सत्यमेव जयते

National e-Governance Service Delivery Assessment 2021

Jammu and Kashmir

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Ministry of Earth Sciences,
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Ministry of Personnel, Public Grievances and Pensions,
Department of Atomic Energy & Department of Space,
Government of India

MESSAGE

I am delighted to release the report on National e-Governance Service Delivery Assessment (NeSDA) for the Jammu & Kashmir.

2.   The NeSDA study assesses and benchmarks e-Governance initiatives with an overall objective to help States and UTs to improve the delivery of citizen centric services and replicate the best practices.

3.   The NeSDA initiative of DARPG is expected to fulfill Government's stated objective of reducing Government-Citizen interface through improved e-Governance delivery systems and reach citizens up to the last mile seamlessly.

4.   The efforts of the Jammu & Kashmir Administration are laudable for their active participation in the NeSDA study. I congratulate Shri V.Srinivas, IAS, Secretary, Department of Administrative Reforms and Public Grievances (DARPG), Government of India, for taking the lead and guiding the UT Administration for the NeSDA study.

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आज़ादी का
अमृत महोत्सव

The Government of Jammu & Kashmir has launched the mission of **'Digital Jammu and Kashmir'** programme to provide all services in digital mode through an integrated State Services Delivery Portal.

The IT infrastructure is being enhanced to improve the delivery of e-services. The participation of the UT of Jammu and Kashmir in the National e-Governance Service Delivery Assessment (NeSDA) study has enabled an assessment of our strengths and identification of the areas where we can improvise our e-services delivery.

We are committed to leveraging Information Technology to bring about transformational changes in the lives of citizens. I hope the learnings from the NeSDA study would go a long way in helping us build a robust citizen centric e-services delivery mechanism.

I appreciate the efforts of all officers of UT Administration to actively participate in their first NeSDA study and congratulate Dr. Arun Kumar Mehta, IAS, Chief Secretary J&K, for guiding the UT team in this endeavor.

19th February, 2022
Jammu

(Manoj Sinha)

वी. श्रीनिवास, आई.ए.एस.

V. Srinivas, IAS

सचिव

SECRETARY

MESSAGE

The DARPG in collaboration with Government of Jammu & Kashmir has prepared the e-Services Delivery Assessment Report for Jammu & Kashmir to assess and benchmark the e-Governance service delivery in the Union Territory of Jammu & Kashmir.

I congratulate all the officials of Government of Jammu & Kashmir and Department of Administrative Reforms & Public Grievances for their active involvement in the NeSDA J&K evaluation. With 56 mandatory e-Services and nearly 180 e-Services being provided online, the Government of Jammu & Kashmir has made significant studies in e-Governance. This evaluation helps recognize the strengths and identify areas of improvement in e-Governance service delivery.

Dated: February 21, 2022

(V. Srinivas)

Dr. Arun Kumar Mehta
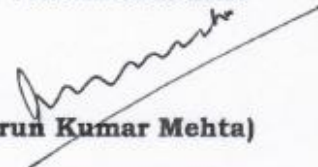IAS

Chief Secretary
Jammu & Kashmir

Message

It gives me immense pleasure to release the National e-Governance Service Delivery Assessment (NeSDA) Report for Jammu & Kashmir. This report would highlight the strengths of UT in e-Governance service delivery and more importantly would also identify areas of improvement for the UT.

The Jammu & Kashmir (J&K) Government has launched several e-Governance initiatives to reach out to citizens in a more effective manner and bring efficiency and transparency in the functioning of the Government. As part of Ease of Doing Business initiative, Industries & Commerce Department has launched Single Window Clearance System which has more than 125 online services. We have recently launched "Digital J&K" initiative and I hope to see J&K emerge as a front runner in Digital Governance.

I would like to thank Shri. V. Srinivas, IAS, Secretary, DARPG for undertaking the NeSDA Study for J&K. I shall also like to thank Information Technology Department team led by Ms. Prerna Puri, IAS, Secretary, that provided responses to the assessment questionnaire on NeSDA Portal. I urge the Department to improve the e-Governance service delivery mechanisms in the UT based on the recommendations provided in the report.

(Dr. Arun Kumar Mehta)

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एन बी एस राजपूत आई.ए.एस.
NBS Rajput IAS
संयुक्त सचिव
JOINT SECRETARY

MESSAGE

The Digital India programme is the flagship programme of the Government of India with a vision to transform India into a digitally empowered society and knowledge economy. In line with the emphasis on e-Governance services under Digital India, Department of Administrative Reforms and Public Grievances (DARPG) has developed the National e-Governance Services Delivery Assessment (NeSDA) Framework to measure the depth and effectiveness of existing e-Governance service delivery mechanisms from the citizen's perspective.

This report of NeSDA for Jammu & Kashmir would help the UT administration to objectively evaluate the e-Governance service delivery in the UT and the recommendations mentioned in the report would provide guidance to enhance the service delivery mechanisms in the UT.

I would like to thank Shri V. Srinivas, IAS, Secretary, DARPG for support and guidance to undertake the NeSDA Study for J&K. The support and guidance extended by Dr. Arun Kumar Mehta, IAS, Chief Secretary helped in timely submission of assessment datasets by the UT Administration. The efforts of Information Technology Department, Jammu & Kashmir led by Ms. Prerna Puri, IAS, Secretary, in submission of assessment datasets were vital to prepare this report.

(NBS Rajput)

**Ms. Prerna Puri
IAS**

**Secretary
Information Technology
Jammu & Kashmir**

<u>Message</u>

The Government of the UT of Jammu & Kashmir has launched several e-Governance initiatives to reach out to citizens in a more effective manner to bring efficiency and transparency.

The vision of the Information Technology Department is to make governance more effective, efficient and citizen centric by harnessing the power of IT for inclusive development. The report of NeSDA for Jammu & Kashmir would be of immense help to the UT administration to objectively evaluate the e-Governance service delivery and provide guidance to enhance the service delivery mechanisms.

I would like to express my gratitude to Dr. Arun Kumar Mehta, IAS, Chief Secretary, Jammu & Kashmir for inspiring and guiding us in our first time participation in the NeSDA study. I am also grateful for the wholehearted support received from Sh. V. Srinivas, IAS, Secretary, DARPG for the NeSDA assessment study. Last but not the least, I also commend the efforts of the IT Department team who worked tirelessly for timely submission of our responses to the NeSDA questionnaire.

(Prerna Puri)

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List of Abbreviations

Abbreviation	Expansion
BEAMS	Budget Estimation Allocation and Monitoring System
CSC	Common Service Centres
DARPG	Department of Administrative Reforms and Public Grievances
EMPOWERMENT	Enabling Monitoring and Public Overview of Works being Executed and Resources for Meaningful Transparency
FAQ	Frequently asked questions
G2B	Government to Business
G2C	Government to Citizen
GIGW	Guidelines for Indian Government Websites
GP	Gram Panchayat
HTTPS	Hyper Text Transfer Protocol Secure
ICT	Information and Communication Technology
IndEA	India Enterprise Architecture
IT	Information Technology
J&K	Jammu & Kashmir
JaKeGA	Jammu & Kashmir e-Governance Agency
LAN	Local Area Network
LG	Lieutenant Governor
LSG	Local Self Government
MPLS	Multi Protocol Label Switching
N/A, NA	Not Available
NASSCOM	National Association of Software and Services Companies
NeSDA	National e-Governance Services Delivery Assessment
NGSP	National Government Services Portal
NOC	No Objection Certificate
SDC	State Data Center
SDG	Sustainable Development Goals
SPOC	Single point of contact
SSO	Single Sign on
SWAN	State Wide Area Network
TPA	Third Party Auditor
UNDESA	United Nations Department of Economic and Social Affairs
UT	Union Territory
W3C	World Wide Web Consortium

Note to the Reader

While all efforts have been to ensure that the assessment is fair and represents the accurate status of the depth and effectiveness of e-Governance service delivery systems across the country, the reader must keep in mind that the assessment is purely based on the data sets provided by the States and UTs to DARPG through the NeSDA portal. Aberrations from actuals in terms of availability of a certain service link or feature, if any, would be correlated to the data provided by the States and UTs through the NeSDA portal. Similarly, the review of the submissions was done on the basis of the Guidelines published on the NeSDA portal. It may be possible that the scores of certain States or UTs are low because of the non-adherence to the assessment guidelines or because of submission of inadequate data by the States/UTs.

While the States/UTs were requested to submit mandatory and optional services, this report covers the assessment of the mandatory services only.

1. Executive Summary

1. Executive Summary

The Jammu and Kashmir Government is committed to leveraging IT to bring about transformational changes in the lives of citizens and has launched several e-Governance initiatives to reach out to citizens and bring greater efficiency and transparency in the functioning of the government. The Government has recently launched the **'Digital Jammu and Kashmir'** programme to provide all government services in digital mode through an integrated services delivery portal. The vision is to make governance more effective, efficient, and citizen centric by harnessing the power of IT for inclusive development.

As part of Ease of Doing Business initiative, J&K has launched the *Single Window Clearance System* which has more than 125 online services. The *implementation of e-office* in all government offices has brought about greater efficiency in the overall working of the government in the Union Territory. The physical movement of files incurred a lot of time, human resources, costs and monitoring of documents from desk to desk. Thefts and misplacement of files was also not uncommon. These inefficiencies have been overcome by adopting e-office.

With the help of *BEAMS EMPOWERMENT Portal*, the common citizens of Jammu and Kashmir have access to and can monitor any project and expenditure incurred in their respective areas. Information of around 40,000 projects which are currently implemented is available on this portal. J&K has become the first UT/State in the country to have a *District Good Governance Index* for assessing the efficiency of public delivery system at district level. The *'Aapki Zameen, Aapki Nigrani'* initiative has been launched in which the scanned data of jamabandi, girdawari, mutation and mussavi of all the 20 districts of the UT has been made available to the common citizens. Taking another step towards empowerment of landowners, *land passbooks* have been issued in three languages – English, Hindi and Urdu. Special initiatives like *Awam Ki Awaaz* and *LG Meet,* which also have an in-built on-the-spot grievance redressal mechanism have encouraged *participative governance.*

The linking of *174 services with online public*

feedback reflects the resolve for citizen centric governance and 'People First' policy. The various e-Governance initiatives including those highlighted above have been further elaborated in Section 2 – *'e-Governance: Transforming public services to serve the citizens better'* of this report.

In his Independence Day speech on August 15, 2021, Hon'ble Prime Minister has emphasized the need for good and smart governance to implement Next Generation reforms. Service delivery should reach citizens up to the last mile seamlessly without any unnecessary interference by the government. In view of this, the National e-Governance Service Delivery Assessment (NeSDA) Study is an important periodic exercise that assesses and benchmarks e-Governance service delivery across the States and UTs of India and provides guidance for improving the depth and effectiveness of online services to citizens.

The NeSDA framework was conceptualized in 2018 with DARPG entrusting NASSCOM to formulate a framework and conduct a study to assess the States, UTs and Central Ministries on their delivery of e-Governance services. The initial framework of NeSDA was based on the Online Service Index (OSI) of UNDESA eGovernment Survey and customized for the Indian federal structure and e-Governance landscape of the States and UTs of our country. The final framework was agreed upon by all stakeholders (Central Ministries, States and UTs) through consultative workshops. The first of its kind benchmark exercise in India was undertaken in the year 2018-19 and the first edition of the NeSDA Report 2019 covering 6 key sectors under G2B and G2C segments was released during the 23rd National Conference on e-Governance held at Mumbai in February 2020.

DARPG embarked on the journey for the second edition of NeSDA Study in the first quarter of 2021. The participation of Jammu & Kashmir in this edition of the NeSDA study has enabled an assessment of the UT's strengths. The learnings from the study shall help build a robust citizen centric e-Services

1. Executive Summary

delivery mechanism.

In consultation with the stakeholders, NeSDA framework in 2021 was extended to include one additional sector, namely, Tourism. In 2021, the NeSDA framework covered G2C and G2B services across seven sectors, viz., Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare (including Health, Agriculture & Home Security), Environment (including Fire) and Tourism sectors.

The NeSDA 2021 framework primarily assesses all 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 is also assessed on four parameters, namely, Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. These parameters are further explained in Section *3 - 'NeSDA Framework, Approach and Methodology'* of this report.

After comprehensive discussions with States and UTs, a total of 56 mandatory services covering G2C and G2B segments were identified across seven focus sectors, namely Finance (15 services), Labour & Employment (7 services), Education (4 services), Social Welfare (11 services), Local Governance & Utility Services (13 services), Environment (4 services) and Tourism (2 services) which are currently delivered online. The details of the identified mandatory services of States / UTs are provided in *Annexure- I.*

As a part of the assessment, the J&K UT team provided responses to the assessment questionnaires for the UT portal and the 51 mandatory services provided online in the UT. For the remaining 5 mandatory services, it was informed that
- 3 mandatory services are provided through Central Ministry Portals

- 1 service i.e., Property Tax Online Payment is not applicable since this tax is not levied in J&K

- 1 service is not available online yet.

It may be noted that the services provided through Central Ministry Portals are not assessed at the UT level. However, such services are considered in the count of services delivered by the UT. The sector-wise online services available in the UT are provided in Section *5 – 'Assessment of the UT Portal and Services Portals'* of this report.

