

1. Introduction

Information Technology led transformational impacts has been reshaping every walk of our lives. Digital India, flagship programme of the Government of India, has a vision to transform India into a digitally empowered society and knowledge economy. e-Governance in India, aligned to the Digital India programme, has enabled delivery of government services online, i.e. e-services, across the nation in every spectrum of the socio-economic sphere. In order to further boost the e-government endeavours at all levels of governance and also to embark on the journey for Digital Government excellence, National e-Governance Service Delivery Assessment (NeSDA) initiative has been undertaken by Department of Administrative Reforms & Public Grievances (DAPRG), Govt. of India.

NeSDA framework, launched in August 2018, was conceptualized with an overall objective to measure the depth and effectiveness of existing e-Governance service delivery mechanisms. This framework, based on the Online Service Index (OSI) of UNDESA eGovernment Survey, has been customized for the Indian federal structure and the e-Governance landscape of the States and UTs. NeSDA is first of its kind initiative in India. The first edition - NeSDA 2019 report was released during 23rd National e-Governance Conference in February 2020 held in Mumbai.

Governments in pursuit of digital government transformation are taking new approaches that include expansion of e-participation and adoption of data-centric approaches through open government data, innovative use of new emerging technologies such as artificial intelligence (AI) and blockchain, addressing data privacy and cybersecurity concerns of citizens, whole-of-society engagement through alignment of digital government strategy with UN's Sustainability Development Goals (SDG), agile development of digital service supported by whole-of-government integration.

Understanding the relevance of the above aspects, the NeSDA framework has been refined to include additional parameters that would be evaluated across States / UTs and Central Ministries.

2. Proposed Framework for NeSDA 2021

In 2019, the NeSDA framework covered G2C and G2B services across six sectors, viz. Finance, Labour & Employment, Education, Local Government & Utilities, Social Welfare (including Agriculture & Health) and Environment (including Fire) sectors. In alignment to the UN eGovernment Survey online services coverage and country’s priority sectors, additional services of sectors / departments such as Public Procurement, Home Department, and Tourism are proposed to be evaluated in NeSDA 2021. The list of proposed services at State / UT level and Central Ministry level are provided in Annexure 1.

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. 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. In NeSDA 2021, the framework is proposed to include additional 6 parameters, viz., Open Government Data, E-Participation, Alignment to IndEA (India Enterprise Architecture), Alignment to SDG (UN’s Sustainability Development Goals), Leveraging Emerging Technologies, and Cyber Resilience. Details of these parameters are provided in Annexure 2.

A summary of assessment questions under each parameter is listed below:

S. No.	Assessment Parameters	No. of Assessment Questions			
		State / UT Portal	Central Ministry Portal	State / UT Service Portals	Central Ministry Service Portals
1	Accessibility	11	11	18	18
2	Content Availability	7	6	11	11
3	Ease of Use	14	14	10	10
4	Information Security & Privacy	9	9	8	8
5	End Service Delivery	-	-	5	5
6	Integrated Service Delivery	-	-	14	14
7	Status & Request Tracking	-	-	8	8

