

Minutes of Meeting of National e-Governance Service Delivery Assessment (NeSDA) Video Conference held on 28th March 2018 at DARPG, Sansad Marg, New Delhi

A Video Conference (VC) on National e-Governance Service Delivery Assessment (NeSDA) was organized with all the States/UTs on 28 March 2019. The objective of the meeting was to follow up on the progress made by States and UTs after the last VC, which was conducted on 18 March 2019. During the VC, DARPG reviewed the current status of States and UTs in terms of progress made on various stages of the assessment.

2. Opening the deliberations, Shri V. Srinivas, Additional Secretary, DARPG welcomed the States & UTs and thanked them for the considerable progress made during the last ten days. Further to this, AS reviewed the status of all the States and UTs and asked them to complete the remaining assessment on or before the first week of April 2019.

3. The summary of the points discussed are as below:-

#	States & UTs	Status	Actions of States /UTs	Actions of DARPG/ Knowledge Partners
1	Andaman and Nicobar Islands	The UT is yet to start stage 3. The UT SPOC informed that they are tied up with election activities and hence the assessment is getting delayed. The SPOC also informed that they are facing severe internet issues and are hence not able to complete the assessment on time. DARPG acknowledged the technical challenge raised and informed them that an exemption in terms of timelines would be provided to the UT.	The UT to complete the assessment by 10 April 2019.	
2	Andhra Pradesh	Stage 4 review going on. The State informed that they are in the process of submitting the 'send back' responses and would complete the assessment before 31 March 2019. AS, DARPG thanked the State for the significant progress made by the State during the last two weeks.	The State to complete the assessment Stage 4 by 31 March 2019.	NeSDA team to revert to the State regarding the technical support sought by State.
3	Arunachal Pradesh	State portal completed and services in progress. SPOC informed that they would complete by 05 April 2019	State to complete the assessment by 05 April 2019	
4	Assam	Stage 3 is in progress and the SPOC informed that the same	State to complete the	NeSDA team to reach out to SPOC and

		would be completed by 05 April 2019.	assessment by 05 April 2019.	clarify the concerns they have.
5	Bihar	SPOC informed that they would start the stage 3 soon and would complete the assessment in a weeks' time.	State to complete the assessment by 05 April 2019	
6	Chandigarh	Stage 3 completed and stage 4 review going on. SPOC informed that they are working on the send back comments and would complete the assessment in a week's time	Complete the assessment by 05 April 2019.	
7	Chhattisgarh	Stage 3 work progressing. State informed that they would complete the assessment in 3-4 days.	State to complete the assessment by 05 April 2019	
8	Dadra and Nagar Haveli	Stage 3 completed and stage 4 review going on. SPOC informed that they are working on the send back comments and would completed the assessment in a week's time	Complete the assessment by 05 April 2019.	
9	Daman and Diu	SPOC informed that they started the stage 3 and would complete the assessment in a weeks' time.	UT to complete the assessment by 05 April 2019	
10	Delhi	Delhi informed that they have started coordinating with Departments and would initiate stage 3 shortly. Delhi was asked to expedite the work.	UT to complete the assessment by 05 April 2019	
11	Goa	Goa yet to start Stage 3. AS, DARPG informed that the State needs to do a lot of work and ensure that the tasks are completed in a week's time.	State to complete the assessment by 05 April 2019	NeSDA team to follow up with State.
12	Gujarat	Stage 3 is in progress. State informed that they would complete the assessment before 31 March 2019. JS (AR), DARPG asked the SPOC to keep submitting the Services as and when all the 77 questions for that service are over. SPOC requested that the Gol portal links which were rejected in stage 2 should be reconsidered.	State to complete the assessment by 31 March 2019.	

13	Haryana	SPOC informed that they started the stage 3 and would complete the assessment in a weeks' time. SPOC informed that they had provided proofs from a different portal than from the link provided for the assessment and hence it was rejected/sent back. SPOC requested DARPG to look into it.	SPOC to complete the assessment by 05 April 2019.	DARPG asked NeSDA team to look into it and provide clarification to the State
14	Himachal Pradesh	State is yet to submit the Stage 3. SPOC informed that they are yet to collect the data from 2 more Departments and once it is done, it would be uploaded on the portal. They committed that the work would be completed in 2 days' time.	State to complete the assessment by 31 March 2019.	
15	Jammu and Kashmir	The State has not yet completed stage 2. AS, DARPG asked them to speed up the process and complete the assessment by 10 April 2019.	State to complete the assessment by 10 April 2019.	
16	Jharkhand	Stage 4 reviews and send back responses going on. AS, DARPG informed that the State is making a good progress and asked them to complete the remaining on or before 31 March 2019	State to complete the assessment by 31 March 2019.	
17	Karnataka	SPOC was not available for the VC on 18 March and 28 March 2019. The representative informed that they are in the process of completing the Stage 4 assessment and would complete it by 05 April 2019.	State to complete the assessment by 05 April 2019.	
18	Kerala	SPOC informed that the Stage 3 assessment is going on and the State would complete in a weeks' time. AS, DARPG requested the SPOC to complete the assessment at the earliest.	State to complete the assessment by 05 April 2019.	
19	Lakshadweep	The UT informed that they had completed stage 3 and are waiting for the responses from NeSDA team.	UT to complete the assessment by 05 April 2019.	NeSDA team to review the assessment and inform the UT
20	Madhya	SPOC informed that they are in	State to	NeSDA team to