Section *4 – 'Comparative Analysis - J&K v/s All UTs'* of this report provides a comparative analysis of J&K's overall score on the UT portal and Services Portals against all the UTs in the country. The key observations of this comparative analysis include:

Comparative Overview of UT Portal

- The compliance scores for all the four parameters of the UT Portal of Jammu & Kashmir are higher than the average compliance scores for those parameters across all UTs

- The overall compliance across all four parameters is 89%, which is much higher than the average overall score of 58% across the UTs

- **UT of Jammu & Kashmir has the highest overall score amongst the UTs for the UT Portal.**

Comparative Overview of Services Portals

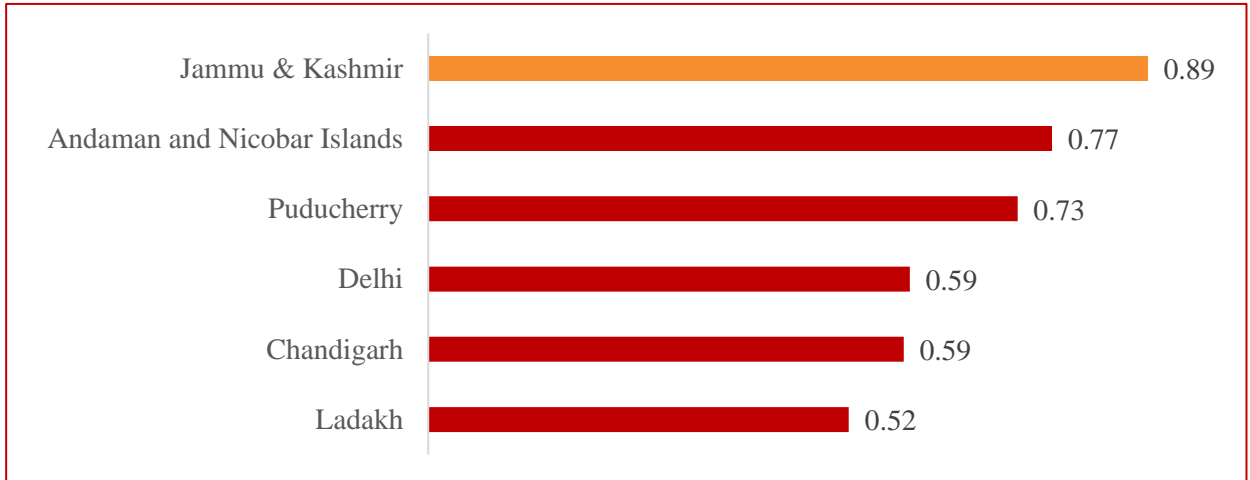- The compliance scores for all the seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores for those parameters across all UTs

- The overall compliance across all seven parameters is 53%, which is much higher than the average overall score of 18% across the UTs

- **UT of Jammu & Kashmir has the highest overall score amongst the UTs for the Services Portals.**

1. Executive Summary

UT Portal Overall Assessment Scores

	Score
Jammu & Kashmir	0.89
Andaman and Nicobar Islands	0.77
Puducherry	0.73
Delhi	0.59
Chandigarh	0.59
Ladakh	0.52

Note: Dadra & Nagar Haveli and Daman & Diu and Lakshadweep have not provided adequate data for the assessment and hence they are not considered for analysis here.

Services Portals Overall Assessment Scores
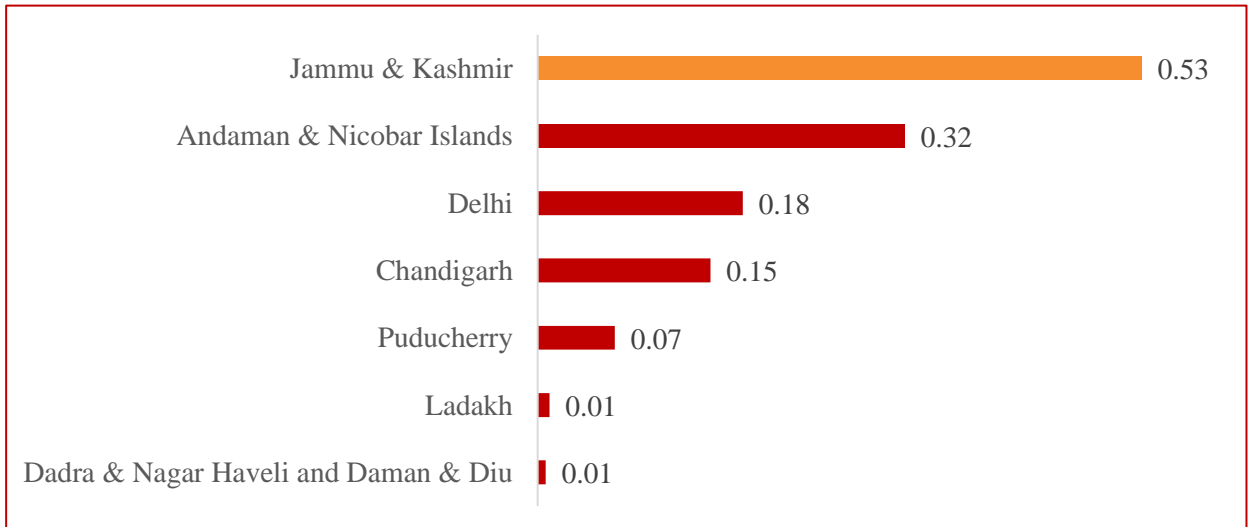
	Score
Jammu & Kashmir	0.53
Andaman & Nicobar Islands	0.32
Delhi	0.18
Chandigarh	0.15
Puducherry	0.07
Ladakh	0.01
Dadra & Nagar Haveli and Daman & Diu	0.01

Note: Lakshadweep has not provided adequate data for the assessment and hence it is not considered for analysis here.

1. Executive Summary

Section *5 – 'Assessment of the UT Portal and Services Portals'* of this report provides assessment of the UT Portal and sector-wise assessment of the UT's Services Portals. The key observations of the assessment include:

Assessment Overview of UT Portal

- The UT Portal has compliance of more than 80% across all four parameters with 100% compliance score for 'Information Security and Privacy' parameter.

Assessment Overview of Services Portals

- The Services Portals across all 7 sectors has higher compliance to the assessment parameters 'Ease of Use' and 'Accessibility' as compared to the remaining 5 parameters

- The Services Portals of Finance and Labour & Employment sectors have higher compliance to the assessment parameters 'Ease of Use' and 'Content Availability' as compared to the remaining 5 parameters

- The Services Portals of Education and Social Welfare sectors have higher compliance to the assessment parameters 'Accessibility' and 'Content Availability' as compared to the remaining 5 parameters

- The Services Portals of Local Governance & Utility Services and Environment sectors have higher compliance to the assessment parameters 'Status & Request Tracking' and 'Ease of Use' as compared to the remaining 5 parameters

- The Services Portals in Tourism sector have higher compliance to the assessment parameters 'Ease of Use' and 'Accessibility' as compared to the remaining 5 parameters

Section *6 – 'Recommendations'* of this report provides key recommendations to improve the UT Portal and Services Portals as per NeSDA framework. Based on the findings of the assessment of UT Portal and Services Portals, the recommendations have been provided for each of the assessment parameters. For the Services Portals, recommendations have been provided for each of the seven sectors.

This report highlights the strengths of the J&K Government in e-Governance service delivery and more importantly highlights the areas of improvement for the UT. The recommendations provided in the report would enhance the e-Governance service delivery mechanisms in the UT.

Section *7 – 'Way Forward'* of the report provides the following suggestions for the UT Government to move to a higher level in its digital journey:

- Adopt IndEA (India Enterprise Architecture) for integrated service delivery

- Leverage New Age Technologies for improved service delivery

- Mobile-First approach for service design and delivery

- Security and privacy for public data

- Data sharing through Open Government Data Platform

- Create data-driven culture for policy making, service design and delivery

- Promote citizen engagement through e-Participation

- e-Literacy for inclusiveness

- Improve accessibility for higher uptake of e-Services

2. e-Governance: Transforming public services to serve the citizens better

2. e-Governance: Transforming public services to serve the citizens better

The Jammu & Kashmir Government has initiated several steps to introduce Information and Communication Technology (ICT) in order to bring efficiency and transparency in the functioning of the Government. Various e-Governance and m-Governance initiatives have been launched to reach out to citizens in a more effective manner and conventional functioning is being revamped through business process re-engineering and electronic service delivery. For implementing various e-Governance projects in J&K, the Information Technology (IT) Department is supported by Jammu & Kashmir e-Governance Agency (JaKeGA) and National Informatics Centre (NIC).

The IT Department's vision is *"To use IT as medium for bringing transformational change in government processes with the aim of making governance more effective, efficient and citizen centric. Also, to harness the power of IT as an engine for socially inclusive and economically sustainable growth."*

Few of the key initiatives undertaken in the UT are briefly described below:

The *implementation of e-office* across all departments has brought about a great deal of efficiency in the overall working and disposal of Government business in the Union Territory (UT), besides ensuring improved functioning of the Government. To implement the vision of e-office in the entire UT of J&K, JaKeGA, IT Department has imparted necessary trainings, handholding etc. to around 240 Heads of Departments (HoDs) for switching over to e-office. The necessary technical support including VPN creation, e-mail creation, user creation, etc. are being provided by JaKeGA.

With the help of *BEAMS EMPOWERMENT Portal*, the common citizens of J&K have access to monitor any project and expenditure incurred in their respective areas. J&K has become the first UT/State in the country to have a *District Good Governance Index* for assessing the efficiency of public delivery system at the district level. The initiative of *'Aapki Zameen, Aapki Nigrani'* has been launched in which scanned data of jamabandi, girdawari, mutation and mussavi of all the 20 districts of the UT have been made available to the common citizens. Taking another step towards empowerment of landowners, *land passbooks* have been issued in three languages – English, Hindi and Urdu. Participative policy making in government is being ensured through special initiatives like *Awam Ki Awaaz* and *LG Meet* which also have an in-built on-the-spot grievance redressal mechanism.

174 services have been added to the online digital feedback system – *Rapid Assessment System (RAS)* to measure the Quality of Service (QoS), identify pain areas, and improve quality of services.

The Industries & Commerce Department has launched *Single Window Clearance System portal with more than 125 services* under the Ease of Doing Business (EoDB) initiative. The *advanced J&K Single Window Clearance Portal* (singlewindow.jk.gov.in) aims to facilitate all businesses and industries in J&K by providing a single point online interface portal and a time-bound clearance system by acting as a one-stop centre for information, registration, approvals, NoCs, as well as tracking for clearances and approvals related to setting up of businesses and making them operational (including renewals). The portal also provides a digital transparent system for online submission and tracking of applications including inspections and ePayments.

To support the various e-Governance programmes, the UT has undertaken below mentioned initiatives to strengthen the underlying ICT infrastructure of *State Wide Area Network (SWAN)* and *State Data Center (SDC)*.

State Wide Area Network (SWAN): The aim of the project is to connect 167 Block Headquarters (BHQs) to 1 State Headquarter (SHQ) through 20 District Headquarters (DHQs) and hence will provide vertical connectivity by establishing Point of Presence at State, District and Block level. This dedicated Closed User Group (CUG) network will provide secure and high-speed connectivity for Government functioning by

2. e-Governance: Transforming public services to serve the citizens better

connecting SHQ, DHQs and BHQs. This network will facilitate inter-District and inter-Departmental connectivity, multi-user and multi-service facilities, video conferencing, email, online application processing. IT and non-IT infrastructure have been installed in all 188 locations (1 SHQ, 20 DHQs and 167 BHQs). MPLS connectivity has been provided to 175 sites and made live and connected with Civil Secretariat, J&K. The project has been soft launched by Hon'ble Lieutenant Governor of J&K.

Upgradation of State Data Center (SDC): JK SDC has been established to consolidate its services, application and infrastructure to provide efficient electronic delivery of Government to Government (G2G), Government to Citizen (G2C) and Government to Business (G2B) services. The SDC is operational since March 2013. Around 140 websites / applications are hosted at SDC. The new project *'Modernization, Management and Operations of State Data Center Jammu'* for sustainability of SDC was initiated in 2019 with an approved project cost of INR 12,466.07 lakhs.

To acknowledge the efforts of the UT Government of J&K, this section highlights few of the initiatives implemented in the UT that have enabled transforming public services to serve the citizens better. The following initiatives have been included:

S. No.	Initiative Name
1	'Janta ki Scheme – Janta ki Bhagidari' - EMPOWERMENT and BEAMS
2	'Aapki Zameen – Aapki Nigrani' – Land Records Information System
3	Land Pass Book – A true extract of Record of Rights in three languages
4	Adoption of e-office – End of Darbar Move Practice
5	Online Registration of Property Documents
6	Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JK-IGRAMS)
7	Rapid Assessment System (RAS) – Measuring Quality of Service
8	Single Window Clearance System - Ease of Doing Business in J&K

The key highlights of these initiatives are described in the following sub-sections.

2.1 'Janta ki Scheme – Janta ki Bhagidari' - EMPOWERMENT and BEAMS

Abstract

The implementation of EMPOWERMENT (Enabling Monitoring and Public Overview of Works being Executed and Resources for Meaningful Transparency) and BEAMS (Budget Estimation Allocation and Monitoring System) are unique and unprecedented initiatives not just in Jammu and Kashmir but in the entire country. This has heralded an era of **transparency, citizen's involvement and bottoms-up planning**. The one of its kind facility to the citizens to **access every single developmental work in Jammu and Kashmir on an online platform** without the requirement of any username or password is a unique citizen empowering step. So far, **works of over Rs 12000 crores have been listed on this portal and over 67000 citizens have directly viewed this portal**.