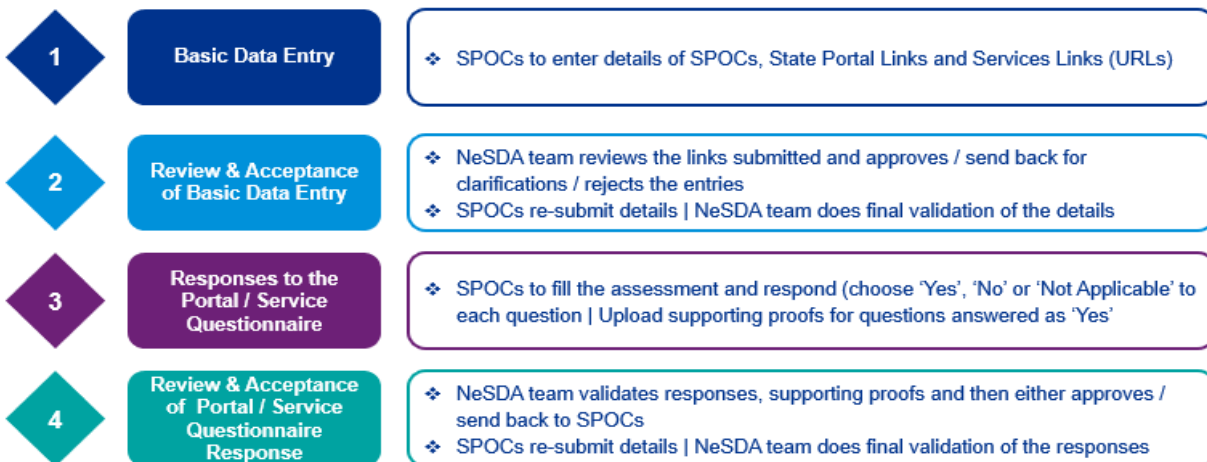
S. No.	Assessment Parameters	No. of Assessment Questions			
		State / UT Portal	Central Ministry Portal	State / UT Service Portals	Central Ministry Service Portals
8	Open Government Data	8	8	-	-
9	E-Participation	6	6	-	-
10	Alignment to IndEA	4	4	-	-
11	Alignment to SDG	7	7	-	-
12	Leveraging Emerging Technologies	4	4	4	4
13	Cyber Resilience	4	4	4	4
	Total	74	73	82	82

New Assessment Parameters Proposed for NeSDA 2021

Under NeSDA 2021, the State, UT and Central Ministry portals are proposed to be evaluated on 10 assessment parameters whereas service portals are proposed to be evaluated on 9 assessment parameters as highlighted in the table above.

3. Project Approach

Similar to NeSDA 2019, the NeSDA 2021 assessment shall be done through an online NeSDA portal in following 4 stages.



Annexure 1:

A. Proposed List of Services provided by States / UTs for evaluation in NeSDA 2021

S. No.	Focus Sector	Department	Type	Service
1	Finance	Revenue	G2C	Record of Rights (ROR)
2	Finance	Revenue	G2C	Mutation of Revenue Records
3	Finance	Revenue	G2C	Domicile Certificate
4	Finance	Revenue	G2C	Online application of Marriage Certificate
5	Finance	Revenue	G2C	Online application of Caste Certificate
6	Finance	Revenue	G2C	Online application of Income certificate
7	Finance	Sub Registrar Office/ Registrar of Societies	G2C	Apply online for Encumbrance Certificate
8	Finance	Sub Registrar Office/ Registrar of Societies	G2C	Appointment for Registrations under Indian Registration Act
9	Finance	Sub Registrar Office/ Registrar of Societies	G2B	Registration of societies under Societies Registration Act
10	Finance	Sub Registrar Office/ Registrar of Societies	G2B	Registration of partnership firms under Partnership Firms Act
11	Finance	Department of Commercial Taxes	G2B	Issuance of statutory forms
12	Finance	Department of Commercial Taxes	G2B	e-Return Filing
13	Labour & Employment	Commissionerate of Labour	G2B	Registration and Licensing - Motor Transport Workers Act
14	Labour & Employment	Commissionerate of Labour	G2B	Application for License of a Contractor (s) for recruitment of migrant workmen
15	Labour & Employment	Commissionerate of Labour	G2B	Application for Registration of Shops and Establishment
16	Labour & Employment	Employment & Training Department	G2C	Employee Registration
17	Labour & Employment	Employment & Training Department	G2C	Job Seeker Registration
18	Labour & Employment	Employment & Training Department	G2C	Job Skill Development
19	Labour & Employment	Employment & Training Department	G2B	Employer Registration
20	Education	Department of School Education/ Higher Education	G2C	Online application for Scholarship

Note on NeSDA 2021 Framework (Apr 2021)

