparency, greater citizen empowerment |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Standards                   | • Services Charter  
• Right to Services Act                                                                                                                                                                   |
## Assessment Parameters

<table>
<thead>
<tr>
<th>Information Security and Privacy</th>
<th>Availability of privacy policy, HTTPS protocol, Password Reset/Recovery facility, Third Party Auditor Certificate, OTP enabled payment options etc.</th>
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<td><strong>End-service delivery</strong></td>
<td>Modes of delivery of end-service (Online, Email, Post, Collection from respective service centre/dept. etc.)</td>
</tr>
<tr>
<td></td>
<td>Modes of user-authentication for end-service delivery (Digital signature, OTP etc.)</td>
</tr>
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<td>Service delivery timelines as per Right of Public service act (as applicable)- DBT</td>
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Citizen Survey

• A 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 and ministries in the country.
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Thank You