Under the EMPOWERMENT portal, all services from planning to payment of works are on online mode which has not only **ensured transparency, speed and quality of execution but also has resulted in the reduction of human interface eliminating vested interests**. The strict compliance to financial guidelines and technical conditions has ensured improvement in quality, speedy completion of works without any cost or time overruns. In fact, a reduction of 20 – 30% in the cost of works has been generally observed. The transformation in the financial eco-system of Jammu and Kashmir involving a combination of technical, digital and financial decisions is unparalleled anywhere in the country. The figures speak for themselves. On an average, the number of works completed in the year 2018-19 was 9229 while the corresponding figure in 2019-20 was 12637. However, during the year 2020-21, a 100 percent increase in the execution of works has been seen with the completion of 21943 works and during the current financial year i.e., 2021-22, further 100% increase is anticipated with 40000 works. As on date, no bill, non-conforming to e-tendering, online allocation through BEAMS and geo-tagging is processed for payments. Moreover, only those bills are processed for payments that are clearing online. This is empowerment in its truest sense.

'Janta ki Scheme, Janta ki Bhagidari' is a targeted campaign that has been launched to improve access to EMPOWERMENT. It focuses on encouraging, educating and empowering the common people to access the details of all ongoing works in an area/village, available online and to utilize the information to help the government bring about greater responsiveness and accountability.

https://beamsjk.gov.in/

2.1 'Janta ki Scheme – Janta ki Bhagidari' - EMPOWERMENT and BEAMS

https://janbhagidari.jk.gov.in/Pages/Home#

Scope

The Government of UT of Jammu and Kashmir is committed to providing efficient and accountable governance by leveraging technology to create an enabling environment. **EMPOWERMENT** is one of its kind initiative to bring transparency in the execution of works **by enabling citizens to monitor works / projects being implemented in their respective areas and become a partner in the process of development**.

The EMPOWERMENT initiate was made possible on account of the successful rollout of **BEAMS** which was introduced for budget formulation and authorization. The BEAMS web portal hosting all the works being executed in the UT is designed to capture flow of funds to each individual project under execution on real-time basis. An online billing system called **JKPaysys** has been introduced in the treasuries. The real time data of JKPaysys and budget details from BEAMS are generated to get the dynamic information on the EMPOWERMENT portal. The integration of BEAMS and Paysys has enabled the availability of real time data of works to the citizens through the EMPOWERMENT portal which they can access without any username and password.

The introduction of BEAMS has brought out immense discipline in financial management. As soon as the budget is released, the Administrative Departments can allocate funds to their Controlling Officers / Drawing and Disbursing Officers through this system. Thereafter, all the expenditures are not only checked for budget availability before the submission of bills, but also the monthly cash flows are controlled against pre-determined targets. Management Information System (MIS) within the reporting module gives various reports on budget authorizations, cash flows, fund transfer transactions and authorization slips generation. **There is no execution of works without administrative approval and e-tendering. 100% physical verification and geo-tagging of works is being done with pre, during and post execution photographs.**

2.1 'Janta ki Scheme – Janta ki Bhagidari' - EMPOWERMENT and BEAMS

In comparison to the manual budgeting process which was lacking transparency due to delays in authorizations and ineffective monitoring, the new system offers flexibility of inputs with emphasis on output and performance. BEAMS has inbuilt tools enabling internal budget control and external interface as under:

- The functional tools available within the BEAMS application which augment internal control mechanism are Budget Estimation, Budget Allocation, withdrawals and Reallocation, Excess / Surrender, Re-appropriations, Budget Control Register, Monitoring of the CSS and other resources, Budget Release order, Discussion Sheets
- BEAMS enables the external interface mechanisms which include Integration with Treasury/PAO system, Interface between function DDO and Payment system, Reporting and expenditure reconciliation system with AG/Accounting authority.

BEAMS has ensured that the diversions / blockage of funds is contained and the funds under Centrally Sponsored Schemes (CSS) / generation of utilization certificates (UCs) are monitored properly. The real-time data of JKPaysys and Budget details from BEAMS are generated to get the dynamic information on the EMPOWERMENT portal.

BEAMS	EMPOWERMENT
BEAMS is one of the most transparent systems in the country wherein all financial processes are now online.	**EMPOWERMENT is an interactive portal offering public an opportunity to give their feedback about any of the ongoing works.**

BEAMS

- BEAMS has led to speedier execution of works along with compliance to GFR
- The pace of number of works has accelerated. On an average, the number of works completed in the year 2018-19 was 9229 while the corresponding figure for 2019-20 was 12637.
- However, during the year 2020-21, a 100 percent increase in the execution of works has been seen with the completion of 21943 works and during the current financial year i.e., 2021-22, further 100% increase is anticipated with 40000 works.
- The transparency brought by BEAMS has reduced the expenditure on works by 30%
- Geo-tagging of works through PROOF (photographic reporting of on-site facilities) has ensured 100% physical verification and brought about 0% duplicity in works

EMPOWERMENT

- The information available on this one-stop platform can be utilized for timely feedback for improving expenditure outcomes in the spirit of togetherness
- This has led to greater transparency in public delivery system
- This is a strong tool for real empowerment of general public and citizen engagement
- In 2021-22, till date, 35519 works involving allocation of Rs 12241 crores on real-time basis are available on the IT enabled 'EMPOWERMENT' portal.
- This system is first of its kind by which people are able to oversee works being executed in their areas and monitor progress on real-time basis
- It has brought a sense of partnership and citizen engagement with over 67000 people having visited the portal till date

2.1 'Janta ki Scheme – Janta ki Bhagidari' - EMPOWERMENT and BEAMS

Outcome

The EMPOWERMENT initiative has made information of works available to all citizens that can be utilized for timely feedback / suggestions for improving expenditure outcomes in spirit of togetherness (Jan Bhagidari). BEAMS is a path breaking initiative that has enabled the transition from documentary budgeting to paperless budgeting. It has set into motion a time bound developmental process by ensuring better cash management, allocation, accounting and effective monitoring at all the levels to enforce effective public finance management. The adoption of digital technology in correlating financial allocations with physical progress and geo-tagging of proof under BEAMS and citizen participation / engagement through EMPOWERMENT are testimony to the great degree of transparency brought by these remarkable good governance initiatives of the Government of UT of Jammu and Kashmir.

2.2 'Aapki Zameen – Aapki Nigrani' – Land Records Information System

Abstract

In tune with the endeavor of the Government to make governance truly transparent and accountable in the UT, the Revenue Department under Digital India Land Records Modernization Programme (DILRMP) has come up with a path breaking initiative of **providing online access to the Land Records Information System** thereby reducing manipulation of land records and improving the efficiency of revenue offices substantially. This is the most transparent way of providing status of land records to the citizens, at their convenience i.e., at click of a button.

A landowner can easily access the status of correctness of his / her land, as updated in revenue record on http://landrecords.jk.gov.in without visiting a revenue office and can also register grievances online on this portal for any corrections/rectifications. With its launch on October 22, 2021, so far more than 7.10 lakh citizens have accessed this portal.

http://landrecords.jk.gov.in/
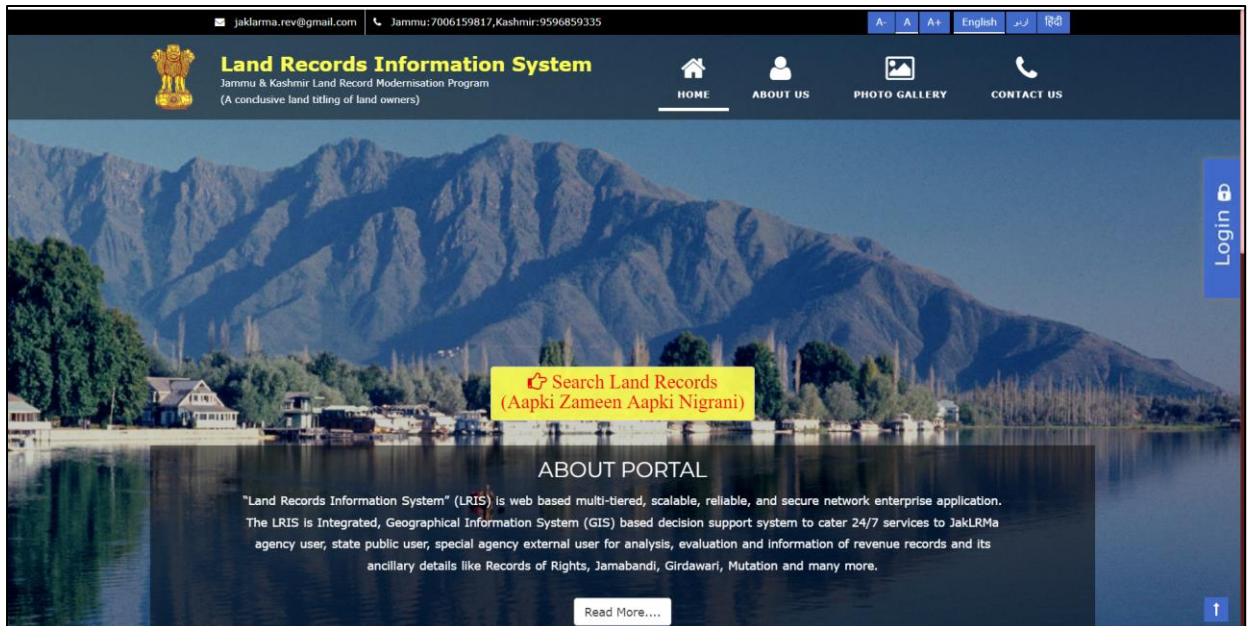
Scope

The aim with which the Digital Land Records Modernization programme was initiated was for modernizing management, enhancing transparency in the land records and to facilitate conclusive titles to immovable properties. This has been achieved to a larger extent by enabling access to scanned data of land records of all the 20 districts of the UT of Jammu and Kashmir at the click of the mouse. The citizens can now search and view their records online and check its correctness. It has facilitated and improved the working as well as delivery of services of the Revenue Department. The availability of records in the public domain will not only reduce the disputes but will also ensure correctness of the record.

The initiative of the department for the citizens for accessing their land records on http://landrecords.jk.gov.in tagged as "Aapki Zameen Aapki Nigrani" was launched by Sh. Manoj Sinha Hon'ble LG, Union Territory of Jammu and Kashmir on October 22, 2021. Scanned data of

2.2 'Aapki Zameen – Aapki Nigrani' – Land Records Information System

jamabandi, girdawari, mutation and mussavi of all the 20 districts of UT has been made available in public domain for free access to the citizens and till date more than 7.10 lakh citizens have seen the status of their land records on the portal without visiting a patwari or a tehsildar or any revenue office.

The tag line 'Aapki Zameen Aapki Nigrani' is true in the sense as a landholder can not only see the status and the correctness of the land record(s) maintained but can also see the subsequent alterations viz., additions, deletions, corrections, etc. made at the level of revenue authorities. By being a party to the whole process of updation, he/she can also lodge grievances online, without any interface with the department.

The access to the portal has been made convenient.
a) User can search data as per Khasra No.
b) Mutation can be searched with Khasra No. as well as with Mutation number
c) Public users can search and view scanned data of mussavi, jamabandi, mutation and khasragirdawari online in single search since all data is interlinked with Khasra number
d) It will also facilitate public user to see the historical data for selected Khasra number.

Uploaded document status and the time period for which		
Document Type	**Total Pages**	**Available for the period**
Jamabandi	1,16,71,179	1898 – 2019
Mutation	1,55,29,396	1898 – 2020
Girdawari	1,09,61,391	1898 – 2020
Mussavi	44,174	1893 - 2007

The IEC (Information, Education and Communication) campaign has been conducted by the Department in all districts for sensitizing the citizens about Land Records Information System.

Outcome

The scanned data of the jamabandi, girdawari, mutation and mussavi of all the 20 districts has been made available in the public domain. The citizens can check the status of their land with zero interface with the revenue office or official. The initiative has delivered beyond the opacity of red tapeism and the whims of revenue officials. The success of the acceptance of the initiative can be gauged well from the fact that within three months of its launch, more than 7 lakh citizens have visited the portal and seen their land records. Also, several feedbacks and grievances have been received which has ensured transparency in the system, accountability of the officials and correctness in the record.

2.2 'Aapki Zameen – Aapki Nigrani' – Land Records Information System

This initiative has proved to be a boon not only for the citizens but also for the department. For the department, it has ushered in transparency and correctness in the land records and for the citizens it has become a tool of monitoring of the status of their land record easily. The technological intervention has ensured the delivery of services and added to convenience of the citizens and made them a party in governance.