S. No.	Focus Sector	Department	Type	Service
21	Education	Department of School Education/ Higher Education	G2C	Check examination results online/Online result display
22	Education	Department of School Education/ Higher Education	G2B	School Registration
23	Education	Department of School Education/ Higher Education	G2B	NOC for Schools
24	Social Welfare including Health, Agriculture, Home & Security	Department of Health	G2C	Online Registration System for OPD Appointment
25	Social Welfare including Health, Agriculture, Home & Security	Department of Health	G2C	Patient Registration
26	Social Welfare including Health, Agriculture, Home & Security	Department of Health	G2C	Pregnant women assistance (including Benefit transfers)
27	Social Welfare including Health, Agriculture, Home & Security	Department of Health	G2B	Child Registration
28	Social Welfare including Health, Agriculture, Home & Security	Department of Health	G2B	NOC for new establishments
29	Social Welfare including Health, Agriculture, Home & Security	Social Welfare Department / Rural Development Department	G2C	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.)
30	Social Welfare including Health, Agriculture, Home & Security	Social Welfare Department / Rural Development Department	G2C	Scholarships for students
31	Social Welfare including Health, Agriculture, Home & Security	Social Welfare Department / Rural Development Department	G2C	Pension (any type)
32	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Birth Certificate

Note on NeSDA 2021 Framework (Apr 2021)

S. No.	Focus Sector	Department	Type	Service
33	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Death Certificate
34	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Property tax online payment
35	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Permission for Water Connections
36	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Building or development permit
37	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Occupancy Certificate
38	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Application for NoC for Building (Plan) Construction
39	Local Governance & Utilities	Department of Power / Electricity Board	G2C	e-Payment of Electricity Bills (Citizen)
40	Local Governance & Utilities	Department of Power / Electricity Board	G2B	New connection (business)
41	Local Governance & Utilities	Department of Power / Electricity Board	G2B	e-Payment of Bills (Business)

Note on NeSDA 2021 Framework (Apr 2021)

S. No.	Focus Sector	Department	Type	Service
42	Local Governance & Utilities	Department of Power / Electricity Board	G2B	Load change/ Category change
43	Local Governance & Utilities	Department of Water Resources/ Relevant Departments	G2C	e-Payment of Bills
44	Local Governance & Utilities	Department of Water Resources/ Relevant Departments	G2B	Application for Water Connection (business)
45	Environment	Fire Services	G2B	Initial No Objection Certificate / Plan Approval for Building Permit (citizen)
46	Environment	Fire Services	G2C	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen)
47	Environment	Fire Services	G2C	Initial No Objection Certificate / Plan Approval for Building Permit (business)
48	Environment	Fire Services	G2B	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business)
49	Finance	Finance Department – State Public Procurement	G2B	Online Bidder Enrolment
50	Finance	Finance Department – State Public Procurement	G2B	Online Bid / Proposal Submission
51	Finance	Finance Department – State Public Procurement	G2B	Tender Result Announcement
52	Social Welfare including Health, Agriculture, Home & Security	Home Department	G2C	Online Complaint Registration
53	Social Welfare including Health, Agriculture, Home & Security	Home Department	G2C	Missing Person Registration
54	Social Welfare including Health, Agriculture, Home & Security	Home Department	G2C	Request for FIR copy
55	Tourism	Tourism Department	G2B	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator

Note on NeSDA 2021 Framework (Apr 2021)

S. No.	Focus Sector	Department	Type	Service
56	Tourism	Tourism Department	G2B	Registration of Hotels Guest houses/ tourist Accommodation units/ etc.

