

**Minutes of video conference held on 18.3.2019 under the Chairmanship of Additional Secretary, DARPG in Conference Hall, DARPG, New Delhi regarding National e-Governance Service Delivery Assessment (NeSDA)**

A meeting on National e-Governance Service Delivery Assessment (NeSDA) was held with the SPOCs/Nodal officers of identified Ministries/ Departments on 18 March 2019 between 12 Noon to 1 PM. The objective of the meeting was to deliberate on the NeSDA and also reviewed the current status of Ministries/Departments in terms of progress made on various stages of the assessment. List of participants is attached. (Annexure-1).

2. Opening the deliberations, Shri V. Srinivas, Additional Secretary, DARPG welcomed the participants and outlined the objectives of the meeting. The objective of the study is to assess the identified Central Ministries/Departments on the depth and efficiency in e-Governance service delivery. Core sectors identified for the study and its assessment parameters are mentioned below:-

**Core Sectors for the Assessment**

1. Finance
2. Labour & Employment
3. Education
4. Social Welfare (incl. Health & Agriculture)
5. Local Governance & Utility Services
6. Environment

**Assessment Parameters**

1. Accessibility
2. Content Availability
3. Ease of Use
4. Information Security and Privacy
5. End Service Delivery
6. Integrated Service Delivery
7. Status and Request Tracking

3. There are 4 stages of assessment on this portal and those are as below:-

<b>Stages</b>	<b>Description</b>	<b>Responsibility</b>
Stage 1	Basic Data Entry	SPOCs/Nodal officer
Stage 2	Review & Acceptance of Basic Data Entry	NeSDA Team & SPOCs/Nodal officer
Stage 3	Update responses to the Detail Portal/Service Questionnaire	SPOCs/Nodal officer
Stage 4	Review & Acceptance of Detailed Portal/Service Questionnaire Responses	NeSDA Team & SPOCs/Nodal officer

4. Shri V. Shashank Shekhar, Joint Secretary (ARPG) reminded of the importance of this exercise/assessment, especially since this involves many services which have a direct bearing on the common man for e.g. online GST registration, health/education related services, etc. Moreover, the various e-services also would improve efficiency and economic progress of the country. He also appreciated the work of States like Karnataka which have completed stage 3.

5 The timelines for completion of all stages was 15<sup>th</sup> December 2018. Additional Secretary (ARPG) and JS (ARPG) discussed the status and progress of the stages in detail with all participants. The summary of the points discussed are given as below:-

Sl. No.	Ministries/Depts	Status	Actions For Min/Depts	Actions for DARPG/Knowledge Partner
1.	CBDT	Stage 1: List of services to be provided by CBDT	List of services to be provided by 19 March, 2019. CBDT to coordinate with GSTN for the GST data.	Meeting with the SPOC to explain and get data entry started
2.	CBIT & Customs	Stage 1: SPOC identified. New List of services to be provided by CBIC	<ul style="list-style-type: none"> <li>List of services to be provided by 20 March, 2019</li> </ul> Coordinate with DGFT for Exporter and Importer registration and GSTN for GST Registration	More users to be created
3.	Ministry of Labor & Employment	Stage 1: SPOC at the Ministry level not identified yet.	Absent	Ministry to be contacted to update that EPFO would fill only their part and rest are to be updated by Ministry's nodal officer.
4.	Employees' Provident Fund Organization	Stage 2: SPOC identified and data entry done for EPFO	NA	Evaluation
5.	Department of Rural Development	Stage 2: SPOC identified and data entry done	Confirmed Kaushal Panjee and Meri Sadak data has been entered. Will make the changes after evaluation	Feedback, GSA to be removed from Mandatory services
6	Ministry of Health & Family Welfare	Stage 2: SPOC identified and data entry done	NA	Feedback, IDSP and FSSAI to be removed
7.	Department of Social Justice & Empowerment	Stage 1: SPOC Identified	Will confirm the list of services by 20 March 2019	Meeting with the SPOC to explain and get data entry started

8.	Ministry of Environment Forest and Climate Change	Stage 2: SPOC identified and data entry done for services available on portal	Coastal regulation service to be added as optional. List to be submitted 20 March, 2019	Wild life clearance to be added to mandatory services
9.	Department of Agriculture, Cooperation and Farmers Welfare	Stage 2: SPOC Identified, data entry	Absent	Meeting with the SPOC to explain and get data entry started
10.	HRD, Higher Education	Stage 1: SPOC identified	Will confirm the list of services by 19 March, 2019. Deptt. of Higher Education, MHRD to coordinate with UDG and other relevant stakeholders for providing data in a timely manner.	More users to be created on DARPG's approval

5. In his closing remarks, Additional Secretary (ARPG) reiterated that the timeline for completing the assessment is 31<sup>st</sup> March 2019 and that all Ministries/Departments should complete the assessment on time to enable timely publishing of the report.

The meeting ended with a vote of thanks to the Chair.

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**List of Participants during the meeting held with Ministires/ Departments on 18.3.2019 under the Chairmanship of Additional Secretary (ARPG).**

**DARPG**

1. Shri V. Srinivas, Additional Secretary (ARPG). - Chaired the meeting.
2. Shri V. Shashank Shekhar, Joint Secretary (AR),
3. Ms. Kiran Puri, Joint Secretary (e-Gov.),
4. Shri Satish Jadhav, DS (e-Gov.),
5. Shri Din Dayal, Under Secretary (e-Gov.),

**List of Participants from Ministries/ Departments**

S. No.	Name & Designation
1.	Shri Rohtas Goyal, ADG, CBIC, D/o Revenue
2.	Shri Sricharan K, DD, CBIC, D/o Revenue
3.	Shri Malaen N, Dy. Secretary, M/o HRD
4.	Shri Malik, Adviser, M/o HRD
5.	Shri Rajeev Kumar, Sr. Technical Director, M/o RD
6.	Shri Ashish A, Consultant, M/o RD
7.	Ms. Indu, Consultant, M/o HFW
8.	Shri S K Pani, US, M/o HFW
9.	Shri Devendra Singh, US, M/o SJE
10.	Shri Bhartendu Dobriyal, JD (S), DIT, CBDT
11.	Shri Anil Kumar, Sr. Technical Director, NIC, M/o EFCC
12.	Dr. Sudherch, JD (S), M/o EFCC

**NASSCOM**

Shri Gaurav Hazra, Sr. Director, NASSCOM.

**KPMG**

1. Shri Ramender Verma, Partner.
2. Shri Prasad Unnikrishnan, Director, KPMG
3. Shri Raghunath K., Technical Director
4. Shri Rajesh Ranjan, Manager, KPMG
5. Shri Amal Ambili, Manager, KPMG
6. Shri Kanwar Deep, Assistant, KPMG