2.3 Land Pass Book – A true extract of Record of Rights in three languages

Abstract

The Department of Revenue vide S.O No. 35 dated 25.01.2022 has notified Jammu and Kashmir Land Pass Book Rules 2022 which lay the procedure, process and applicability of the Land Pass Book in trilingual (Hindi, Urdu and English). The Land Pass Book is evidently valid, authoritative and can be generated online on http://landrecords.jk.gov.in. Each Land Pass Book has a unique Number and QR Code as an additional security feature. The entries in the Land Pass Book carry the same evidentiary value as if these are certified copies of Record-of-Rights or Jamabandi and other public record for all intents and purposes before the Courts and Financial Institutions including Banks and can be used as an authoritative document for grant of financial assistance by Financial Institution. This is a one-of-its kind initiative and has enabled the landholders to access the status of their land record, to their convenience without interface with revenue offices or officials.

http://landrecords.jk.gov.in
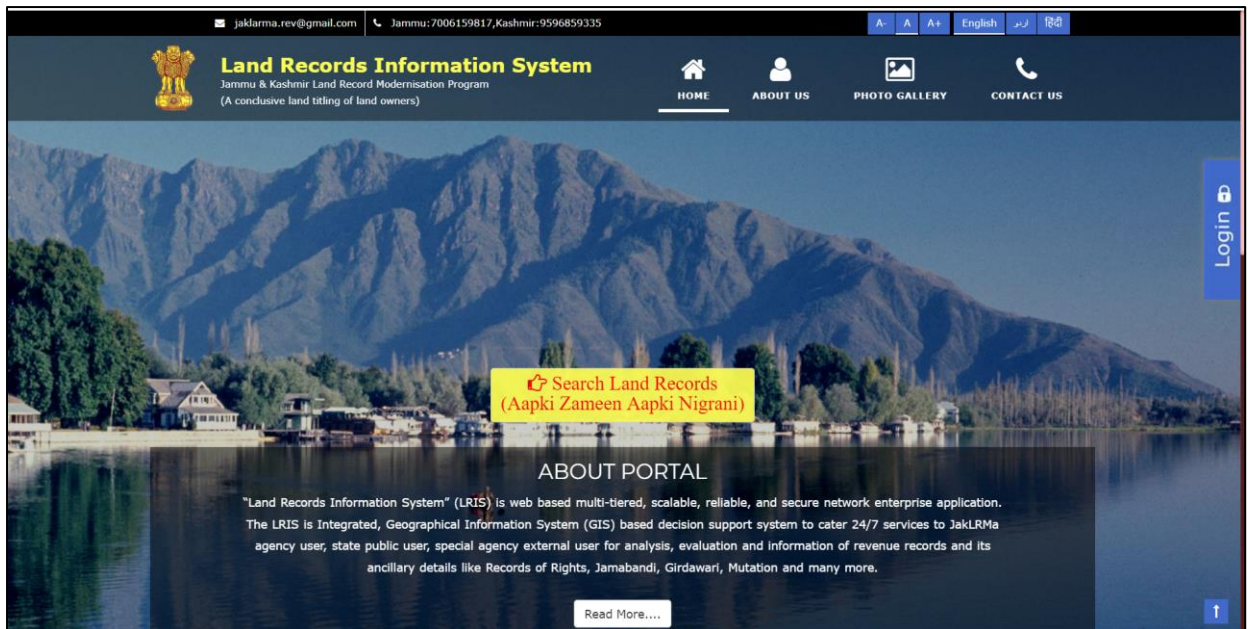
Scope

The UT of Jammu and Kashmir in its endeavour towards ease of governance with focus on delivery of services to the citizens, launched the online generation and issuance of Land Pass Book on January 14, 2022, on the pilot basis in two Tehsils viz. Jammu West and Chanpora of districts Jammu and Srinagar respectively. The landholder can view, generate Land Pass Book which is the true extract of the Record of Rights and can peruse the details in three languages, Hindi, Urdu and English. This has removed the language barrier for clear understanding of the record and has brought purity of record and accountability of the officials to the fore.

Section 22-A of Jammu and Kashmir Land Revenue Act, Svt. 1996 provides for the preparation of Passbook for every landholder, containing record-of-rights in revenue estate. This is to enable the landholders to make its use for credit facilities and for other matters connected therewith or incidental thereto. This is a progressive initiative of the Department in e-governance.

2.3 Land Pass Book – A true extract of Record of Rights in three languages

For effective monitoring and delivery of service, the institutional structure is well laid with clear designation of Tehsildar as an Issuing Authority with the provisions of appeal, review and revision with the senior level of hierarchy. The land rules notified have given legality to the Land Pass Book making it an evidently valid entity carrying same evidentiary value as certified copies of record-of-rights for all intents and purposes before courts and financial institutions. Land Passbook can be used as an authoritative document for grant of financial assistance by a financial institution. For redressal of grievances and disputes, department has given responsibility both to the issuing authority as well as the holder of the Land Passbook for keeping it valid on all accounts and at all times.

The UT administration has started the campaign for distribution of the Land Passbook by organizing functions at village level. Further, for convenience, the access module for generation of the Land Pass Book envisaged by the department is as under:

Logon to **landrecords.jk.gov.in**

Click **Land Pass Book** icon

Enter **Aadhaar and Mobile**

Generate OTP

Fill OTP and Captcha

Generate Land Pass Book

Take its printout
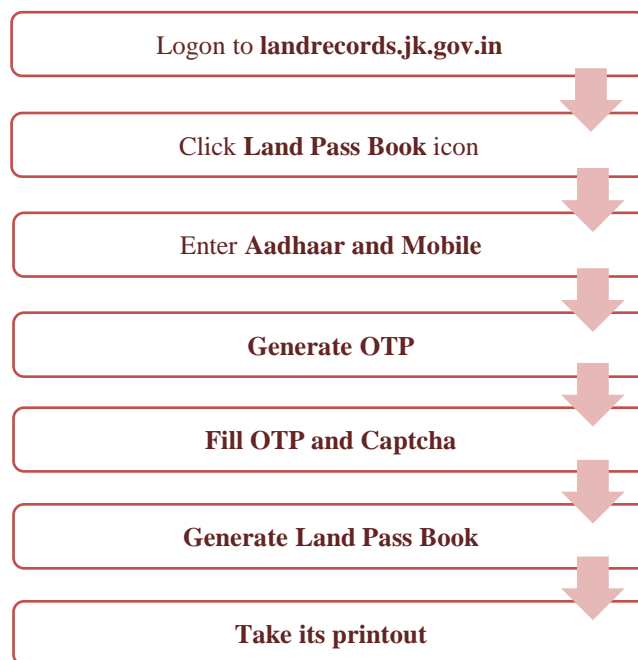
Structure of Land Pass Book
The Land Pass Book is as per Form-IV prescribed under Jammu and Kashmir Land Pass Book Rules 2022 issued under section 22-A of the Jammu and Kashmir Land Revenue Act, Svt.1996. The Land Pass Book front page has a unique pass book number and QR code, indicating the details of the owner and the legal validity of the Land Pass Book which is for the guidance and reference of the user agency and for ease of delivery of service by the financial institution and line departments.

2.3 Land Pass Book – A true extract of Record of Rights in three languages

Any individual or institution can verify the authenticity of the land pass book and its details thereof by scanning of QR code. Page No. 03 to 08 are the details of Land Parcel as per Record of Rights/ Jamabandi in Hindi, Urdu and English making it a lucid document for reference.

Outcome

The revenue record has moved from the custody of the officials to the public domain. The citizens are no more dependent for securing the authenticated land records physically in person from revenue offices or officials. The generation of Land Pass Book is as per the convenience of citizens.

The Department already has the scanned revenue data available of all the districts of UT of Jammu and Kashmir. With the pace of digitization of revenue records, voluntary seeding of Aadhar and mobile numbers of landholders in the database will enhance transparency thereby providing convenience to the citizens for generation of Land Pass Books online. The initiative has been brought to the notice of all the citizens through robust IEC activities involving PRIs and other local Government institutions.

The e-initiative with legal backup has proved to be a tool of convenience with evidentiary value to the citizens, courts and financial institutions. With no interface with the Government officials / offices the issues of exploitation, delay and unwarranted disputes have been done away. There is no time wastage as records are available online. This has created an environment wherein the Government official is accountable to the purity of the record and the landholder of the Pass Book for its truthful custody.

2.4 Adoption of e-office – End of Darbar Move Practice

Abstract

Governance activities center around creation of files, notings in the file, decisions at various levels, and finally issuance of decisions as letters and notifications. Any request to the Government goes through an elaborate processing different stages called workflow. The non-electronic mode results in manual interventions, physical file movement, wear and tear of files, issues of files getting lost, abstraction, delay and absence of performance monitoring. In order to overcome the said issues, e-office was implemented in UT of Jammu and Kashmir. As on date, more than 300 offices have been made fully operational on e-office. The end of the practice of Darbar move has resulted in a saving of approx. Rs 400 crores annually and introduction of e-office has brought about transparency and accountability in government functioning.

https://jkit.nic.in/eoffice/

Scope

The practice of 'Darbar Move' included movement of hundreds of trucks to transport the official documents and infrastructure over a distance of over 300 kms between Jammu and Srinagar and vice versa. The practice continued till 2020 with the annual cost being around Rs 400 crores. The 148-year-old tradition exercise done twice in a year had huge cost implications. The UT administration's offices in the Civil Secretariat have completely switched over to an e-office, which has obviated the requirement of physical movement of files/records from Jammu to Srinagar and vice-versa.

Jammu and Kashmir Government is according great emphasis to improving productivity, internal processes, transparency in the decision making and to bring in citizen participation as part of the inclusive governance in the UT of J&K. The physical file movement of documents incurs a lot of time, cost and requires a continuous monitoring from desk to desk before the final decision is made. There was a need felt to have a system wherein an authorized employee could locate the required documents and/or files in the shortest possible time, update and share them with other relevant users

2.4 Adoption of e-office – End of Darbar Move Practice

and eventually store them with proper reference. This way of working could make the system not only efficient by speeding up the decision-making process but also make the office virtually paperless. This has greatly improved the effectiveness and transparency in Government processes and service delivery mechanism.

Execution

The Government (UT Administrative Council) formally accorded approval to the roll out of e-office in the Civil Secretariat of Jammu and Kashmir on 10.03.2021. Adoption of e-office required an overall change management framework that essentially focuses on training and hand holding of the users, Data Centre Services, provision of gap infrastructure (computers, printers, scanners, digital signatures etc.), ensuring safety and retrieval of data in case of disaster or unforeseen event, seamless connectivity in offices, bandwidth etc.

Scanning and digitization of Secretariat records has been a significant step that has been achieved in J&K. The file that is needed for official work is scanned in office and is then processed as e-file. All the official records of Civil Secretariat i.e., approximately more than 2 crore pages were scanned and migrated to e-office for immediate file access which included legacy data as well.

The challenging task of e-office implementation across UT of J&K was given to Jammu and Kashmir e- Governance Agency (JaKeGA), IT Department. e-office was implemented in all the Administrative Departments of Civil Secretariat J&K initially in a period of 45 days in April 2021.

The next step was to implement e-office in different departments of the UT of Jammu and Kashmir for which the necessary training was provided by the Department of Information Technology through its executing agency i.e., JaKeGA upto the level of Heads of Departments (HoDs) and as on date e-office is fully operational in more than 300 offices. To support the speedy accessibility of files through e-office, a rate contract/empanelment of service providers for scanning of official records was also done. Various vendors were on-boarded simultaneously and around 3 crore documents of outside offices were scanned within a period of 6 months.

Training

JaKeGA conducted around 300 training sessions on e-office platform. Users were given hands-on training using demo instance of e-office that was hosted at State Data Centre, J&K.

Technology and Ecosystem

The e-office platform is one of the high technology advancement initiative in the UT of Jammu and Kashmir. The other pillars in the end-to-end delivery of this system are Multi Path Label Switching (MPLS) Network connectivity in outside Secretariat office, State-Wide Area Network (JK-SWAN), NICNet, VPN over internet, etc. Significant work has been done in connecting around 60+ offices on MPLS till date. A robust connectivity is also being provisioned on Fiber Optic Network between Civil Secretariat Jammu and Srinagar. At the same time, a Disaster Recovery Centre is also provisioned for e-office in a different seismic zone.

2.4 Adoption of e-office – End of Darbar Move Practice

Key Status	
01	**A total of 338 offices have been onboarded on e-office**
02	**A total of 10084 users have been created on e-office out which 9564 are active users who have created 133644 files and 564320 receipts**
03	**Approx. 2481432 files and 1772557 receipts have been moved electronically till date.**
04	**The average disposal of files is around 96%.**

Outcome

The e-office platform is one of the major e-Governance reforms in the UT of Jammu and Kashmir and has brought a sea change in the functioning of the Government. The implementation of e-office in the UT of J&K has brought about a great deal of efficiency and transparency in the overall working and disposal of Government business, besides ensuring functionality of the Government both at Jammu as well as in Srinagar. It has also led to a saving of Rs 400 crores per year to UT exchequer.

2.5 Online Registration of Property Documents

Abstract

Registration of land and other property documents in the Union Territory of Jammu and Kashmir is not new. The registration commenced in the Jammu and Kashmir in the year 1920 during the regime of Maharaja Pratap Singh under the Jammu and Kashmir Registration Act, 1977. The registration was being done by the judiciary. Consequent to the historical changes enacted by virtue of the Jammu and Kashmir Reorganization Act, 2019, the Registration Act, 1908 (Central Act) was made applicable to the Union Territory of Jammu and Kashmir with concurrent repeal of the Jammu and Kashmir Registration Act, 1977.

In a landmark decision, the UT Government of J&K created a new Registration Department in October 2019 under the aegis of the Revenue Department to shift the process of registration from judiciary to executive in sync with the pattern existing in other states / UTs and move to an orderly, speedy and systematic set-up of land and other miscellaneous document registration. A network of Registration offices, in all 111, including 20 Registrars and 88 Sub Registrars has been set up across J&K in consonance with the provisions of the Registration Act, 1908, the cardinal principle being the convenience of the public/citizens and speedy service delivery.