New Services Proposed for NeSDA 2021

B. Proposed List of Services provided by Central Ministries for evaluation in NeSDA 2021

S. No.	Ministry Name	Service Name
1	Ministry of Finance – Central Board of Direct Taxes	1) PAN card application/ corrections (G2C) 2) PAN card application/ corrections (G2B) 3) e-Filing income tax returns (ITR) 4) Apply online for Tax Deduction Account Number 5) e-Filing of TDS returns
2	Ministry of Finance – Central Board of Indirect Taxes and Customs	6) E-filing services for documents like Bill of Entry & Shipping Bill 7) E-payment of Customs duty
3	Ministry of Labour and Employment	8) Register your establishment with EPFO 9) Online challan submission of EPF 10) Apply online to transfer your EPFO claim 11) Apply for jobs on National Career service portal
4	Ministry of Education (formerly Min. of Human Resource Development)	12) Online Education Service 13) Online Library Service
5	Ministry of Social Justice and Empowerment	14) Grants given to NGOs by the department through portal (e-Anudaan)
6	Ministry of Health and Family Welfare	15) Online Patient Registration 16) Online service portal of Central Government Health Scheme
7	Ministry of Agriculture & Farmers' Welfare	17) eNAM 18) Soil Health Card 19) Pradhan Mantri Fasal Bima Yojna
8	Ministry of Rural Development	20) Kaushal Panjee - Skill Register 21) Meri Sadak
9	Ministry of Environment, Forest and Climate Change	22) Environmental Impact Assessment (EIA) clearance 23) Forest clearance proposals
10	Ministry of Finance – Procurement Policy Division	24) Central Public Procurement Portal
11	Ministry of Commerce & Industry	25) Government e-Marketplace
12	Ministry of Personnel, Public Grievances and Pensions -Department of Pension & Pensioners' Welfare	26) BHAVISHYA Portal
13	Ministry of Home Affairs - National Crime Records Bureau (NCRB)	27) Digital Police

New Services Proposed for NeSDA 2021

Annexure 2:

Proposed List of Assessment Parameters in NeSDA 2021

S. No	Assessment Parameter	Description
1.	Accessibility	Availability of different modes of accessing the services – Online thru Web Portals, Mobile, Kiosks, Service Centers, etc. Availability of portal in English and local language, Feature to create user logins, etc.
2.	Content Availability	Availability of updated and relevant content, FAQs, Help section, Last updated timestamp on web pages, etc.
3.	Ease of Use	Minimum clicks and intuitive navigation to information and e-Services on portals, search feature on portal, etc.
4.	Information Security and Privacy	Address integrity and privacy, increase trust of citizens to use e-services, availability of privacy policy, HTTPS protocol, Password reset / recovery facility, 3rd Party Auditor certificate, etc.
5.	End Service Delivery	Assesses modes of delivery of end-service (online, email, by post, collection from respective service centre / dept.), availability of service delivery timelines on websites, etc.
6.	Integrated Service Delivery	Provide single sign-on (Aadhaar linked / Other Unique Id), integration with payment gateways, Services linked to digital locker, allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.), etc.
7.	Status and Request Tracking	Keep citizens informed / facilitate to know the status of their service request. Availability of features to alert the user on each stage of service lifecycle – SMS, online tracking, email, etc. Features to log complaints or grievances and status tracking of the same.
8.	Open Government Data (OGD)	Provisioning of Data open to and available in the public domain in various formats (including machine-readable) for all to access, use, modify, share. All OGD are government data but not all government data are OGD.
9.	E-Participation	Provisioning of online tools / platforms to promote interaction between the government and its people, as well as among the people for benefit of all. It enables citizens with information, engage and empower citizens to co-design policies and government services
10.	Alignment to IndEA	Creation of Enterprise Architecture (EA) that is aligned to IndEA (India Enterprise Architecture) and adopting some

Note on NeSDA 2021 Framework (Apr 2021)

S. No	Assessment Parameter	Description
		aspects of IndEA such as single Digital Id, creation of APIs for integration, establishment of Architecture Governance Committee.
11.	Alignment to SDG	Defining SDG targets that are aligned to India's National indicators and providing a real-time dashboard to monitor the progress that is accessible to general public
12.	Leveraging Emerging Technologies	Encourage strategic adoption of new and emerging technologies for digital government development and enhance service delivery to its people
13.	Cyber Resilience	Provide assurance to citizens on use of electronic platforms and data protection through publishing of cyber security legislation /policy/ guidelines, etc. and also creating awareness among general public

New Assessment Parameters Proposed for NeSDA 2021