	Pradesh	the process of completing the stage 4 send back and would complete those in a weeks' time.	complete the assessment by 05 April 2019.	review the submitted responses.
21	Maharashtra	The State has not started stage 3 and hence AS, DARPG asked the SPOC to complete the assessment in a weeks' time. State committed that they would complete it in a week	State to complete the assessment by 05 April 2019.	
22	Manipur	SPOC informed that they are in the process of completing stage 3 and would do that in a day's time.	State to complete the assessment by 05 April 2019.	
23	Meghalaya	SPOC informed that they are collecting data from Departments and would complete the assessment on or before 05 April 2019.	State to complete the assessment by 05 April 2019.	NeSDA team to get in touch with State.
24	Mizoram		Absent	
25	Nagaland	State has completed stage 3 and the stage 4 assessment is going on.	Stage 4 to be completed by 05 April 2019.	NeSDA team to review the submitted responses.
26	Odisha	SPOC informed that they are in the process of completing stage 3 and would do that soon.	State to complete the assessment by 05 April 2019.	
27	Puducherry	The UT has not initiated the stage 3 yet and hence AS, DARPG urged the UT to look into the portal, re-check and submit their responses at the earliest.	UT to complete the assessment by 05 April 2019.	
28	Punjab	SPOC informed that they are in the process of completing the stage 4 send back and would complete those in a weeks' time.	State to complete the assessment by 05 April 2019.	
29	Rajasthan	SPOC informed that they are in the process of completing the stage 4 send back and would complete those in a weeks' time.	State to complete the assessment by 05 April 2019.	
30	Sikkim		Absent	
31	Tamil Nadu	AS ARPG noted that's the State needs to expedite the submission of assessment. The SPOC committed that they would complete the assessment stage 3 by 02 April 2019	State to complete the assessment (including stage 4) by 05 April 2019.	
32	Telangana	State is in the process of	State to	

		<p>completing stage 3. AS, DARPG asked the State to complete the assessment at the earliest. SPOC requested clarity on send back questions. SPOC was asked to get in touch with NeSDA Central team to get clarity on the same.</p>	<p>complete the assessment by 05 April 2019. Also to reach out to NeSDA Central team for clarifications.</p>	
33	Tripura	<p>Tripura has completed all the stages and AS, DARPG thanked the State for the support. SPOC requested that the Citizen Survey comments to be shared with them. AS, DARPG informed that the same would be published along with the report as soon as all States, UTs and Selected Central Ministries complete the assessment.</p>		<p>NeSDA team to review the submitted responses.</p>
34	Uttar Pradesh	<p>State is yet to start the stage 3. Raised clarification on State portal. It was communicated that 'up.gov.in' is the State portal. Also, the State was asked to reach out to NeSDA central team for any other clarifications they may have.</p>	<p>State to complete the assessment (including stage 4) by 05 April 2019.</p>	
35	Uttarakhand	<p>SPOC informed that they had completed stage 2. AS, DARPG asked them to complete the Stage 3 and 4 in a weeks' time.</p>	<p>State to complete the assessment (including stage 4) by 05 April 2019.</p>	
36	West Bengal	<p>SPOC informed that they are in the process of completing the stage 3 and are coordinating with line Departments for the same. They said they would complete assessment in a weeks' time.</p>	<p>State to complete the assessment (including stage 4) by 05 April 2019.</p>	

4. JS, DARPG informed the States that they should fill up the data and submit simultaneously service-wise. DARPG technical team will provide any assistance required.
5. AS, DARPG informed the States/UTs that the next level of review meeting would be held on 10th April 2019 at the same time and requested SPOCs to ensure that they attend the meeting along with IT/AR Secretaries of the State/UTs. (****The VC has been scheduled for 9th April 2019 due to non-availability of slots at the desirable time***)
6. AS, DARPG thanked the States and UTs for the significant progress made and asked them to complete the entire assessment in a span of 7-10 days' time.

Annexure

List of participants:

1. Sh. V. Shashank Shekhar, JS, DARPG
2. Sh. Satish K Jadhav, DS (e-Gov), DARPG
3. Ms. Vibhuti Panjiyar, US< DARPG
4. Sh. Ramendra Verma, Partner, IGH, KPMG
5. Sh. Prasad Unnikrishnan, Director, IGH, KPMG
6. Sh. Amal Ambili, Manager, IGH, KPMG
7. Sh. Kanwardeep Singh, Assistant Manager, IGH, KPMG