The palmy journey began in the year 2019, when J&K moved towards a Pan-India concept of registering documents through the executive. Though being in its formative stage, the Registration Department has concertedly managed to emerge as a beautiful manifestation of the Aspirational Constitutional Changes of year 2019, providing its citizenry transparent, inclusive and seamless services. The department is steadily marching towards excellence in terms of its mandate under the provisions of the Registration Act, 1908. The J&K Registration Department is arguably a rapidly evolving organization in the entire UT with an everlasting appetite for adopting latest and most innovative methods and best practices to deliver on an enviable level. The department has already taken various citizen friendly initiatives and many more are on the anvil. The department is indefatigably working towards exploration of various user-friendly features available in National Generic Document Registration System (NGDRS) and also improving upon security and backup mechanisms for a long term and robust record keeping and retrieval system. Simultaneously, the Department has initiated a capacity building programme which aims at evolving a holistic and sustainable training module for its employees to hone their skills for efficient and professional public service delivery.

The Department has successfully managed to reduce the administrative overhead expenses of the government by minimizing the use of paper and introducing the digitized appointment at the Sub Registrar Office, much to the empowerment of the citizen, while enabling him property valuation on a click as also achieving Ease of Doing Business (EoDB).

Scope

Registration is the process of recording / preserving the contents of a document with a Registering Officer appointed by the Government. The object of registration is assurance of title, conservation of evidence, publicity of documents and safeguarding of land transactions against any fraud. The Registration Department under the guidance of the Revenue Department and in consultation with its various stakeholders viz. Software Development Unit (SDU), Pune, NIC J&K, Stock Holding Corporation of India (SHCIL) and JaKeGA – ITD, J&K endeavours to move towards an orderly and automated system of document registration hinging on a framework encompassing institutional and

2.5 Online Registration of Property Documents

https://ngdrs.jk.gov.in/

technological interventions to make registration of land/property documents simple, speedy and accessible without compromising on the validity and veracity of the data. The Department of Registration presents an example of this progressive change which is manifested across the UT, touching lakhs of lives by providing superior services in a time bound and efficient manner despite being in its infancy and evolving resources. The most important and visible change in this regard has been the successful implementation of NGDRS.

Recognizing the need for online registration of documents, a reform towards good governance and assured service delivery, Jammu and Kashmir in one of the pioneering UTs in the northern part of the country that has successfully implemented NGDRS developed by the SDU,NIC Pune on the initiative of the Department of Land Resources, Government of India under "One Nation One Software Programme". Online registrations through NGDRS were initially started in September 2020 in five districts of J&K on a pilot basis and within a span of less than two months extended to remaining districts. Simultaneously, online systems for e-stamp duty collection and e-registration fee were launched to reduce the human interface as far as possible. Registration is done online in all the 88 Sub Registrar offices, ushering in a new regime of transparent document registration. A citizen can now apply for registration as per his convenience without having to stand in long queue, only to return with a smile on his/her face with a registered document. This has also relieved him of the burden of multiple visits to a Sub Registrar office and stress on his budget.

Online Registration of Land / Property Documents through NGDRS:
NGDRS software is configurable and customized as per the requirements of UT of J&K. A document can be registered in 8-10 minutes. Application is specifically designed and developed for its use by the citizens as per their requirements. The process is simple and precise. Any applicant can file an application on his/her own or avail the services of a deed writer / petition writer or an advocate for registration of his/her document.

2.5 Online Registration of Property Documents

The entire registration process comprises the following five steps:

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┌─────────────────────────────────────────────┐
│  Citizen registration and uploading of       │
│  documents on ngdrsjk.gov.in                  │
└─────────────────────────────────────────────┘
                      ↓
┌─────────────────────────────────────────────┐
│  Booking of slot / appointment at SR Office   │
└─────────────────────────────────────────────┘
                      ↓
┌─────────────────────────────────────────────┐
│  Presentation, payment verification,          │
│  photographs at SR Office                     │
└─────────────────────────────────────────────┘
                      ↓
┌─────────────────────────────────────────────┐
│  Document Registration                        │
└─────────────────────────────────────────────┘
                      ↓
┌─────────────────────────────────────────────┐
│  Collection of registered document /          │
│  certified copy                               │
└─────────────────────────────────────────────┘
```
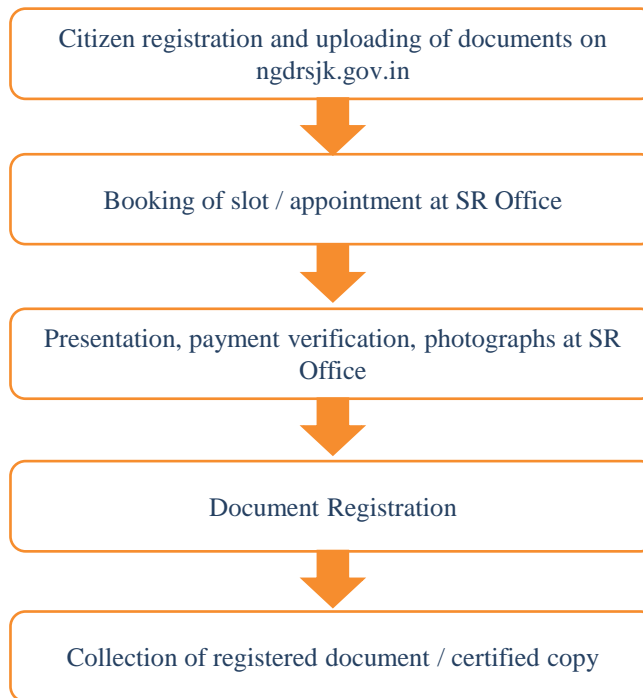
The system has been designed in a manner that a citizen is kept informed through SMS alert through various stages of registration of his document. In the event of refusal or rejection of his document, he is informed through an SMS alert too. Most of the features mentioned below stand adopted and implemented by J&K.

Salient features of online registration process through NGDRS

- Citizen registration to request the access permission of the system.
- Facility for Online document entry by citizen.
- Online valuation module with stamp duty calculation.
- Role based access to citizens and department users.
- SMS facility to send alerts to citizens and departmental users.
- Email enabled alerts to citizens and users.
- Hierarchy based maker/checker facility.
- eKYC - UID based authentication with the help of biometric or iris at the time of admission.

- Linkage with Land records system.
- Interface for Online payment facility.
- Linkage with stamp inventory software to avoid duplicate usage of used stamp paper.
- Storage of copy of registered documents using scanning technology.
- View, download scanned documents to generate certified copy for authorized user.
- Unicode based Local Language support.
- Registration anywhere within concurrent jurisdiction.
- Single log in credentials for all modules.
- Daily, Monthly & yearly MIS reports with cash book & other account related reports.

2.5 Online Registration of Property Documents

Key Benefits

Any bonafide citizen of India can apply for registration of land in J&K through the NGDRS application. One can apply by visiting on the url: ngdrs.jk.gov.in. He / she can find out the rate of land of a particular estate/village available on the NGDRS portal and calculate property valuation as per the prevailing rates based on the type of land as notified by the concerned Deputy Commissioner. A citizen can apply online for document submission, make instant online stamp payment or through stamp vendor / bank and take prior appointment. Thereafter, he / she is required to visit the office of Sub Registrar once only at the time of pre-booked appointment for capturing biometric, photographs and final signing and registration. The increase in registration slots from 25 to 42 per day per Sub Registrar office has created a wealth of slots and overcome any artificial slot scarcity. In fact, against the allocated slot availability, the slot utilization is around 90 % leaving still a cushion of around 10 % slot availability.

The entire process is simple, speedy, transparent accessible and user friendly. The process has minimized the human interface. There is no waiting period now. The system provides for shifting of appointment slots, rescheduling of appointments, elimination of waiting period, avoidance of bogus booking of slots through Aadhaar / OTP based authentication, dashboard for monitoring performance of   Sub Registrars, online collection of e-stamp Duty collection and registration fee for enhanced transparency with minimum human interface, etc.

Outcome

Online registration of land and property documents is a major reform towards good governance and ease of doing business. The online registration has helped to minimize the possibility of litigation by ensuring the veracity of data and shifting to an online system of orderly registrations under 'One Nation One Software Programme'. A historical step towards promotion of national integration and a big stride towards the concept of 'Minimum Government and Maximum Governance'.

Despite being in its formative stage and notwithstanding the COVID pandemic, Registration Department since its inception on 01.11.2019 has registered over 1.56 lakh documents upto 14.02.2022, with a revenue collection of over Rs. 856 crores. The data of the last four years, has revealed that Rs. 267.85 cr. revenue was realized during 2017-18, Rs 190.69 cr. during 2018-19 and Rs. 291.13 cr. during the year 2019-20. During the year 2020-21, revenue to the tune of Rs. 327.781 cr. was collected by the Registration Department representing 12% increase over the previous year.

Securing public good through assured public service delivery takes primacy over revenue realization. Yet in the matter of revenue realization, the Department has not lagged behind with over 73,700 documents having been registered during the current financial year with a revenue collection of Rs. 440 crores. The document registration has been brought under the purview of the Jammu and Kashmir Public Services Guarantee Act (PSGA), 2011 which stipulates registration of a document within two days. The efforts and deliverables of the Department have allowed the Government to bring the services of the Department under the ambit of PSGA, reflective of its faith in the system and galvanised machinery.

2.5 Online Registration of Property Documents

The online system of document registration in the UT of J&K within a short span of time has achieved many milestones. Going forward, many more initiatives are on the anvil and the scope for addition of more features to the convenience of citizens by leveraging IT will further simplify the document registration process much to the convenience of the citizens. Some of the features are Maker and Checker facility at Sub Registrar level, addition of home-visit module for the infirm, elderly etc., integration with Land Record Management System & automation, access to legacy data, e-signing of documents by Sub Registrars, pan-India integration to prevent tax evasion/ benami transactions, Aadhar based biometric identification to prevent impersonation, integration with payment gateway for cashless transactions and integration with the single window clearance investment portal etc. However, it needs to be appreciated that online registration of land documents is a fully technology driven process, therefore, a multipronged strategy focusing on technological intervention, augmentation of infrastructure, heightened monitoring, provision of manpower and capacity building has been adopted to develop into a robust and flawless system.

In order to further improve upon the services and adopt some of the best practices prevalent in other states, the same are being studied for their replication and dovetailing with other revenue services and flagship programmes like Aap Ki Zameen Aap Ki Nigrani (AZAN).

The offline document registration was archaic with no specific timelines for registration of documents or safeguards for assurance of title, veracity of data and conservation of evidence. The online registration has made the registering authority bound to register a document in accordance with the provisions of the Registration Act, 1908 and provisions of Jammu and Kashmir Public Services Guarantee Act, 2011. It has truly empowered the citizen to register his property for its preservation for posterity.

Recognizing the fact that online registration of land documents is a fully technology driven process, therefore, a multipronged strategy focusing on technological intervention, augmentation of infrastructure, heightened monitoring, provision of manpower and capacity building has been adopted to develop the document registration into a robust and flawless system.

The Government of J&K is working relentlessly to better the services provided to its citizens while instilling impeccable trust through accountable, transparent and technologically superior practices. With the plethora of documents like mortgages, rent deeds, lease deeds etc. being registered; the department has furthered the efforts of government for enhancing EoDB in the UT. The department despite being in tender age has fast adapted and evolved into a revenue generating asset for the UT. The department has not only adopted the online registration module but also streamlined the entire registration process to rid it of the manual errors, record keeping issues, stamp frauds and hegemony of various coteries. Further streamlining of the existing processes and procedures into a technologically driven document registration system will put the department on course towards achieving the goal of 'One India, One Registration'.

2.6 Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JK-IGRAMS)

Abstract

Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JK-IGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Departments of UT. Every Department has a role-based access to this system. The status of the grievance filed in IGRAMS can be tracked with the unique registration ID provided at the time of registration to the complainant. IGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. After closure of grievance if the complainant is not satisfied with the resolution, he/she can provide feedback. If the rating is 'Poor' the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

https://jkgrievance.in/

Scope

The Integrated Grievance Redress and Monitoring System (JK-IGRAMS) portal has been developed to enable citizens to register their grievances and seek redressal / answers from the concerned departments. Though it has existed for past few years, an attempt has now been made to provide a single window for lodging; channelizing and tracking the grievances by integrating it with Government of India's CPGRAMS on top and District Grievance Cells of all 20 districts at bottom. Further, toll-free Call Centers have been set up for providing an alternate medium to the citizens to register their grievances at district level.

2.6 Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JK-IGRAMS)

Online Grievance Registration System (jkgrievance.in) allows people to register his/her grievance online though this portal and outcome or resolution provided by department as well. This portal was launched on February 15, 2018.This portal is further integrated with SMS/Email gateway for time-to-time confirmations to applicants.

Salient features of IGRAMS		
To Citizens: • Availability of services at the doorstep. • Allow registration of grievance through internet 24 x 7. • Easy registration process. • Get the status of the grievance online. • Get the confirmation on SMS and Email. • Acknowledgement of Online Grievance.	**To Government Offices:** • MIS Report. • Simplified software to handle. • Super Admin credentials for registering of offline grievances. • Login Credentials for various departments and posts. • SMS and email to HODs at the time of citizen grievance registration. • Real Time who is online Departmental HOD. • Number of Hits at the bottom (visitor Count). • Auto reminder to HODs for pending grievances.	**Transparency** • Grievances cannot be deleted by anyone and most of the information is available openly to all concerned stakeholders. • Facility to submit reminder or clarification related to the grievance. **Feedback Mechanism** • Unique registration n. given to the citizen upon submission of the grievance to the system. • Any Question or documents required for redress of the grievance will be asked in one go on a time bound basis on receipt of the grievance.

How to register a complaint on IGRAMS?

Open jkgrievance.in → Click on Post Grievance → Enter Mobile number → Fill Grievance Form → Submit the details → Note Grievance number
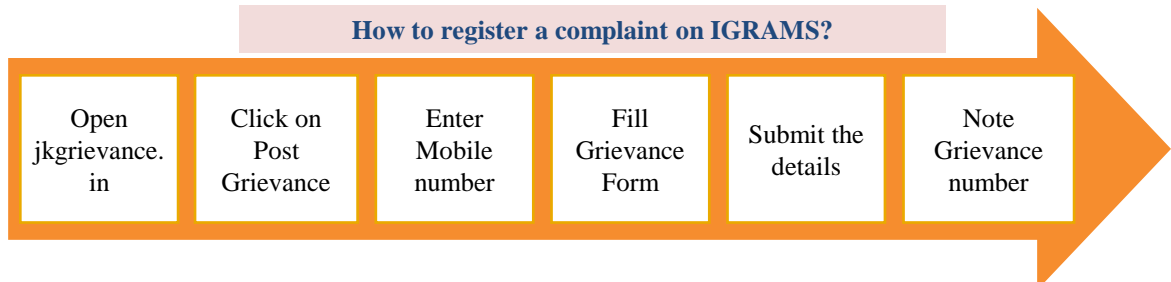
How to track a complaint on IGRAMS?

Open jkgrievance.in → Click on Track Grievance → Enter Grievance No. & Mobile No. → Submit the Detail → Check your Status

2.6 Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JK-IGRAMS)

Outcome

JK-IGRAMS has been developed to enable citizens to register their grievances and seek redressal / answers from the concerned departments. It is a big breakthrough where citizen can put their grievance to department online and gets acknowledgement of Online Grievance and resolution provided by department as well. This system/portal is helping citizens as it is a transparent system and none of the grievance can be deleted from this system. The system ensures time bound redress of the grievance.

2.7 Rapid Assessment System (RAS) – Measuring Quality of Service

Abstract

The implementation of RAS is unique and an unprecedented initiative not just in Jammu and Kashmir but in the entire country. It has initiated a new paradigm of feedback system used by the Departments of Jammu and Kashmir for delivery of e-Services, continuous measurement of Quality of Service (QoS), identifying pain areas and improving the quality of services.

RAS is a system for continuous assessment of quality of e-services availed and realigns goals to achieve targeted benefits. The RAS interface triggers / prompts citizens to provide instantaneous feedback after the citizen avails an eService of the Government, either through SMS or Web Browser or Mobile Application. The analytic features of RAS help integrated departments for continuous system improvement and better delivery of services. Initially 26 services of 10 departments were integrated with RAS platform. As on date, 174 e-services, currently available on SSDF platform, ServicePlus platform and EoDB platform, have been integrated with Rapid Assessment System (RAS) for digital feedback mechanism. To access feedback submitted by citizens on RAS platform with respect to services availed, access credentials have been provided to respective Administrative Secretaries.

The highest-ranking service is 'Application for Domicile Certificate' of Revenue Department for which a total of 5040 citizens have submitted their feedback of which 72.6% citizens have ranked the service as 'Good'.

https://ras.gov.in/v2

2.7 Rapid Assessment System (RAS) – Measuring Quality of Service

Scope

The main objective of the Digital India Mission is **'Power to Empower'** and one of the core components of Digital India initiatives is **digital delivery of services**. To improve delivery of e-services the Government of Jammu and Kashmir is committed to continuously measure and improve the quality of services delivered by various departments, which will help in providing efficient and accountable governance by leveraging technology to create an enabling environment.

Rapid Assessment System (RAS) developed by the National e-Governance Division (NeGD) under the Ministry of Electronics and Information Technology (MeitY), Government of India, is a feedback system for e-services delivered by Central and State/UT Governments. The primary objective of RAS is to continuously assess the quality of e-services under each e-governance project and realign goals to achieve the targeted benefits. **The RAS interface would trigger / prompt citizens to provide instantaneous feedback after the citizen avails an e-service of the Government, either through SMS or Web Browser or Mobile Application.** The analytic features of RAS would help integrated departments for continuous system improvement and better delivery of services.

Main features of RAS

- Trigger based easy service integration through open APIs with departments' process workflow.
- Localization support (allows citizen to give feedback in his/her local language)
- Easily configurable by User Department - Departments can easily configure the mode of questions, type of questions, number of questions or text of questions as per their requirement
- Feedback through multiple communication channels like SMS or Web Browser or Mobile Application
- Analytical layer through dashboards for key insights and data analysis.

RAS Feedback Mechanism

CHANNELS OF FEEDBACK

1 Through response SMS

2 Through RAS website

3 Or through RAS Mobile APP
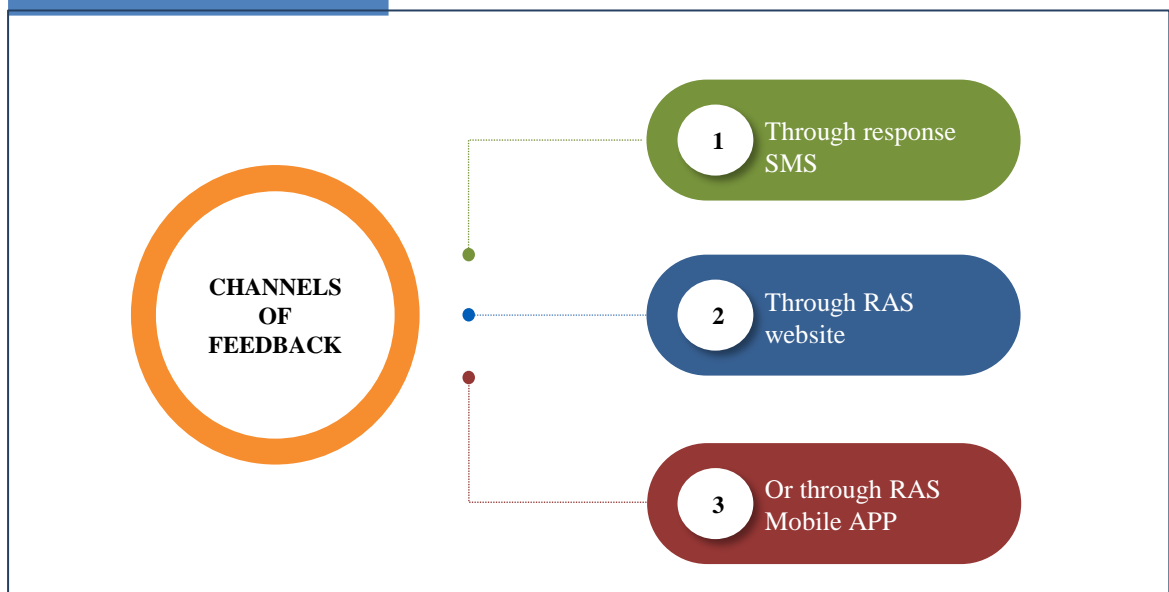
2.7 Rapid Assessment System (RAS) – Measuring Quality of Service

Major benefits of RAS

- RAS enables citizen to give feedback and share his/her experience of eService provided by Government.
- RAS provides an electronic mechanism to provide online feedback, integrated with Service Provider applications.
- RAS is a generic feedback system to be used by all Government Ministries/ Departments for delivery of eServices.
- RAS is a mechanism for continuous measurement of Quality of Service (QoS).
- RAS will help in identifying pain areas and in improving quality of services.

So far, 174 e-services, currently available on SSDF platform, ServicePlus platform and EoDB platform, have been integrated with Rapid Assessment system (RAS).

Outcome

The Rapid Assessment System - (RAS) initiative has facilitated citizens to submit feedback through SMS/Web browser/Mobile Application and share their experience of e-services provided by the UT Government that can be utilized for measurement of Quality of Service, identifying problem areas and improve the quality of services. RAS is a path breaking initiative to help Government of Jammu and Kashmir to take steps for improving quality of digital services. The analytic features of RAS would help departments for continuous system improvement and better delivery of services. The adoption of RAS by the Government of UT of Jammu and Kashmir is ensuring improvement in service delivery to the end users by continuously assessing the quality of the e-services.

2.8 Single Window Clearance System - Ease of Doing Business in J&K

Abstract

In order to provide transparent, efficient and hassle-free services to the citizens of the UT and to regulate business environment in the Government departments, various services have been notified as public services from time to time under the Jammu and Kashmir Public Services Guarantee Act 2011. Further, in line with the stated policy of Government to facilitate business environment in the UT, the Government has taken various measures which include framing of regulations as would make services accessible to the citizens.

To provide a conducive business environment under the Business Reforms Action Plan (BRAP), the Government has decided to provide services that have direct bearing on the business environment in 'online mode', to the extent possible, so that the stakeholders can avail such services in a hassle-free manner.

The Single Window Clearance System was formed as a consequence to Jammu and Kashmir Single Window (Industrial Investments and Business Facilitation) Act, 2018 (Act No. 10 of 2018) to provide necessary time bound license, permissions and sanctions for the establishment of industry in the UT of Jammu and Kashmir.

https://singlewindow.jk.gov.in/; https://www.investjk.in/

2.8 Single Window Clearance System - Ease of Doing Business in J&K

Scope

The Single Window Clearance System Portal is a single window facilitation mechanism for investors.

The portal is a medium of information for investors on Government policies, incentive schemes and the availability of infrastructure. It provides manuals to help investors understand the application process for proposed investment projects. The portal will also facilitate different stakeholder departments to process applications by investors and approve them online. This portal also aims to build a centralized repository of sector-wise investments in the State and Government policies, and ultimately to deliver to investors a high-quality and responsive service.

Investors Corner

The system will facilitate registration of users interested in Jammu and Kashmir, enabling them to collect information regarding facilities, infrastructure availability and the sector-wise permissions required, etc.

Personalized account for investors
- All the alerts and intimations will be available to the investors in their portal inbox
- Each investor can make applications for new projects from their account
- The list of projects committed by the investor till date will be displayed in the personalized account
- The system will provide numerous project details such as the description, infrastructural requirements, investment, employment, application forms.
- Investors will be able to make online applications relating to each project through the portal – for land, water, and power for instance
- Information dissemination to investors about queries about infrastructure facilities, Government policies and incentive schemes
- Online tracking of application status and issues

Over 125 services have been categorized under Pre-Establishment, Pre-Operational, Post-Establishment, and Renewals categories for ease of use to the users

S. No.	Service Name	Service Department
	Pre-establishment Approvals	
1	Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	Labour
2	Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948	Labour
3	Allotment of land in Industrial Area	Industries
4	Electricity connection	PDD
5	Water connection	Industries/PHED
6	Renewal under Shops and Establishments Act	Labour
7	Registration of Boilers under The Boilers Act, 1923	Labour
8	Consent to Establish (under Water Act & Air Act)	JKSPCB
9	Provisional NOC from Fire Department	Fire Department

2.8 Single Window Clearance System - Ease of Doing Business in J&K

S. No.	Service Name	Service Department
10	Initial / EM-1 Registration	Industries
11	Tree Transit Permission Application	Forest
12	Wholesale Trade License - JKEL-1 - Liquor Trade License (Local)	Excise & Taxation
13	Wholesale Trade License - JKEL-1A - Wholesale Trade License Manufacturer outside State	Excise & Taxation
14	Wholesale Trade License - JKEL-1B - Wholesale license for Foreign Liquor Brand / BIO	Excise & Taxation
15	Wholesale Trade License - JKEL-1W - Wholesale License of Wine-Indian/BIO-Bottle in Origin	Excise & Taxation
16	Bar License - JKEL-3 - Bar with Hotel License	Excise & Taxation
17	Bar License - JKEL-3A - Bar with Hotel & Banquet License	Excise & Taxation
18	Bar License - JKEL-4 - Bar with Restaurant License	Excise & Taxation
19	Bar License - JKEL-4C - Bar with Banquet Hall License	Excise & Taxation
20	Bar License - JKEL-7 - Bar with Club License	Excise & Taxation
21	Social Occasions or Temporary License - JKEL-4D - Permit to serve liquor on social occasions at private places	Excise & Taxation
22	Social Occasions or Temporary License - JKEL-4E - Permit to serve liquor on social occasions at banquet halls / part halls / restaurants etc.	Excise & Taxation
23	Canteen - JKEL-5 - Wholesale vend of foreign liquor in a military canteen including unit run military canteen or those run by paramilitary forces	Excise & Taxation
24	Canteen - JKEL-5A - Retail vend of foreign liquor in a military canteen including unit run military canteen or those run by paramilitary forces	Excise & Taxation
25	Canteen - JKEL-7B - Officers Mess / Club	Excise & Taxation
26	Manufacturing Plants - JKEL-6 - Establishing a Bottling Plant for Foreign Liquor	Excise & Taxation
27	Manufacturing Plants - B1 - Establishing a Brewery Bottling Unit	Excise & Taxation
28	Manufacturing Plants - D2 - Establishing a Distillery Unit	Excise & Taxation
29	Narcotics - NP-5 - Sale by Licensed Druggists of Narcotics and Psychotropic Substance.	Excise & Taxation
30	JKEL-12 - Possession and Wholesale Or Retail sale of Denatured Spirit/Special Denatured Spirit/Methylated Spirit/ Rectified Spirit/ Plain Spirit	Excise & Taxation
31	JKEL-13 - Possession and Use of Absolute Alcohol, Denatured Spirit, Special Denatured Spirit, Rectified & Plain Spirit for Industrial Use	Excise & Taxation
32	JKEL-14 - Possession and Use Absolute Alcohol/Denatured/rectified spirit/plain spirit/ methylated Spirit by Government Institutions, Educational Scientific and Research Organizations	Excise & Taxation

2.8 Single Window Clearance System - Ease of Doing Business in J&K

S. No.	Service Name	Service Department
33	JKEL-15 - Export, Import, Transportation, Sale or Possession of Molasses	Excise & Taxation
34	Sales Man Approval - Approval of Salesman/Barman	Excise & Taxation
35	Registration certificate of Establishment Inter State Migrant contractors (RE&CS) Act,1979 (License of Contractor Establishment)	Labour
36	Registration certificate of Contractors	Labour
37	Application for License of wood-based industry	Forest
38	Registration of Timber Sale Depot	Forest
39	Registration of Cooperative Society	Cooperative Societies
40	Certificate of Non-Forest land	Forest
41	Letter for Distance from Forest	Forest
42	Grant & Renewal of Mineral Dealer License (MD1)	Geology Mining
43	Grant/renewal of Quarry license for Private land (QL1)	Geology Mining
44	Grant of Mining Lease for Private Land i.e. In case the minerals are not deposited in State land (ML1)	Geology Mining
45	Short-Term Permit / Disposal Permit (STP1)	Geology Mining
46	Mining Lessee Monthly Return (ML8)	Geology Mining
47	Mining Lessee Annual Return (ML9)	Geology Mining
48	Mineral Dealer/Licensee Monthly Return (MD8)	Geology Mining
49	Approval for Installation of Diesel Generator Set	PDD
50	De-registration of Units	Industries
51	Prior Permission for additional products	Industries
52	Prior Permission for substantial- Expansion Additional Line of Activity	Industries
53	Change in Location	Industries
54	Change in Name & Style	Industries
55	Assessment of raw material & finished goods	Industries
56	Transfer of Lease Hold Rights of Units	Industries
57	Online Building Permission	HUDD
58	NOC for Film Shoot	Information
59	NoC for Water Abstraction from CGWA/Relevant Authority	PHE - Jal Shakti
60	Apply for Obtaining Water connection (Outside Industrial Estate)	PHE - Jal Shakti
61	Apply for Obtaining Water connection (Inside Industrial Estate)	PHE - Jal Shakti
62	Filling of Annual Returns under Trade Union Act 1926	Labour
63	Application for Mobile Tower Installation Permission	HUDD
64	Application for Provisional Registration of Dairy Farm/Gaushalla	HUDD
65	Application for Issuance Street Vending / Rehri License	HUDD
66	Application for No Objection Certificate for Commercial Establishments for Municipal Corporation Only	HUDD
67	Application for Permission of Trade Fair/Mela/Exhibition for Municipal Council/Municipal Committee Only	HUDD

2.8 Single Window Clearance System - Ease of Doing Business in J&K

S. No.	Service Name	Service Department
68	Application for Permission of Trade Fair/Mela/Exhibition for Municipal Corporations Only	HUDD
69	Application for Grant of License for Pet Shop/Pet Trade/Bird Trade/Pet Clinic	HUDD
70	Application for Road Cutting Permission for Municipal Corporation Only	HUDD
71	Application for Sewerage Connection for Municipal Corporation Only	HUDD
72	Application for No Objection Certificate for Commercial Establishments for Municipal Councils/Municipal Committees Only	HUDD
73	Application for Road Cutting Permission for Municipal Councils/Municipal Committees Only	HUDD
74	Application for Sewerage Connection for Municipal Council/Municipal Committee Only	HUDD
75	Application for Issuance of Character Certificate	Revenue
76	Application for Issuance of Income Certificate by Tehsildar	Revenue
77	Application for Issuance of Income and Assets Certificate for Economically Weaker Section	Revenue
78	Application for Issuance of SC/ST Certificate by Tehsildar	Revenue
79	Application for Issuance of Legal Heir Certificate by Tehsildar	Revenue
80	Application for Issuance of Dependent Certificate	Revenue
81	Registration under Motor Transport Workers Act 1961	Labour
82	Renewal under Motor Transport Workers Act 1961	Labour
83	Registration under The Trade Unions Act, 1926	Labour
84	Merger of Units	Industries
85	New Trade License	HUDD
86	Storage of Construction Material	HUDD
	Pre-operation approvals	
87	Consent to Operate (under Water Act & Air Act)	JKSPCB
88	Authorization under Hazardous Waste Rules	JKSPCB
89	Registration certificate of Establishment Inter State Migrant Workmen (RE&CS) Act,1979 (License of Contractor Establishment)	Labour
90	Registration of principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970	Labour
91	Registration of license under The Factories Act, 1948	Labour
92	Application for Fresh Manufacturer License	Legal Metrology
93	Application for Fresh Repairer License	Legal Metrology
94	Application for Fresh Packer / Importer License	Legal Metrology
95	Application for Fresh Dealership License	Legal Metrology
96	Registration for Fertilizer Retailer	Agriculture

2.8 Single Window Clearance System - Ease of Doing Business in J&K

S. No.	Service Name	Service Department
97	Registration for Fertilizer Whole Seller	Agriculture
98	Registration for Seed Retailer	Agriculture
99	Registration for Seed Whole Seller	Agriculture
100	Registration for P.P. Chemicals	Agriculture
101	Registration for Micro-Nutrients/Bio-Fertilizers	Agriculture
102	Application for Registration of a Hotel/Restaurant/Guest House/House-Boat/Dhaba/Tea Stall Under Tourist Act.1978/82 (Form II)	Tourism
103	Application for Registration of a Travel Agent/Excursion Agent/Adventure and Sport Tour Operator/ Hajj and Ummrah Service Operator/ Tourist Taxi and Tourist Coach Operator (Form III)	Tourism
104	Application for Registration of a Taxi Shikara/Boat Owner/Bathing Boat Owner/Dandi Owner/Pony Wala/Motor Launch Owner/Tourist Guide/Camping Agent/Camping Equipment's Vendor Under Tourist Trade Act.1978/82 (Form XIV)	Tourism
105	Authorization under e-Waste Rules	JKSPCB
106	Authorization under Plastic Waste Rules	JKSPCB
107	Authorization under Biomedical Waste Rules	JKSPCB
	Post-establishment Approvals	
108	Final/Renewal NOC from Fire Department	Fire Department
109	Advanced/ EM-2 Registration	Industries
	Renewals	
110	Registration certificate of Establishment Inter State Migrant Workmen (RE&CS) Act,1979 (License of Contractor Establishment)	Labour
111	Registration of license under The Factories Act, 1948	Labour
112	Registration of Boilers under The Boilers Act, 1923	Labour
113	Renewal for Fertilizer Retailer	Agriculture
114	Renewal for Fertilizer Whole Seller	Agriculture
115	Renewal for Seed Retailer	Agriculture
116	Renewal for Seed Whole Seller	Agriculture
117	Renewal for P.P. Chemicals	Agriculture
118	Renewal for Micro-Nutrients/Bio-Fertilizers	Agriculture
119	Application Form for Renewal of a Hotel/Guest House/ Houseboat / Dhaba / Tea Stall Under Tourist Act.1978/82 (Form II)	Tourism
120	Application for Renewal of a Travel Agent/Excursion Agent/Adventure and Sport Tour Operator/ Hajj and Ummrah Service Operator/ Tourist Taxi and Tourist Coach Operator (Form III)	Tourism

2.8 Single Window Clearance System - Ease of Doing Business in J&K

S. No.	Service Name	Service Department
121	Application for Renewal of a Taxi Sikara/Boat Owner/Bathing Boat Owner/Dandi Owner/Pony wala/Motor Launch Owner/Tourist Guide/Camping Agent/Camping Equipment's Vendor Under Tourist Trade Act.1978/82 (Form XIV)	Tourism
122	Application for Renew Manufacturer License	Legal Metrology
123	Application for Renew Repairer License	Legal Metrology
124	Application for Renew Dealership License	Legal Metrology
125	Renewal under Shops and Establishments Act	Labour
126	Registration certificate of Contractors	Labour

Key Benefits of Single Window Clearance System

- Centralized system to monitor applications with minimum paperwork
- Single window for interaction between investors and Government departments
- Accessibility of the portal from across the globe
- Simplified application process for investors to make it user-friendly, cutting the time for processing the application
- Increased departmental ownership through file-tracking
- System to check the status of applications by State authorities and investors
- Handholding support to the investor fraternity across all the districts in the UT

Outcomes

Online Single Window System is a one stop solution.
- **Combined Application Form (CAF) and CAF-Q Logic** – helps investors to know the applicable approvals through **Know Your Approval (KYA)** required for setting up of businesses and making them operational in J&K on selection of simple binary set of options
- **Know Your Incentives (KYI)** – helps investors to know the applicable incentives and with eligibility criteria
- **Information Wizard (125+ services)** – user-friendly repository of all type of SoPs, Notifications, PSGA timelines and Users Guide at one place, which is accessible through simple selection process, helps to know and apply services easily
- **Integrated MIS dashboard (125+ services)** in public domain with mean and median - bringing transparency and monitoring MIS health
- **Central Inspection System** with Labour Dept., JKPCB and Legal & Meteorology (Health) ensuring joint inspection under Integrated Building Plan Approval Management System – BPAMS with Construction permit like Utility (Electricity, Water) connection, Fire NoC, etc.

As per the MIS dashboard, as on 05.03.2022, there are 11098 registered users on the Single Window Clearance System. 3075 CAFs have been submitted and total number of applied applications are 5828.

3. NeSDA Framework, Approach and Methodology

3. NeSDA Framework, Approach and Methodology

3.1 Objective of the Assessment

In line with the focus areas of Digital India, as envisioned by the Hon'ble Prime Minister of India, Sh. Narendra Modi, DARPG has designed the National e-Governance Services Delivery Assessment (NeSDA) Framework.

While the Central and State/UT Governments are taking utmost care and importance to improve their service delivery through electronic channels, it is imperative to have a benchmark across the country to measure it on common parameters. Benchmarking of available online e-Governance services would help States and UTs to understand and improve the existing e-Governance services, their usage, features, etc., and then use the same model to modify or customize the existing model to suit their requirements.

With this intent, DARPG had entrusted NASSCOM to formulate a framework and conduct a study to assess the States, Union Territories and Central Ministries with regard to their delivery of e- Governance services.

The study covers G2C and G2B segments (especially small businesses), in seven identified sectors of Finance, Labour & Employment, Education, Social Welfare (including Health, Agriculture & Home Security), Local Governance and Utility Services, Environment and Tourism.

The overall objective of the study is to assess the States, UTs and Central Ministries on the depth and effectiveness of e-Governance service delivery. This exercise would also promote participation of all Departments and Ministries at State/UT and Central level to enhance and adopt good governance practices in their day-to-day functioning, thereby driving innovation and capacity creation to improve public service delivery across the nation.

While the first of its kind benchmark exercise was undertaken in the year 2018-19, DARPG intends to **conduct the NeSDA study biennially.**

3.2 What was changed in NeSDA 2021?

In 2019, the NeSDA framework covered G2C and G2B services across six sectors, viz. Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare (including Agriculture & Health) and Environment (including Fire) sectors. In consultation with the stakeholders, NeSDA framework in 2021 was extended to one additional sector, namely, Tourism. In the 2021 framework, the NeSDA framework now covers G2C and G2B services across seven sectors.

Based on the feedback and suggestions of the States and UTs, 5 of the mandatory services assessed in NeSDA 2019 were removed since these are now availed through Central Ministry portals. Further, 8 additional services were included in the mandatory services list in NeSDA 2021 viz. Online Bidder Enrolment, Online Bid / Proposal Submission, Tender Result Announcement, Online Complaint registration, Missing Person Registration, Request for FIR copy, Issuance of Certificate of Recognition for approved tour operators and Registration of Hotels/Guest Houses. In NeSDA 2021, a total of 56 mandatory services were assessed for States and UTs.

The NeSDA 2019 framework primarily assessed all the Services 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. The quality of the State / UT Portals was assessed on four parameters, namely, Accessibility, Content Availability, Ease of Use, and Information Security and Privacy.

The NeSDA 2021 framework has assessed the Services Portals on the same 7 key parameters as in 2019. The State / UT Portals are also assessed on the same 4 parameters as in 2019.

3. NeSDA Framework, Approach and Methodology

3.3 Key Assessment Parameters

The key assessment parameters of the NeSDA framework are briefly described below:

3.3.1 Accessibility

Accessibility is a necessary element for good transactional user experiences, including two- way communication. In the case of Government web-sites, these experiences can include enabling users to create personal login on the portal, availability of Single Sign-on feature for users to sign-in through an integrated authentication initiative and availability of installable mobile applications for providing information and services.

3.3.2 Content Availability

The ability to understand and use the content on Government portals determines the extent to which people can participate in the economy through electronic media. Therefore, the definition embeds five key dimensions – quality, presentation, understandability, local language and ease of sharing.

3.3.3 Ease of Use

Ease of Use encompasses different aspects like system usability, flexibility, system control, user adaptability to the system, etc. This is a decisive factor on which the adoption and satisfaction of e-Government services by users depends. It significantly influences user satisfaction, their perception regarding benefits of the system and subsequently their intention to use the system.

3.3.4 Information Security and Privacy

'Information Security' is the safety and integrity of information transacted upon e-Government platforms at all times (achieved through a robust technical architecture while ensuring ease of access at the user interface level). 'Information Privacy' is the strength of e-Government platforms to eliminate any threats to information.

3.3.5 End Service Delivery

End Service Delivery includes important parameters such as:

- Whether end services are available online or available upon visit to respective centre/Department

- Whether service delivery timelines are published on the website

- Whether manual processes have been completely eliminated in service delivery

3.3.6 Integrated Service Delivery

The term "integrated service" consists of two parts: service and integration. In e-Government parlance, 'service or e-service' is a set of activities delivered by Government agencies that is facilitated by information technology. Providing effective and efficient e-services requires the integration of e-services across levels and branches of Government agencies collaborating with each other.

3.3.7 Status and Request Tracking

For every service request submitted by citizen, either, manually or online, a unique service request or application number should be issued to the citizen. In reference to this unique number, the status of the request can be tracked by the citizen through various channels such as website, SMS, call-center, emails, etc. Further, the Government agency should proactively communicate the status to the citizens through the choice of channel opted by the citizen.

The number of questions in each parameter for Services Portals are Accessibility (18), Content Availability (11), Ease of Use (10), Information Security and Privacy (8), End Service Delivery (5), Integrated Service Delivery (14), and Status and Request Tracking (8). For the State / UT Portal, it is Accessibility (11), Content Availability (7), Ease of Use (14), and Information Security and Privacy (9).

3. NeSDA Framework, Approach and Methodology

3.4 Approach Adopted

DARPG conducted a consultative workshop on NeSDA 2021 Framework with States, UTs and Central Ministries on 16th March 2021. These stakeholders were requested to share their comments / suggestions on NeSDA 2021 Framework. Trial run of the NeSDA 2021 portal with States, UTs and Central Ministries were held in April and May 2021. Subsequently, NeSDA 2021 Portal was launched on 9th June 2021 by the Secretary, DARPG.

The States, UTs and Central Ministries were sensitized about the National e-Governance Services Delivery Assessment including various stages of the assessment and process for data submission. Data and proofs were submitted online into the NeSDA portal by the Single Point of Contact (SPOC) of the States/UTs.

The study primarily focuses on core sectors - Finance, Labour & Employment, Education, Social Welfare (including Health, Agriculture and Home Security), Local Governance & Utility Services, Environment and Tourism.

3.5 The Online Portal and Processes

NeSDA Portal (https://www.nesda.gov.in) is an online system that was developed to assist DARPG in carrying out this assessment. The entire process of data entry, review, assessment, evaluation and scoring have been done online in this portal.

The National e-Governance Service Delivery Assessment (NeSDA) website presents important information, components and factors playing a role in the assessment. The key sections presented on the website are discussed subsequently.

The portal provides the following basic features –
1. About NeSDA – provides overview of the study, information on the initiative with further details regarding the scope of the study across sectors.

2. The Downloads tab includes NeSDA 2019 report and note on NeSDA 2021 Framework

3. The Announcements tab comprised details of NeSDA 2021 – What's New and Timelines agreed with the stakeholders

4. The Citizen Survey tab provided the user access to proceed to the online Citizen Survey.

5. The Previous Exercises tab provides interactive dashboard of NeSDA 2019 results and link to NeSDA 2019 Report.

6. The Contact Us tab provided the contact details of the designated officials for the users to obtain details regarding the assessment.

7. The Login tab - is equipped with a login provision for relevant stakeholders of the assessment. Every State, UT and Ministry identified a SPOC for their respective entities who were in charge of uploading the necessary documents for the evaluation.

All the States, UTs and Central Ministries had to submit the links and participate in the assessment through the NeSDA portal.

There are 4 stages of assessment on this portal. These are as detailed:

3.5.1 Stage 1 - Basic Data Entry

In this stage, all the States, UTs and Central Ministries were asked to upload the appropriate URLs for the 56 mandatory services from 7 identified sectors. The services considered for this stage of data entry were in the Government to Citizens (G2C) (Citizen Services) and Government to Business (G2B) (Small Business Services) categories.

3.5.2 Stage 2 - Review & Acceptance of Basic Data Entry

In this stage, the URLs uploaded by the SPOCs were checked by the NeSDA reviewer team to see if they were appropriate. The functional service links were approved and the service links with issues were sent back to the SPOCs for them to resubmit the appropriate service links based on the reviewer's comments. Once these URLs were re-submitted by the SPOCs, the reviewers then carried out a final validation of the service links submitted.

3. NeSDA Framework, Approach and Methodology

3.5.3 Stage 3 - Detailed Portal/ Service Questionnaire

In this stage, the SPOCs had to fill in the assessment questionnaires for the approved service links submitted by them in the previous stage. The assessment questionnaire for the States and UTs consisted of 41 questions for the portal and 74 questions for the services. For the Central Ministries, the assessment questionnaire consisted of 40 questions for the portal and 77 for services.

The SPOCs had the option to choose 'Yes', 'No' or 'Not Applicable' for each of the questions in the assessment questionnaire. If the SPOC had selected 'Yes' for a question, they were required to upload the relevant screenshot as a proof from the respective service link webpage. The detailed assessment questionnaire is provided in Annexure II.

3.5.4 Stage 4 - Review & Acceptance of Detailed Portal/Service Questionnaire Reponses

In this stage, the validation of responses to questions submitted by the SPOCs in Stage 3 were reviewed by the NeSDA reviewer team. On the basis of the uploaded screenshots and accompanying comments, the questions of the assessment questionnaire were then either approved or sent back to the SPOCs for them to resubmit the appropriate screenshots for the particular service link question. Once these screenshots were resubmitted by the SPOCs, the reviewers proceeded with the final validation of responses for the approved service links in the assessment after verifying the uploaded screenshots.

3.6 The Calculation Methodology

*National e-Governance Service Delivery Assessment framework followed a **binary evaluation methodology for the assessment.***

3.6.1 Core Sectors: The study identified the seven core sectors for evaluation of the State Portals, and associated Services Portals. These were Finance, Labour & Employment, Education, Social Welfare (including Health, Agriculture and Home Security), Local Governance & Utility Services. Environment (including Fire) and Tourism.

3.6.2 Services for each sectors: The services were primarily focused on G2B (especially to small businesses) and G2C segments. The total mandatory services identified in each sectors were Finance (15 Nos), Labour & Employment (7 Nos), Education (4 Nos), Social Welfare (including Health, Agriculture & Home Security) (11 Nos), Local Governance & Utility Services (13 Nos), Environment (including Fire) (4 Nos) and Tourism (2 Nos.)

3.6.3 Assessment Parameters: A detailed assessment was carried out to analyze the performance of these services across 7 parameters – Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status and Request Tracking (P7).

3.6.4 Binary Evaluation method: Each parameter had specific numbers of questions. The responses submitted (Yes, No, Not Applicable) were evaluated in the binary mode (Accept / Reject).

The below table indicates the scores when a particular response is accepted or rejected. When a 'Not Applicable' is accepted, the total count (base) gets reduced by one.

#	Response	Accept	Reject
1	Yes	1	0
2	No	0	-
3	Not Applicable	$C - 1$	0

C indicates the total number of questions for the respective parameter

3.7 Limitation of the Assessment Methodology

The assessment scores have been derived basis the information provided by the UT on the NeSDA portal and undergone through stages till Stage 4 - Review & Acceptance of Detailed Portal/Service Questionnaire Reponses. Scores have been calculated based on the data available on NeSDA portal as on February 9, 2022.

4. Comparative Analysis – J&K v/s All UTs

4. Comparative Analysis - J&K v/s All UTs

4.1 Comparative Assessment of UT Portal of Jammu & Kashmir with all UTs

The quality of UT Portal has been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the UT of Jammu & Kashmir, the UT Portal - https://jk.gov.in/jammukashmir/ was evaluated on the above mentioned four parameters. The assessment scores of the UT for all the four parameters are mentioned below.

UT Portal Assessment Scores				
Accessibility	**Content Availability**	**Ease of Use**	**Info Security and Privacy**	**Overall Score**
0.82	0.86	0.86	1.00	**0.89**

The overall assessment scores for the Union Territories of India is graphically depicted below:
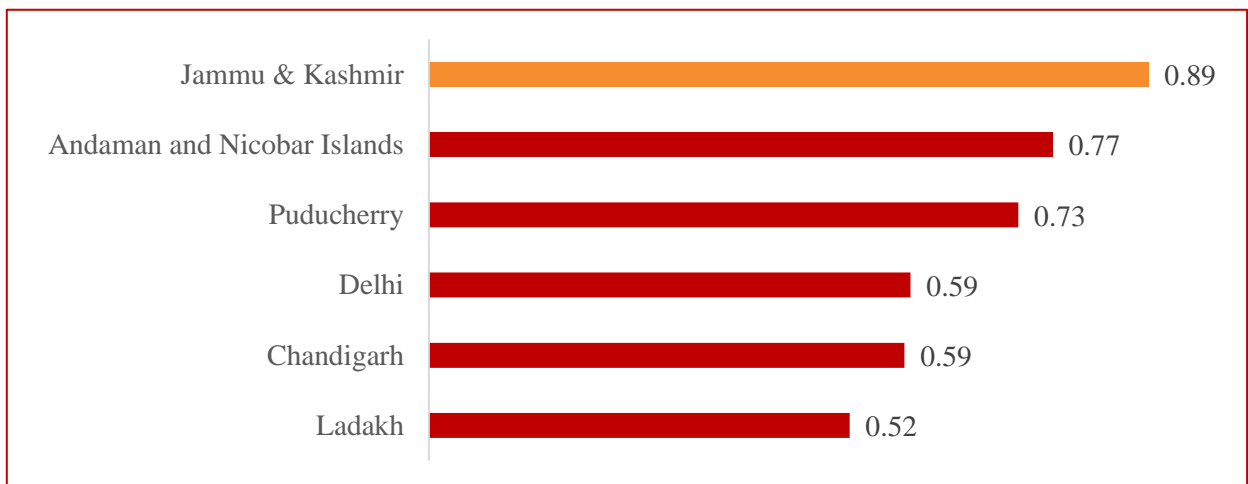
Note: Dadra & Nagar Haveli and Daman & Diu and Lakshadweep have not provided adequate data for the assessment and hence they are not considered for analysis here.

The comparison of assessment scores of UT of J&K vis-à-vis all UTs is graphically depicted below:
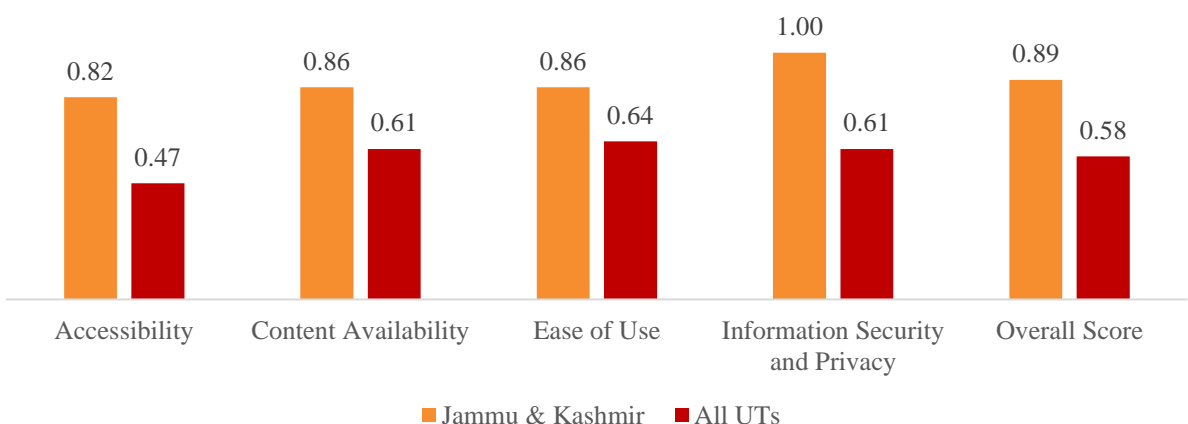
4. Comparative Analysis - J&K v/s All UTs

Key Observations

- The UT Portal has compliance of more than 80% across all four parameters with 100% compliance score for 'Information Security and Privacy' parameter.
- The overall compliance across all four parameters is 89%, which is much higher than the average overall score of 58% across all the UTs
- The compliance scores for each of the four parameters of the UT Portal of Jammu & Kashmir are higher than the average compliance scores across all UTs
- **UT of Jammu & Kashmir has the highest overall score amongst the UTs.**

4.2 Comparative Assessment of Services Portals of Jammu & Kashmir with all UTs

The quality of UT Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). The Services Portals cover the mandatory services delivered online in the seven focus sectors, viz., Finance, Labour & Employment, Education, Social Welfare including Health, Agriculture and Home Security, Local Governance & Utility Services, Environment, and Tourism.

The assessment scores of the UT for all seven parameters and for all seven focus sectors are mentioned below.

Services Portals Assessment Scores								
Sector	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**Overall Score**
Finance	0.65	0.74	0.74	0.48	0.44	0.38	0.56	**0.57**
Labour & Employment	0.72	0.81	0.81	0.50	0.26	0.42	0.41	**0.56**
Education	0.73	0.69	0.64	0.41	0.27	0.27	0.30	**0.47**
Social Welfare	0.55	0.64	0.45	0.41	0.35	0.33	0.53	**0.47**
Local Gov. & Utility Services	0.67	0.58	0.75	0.43	0.42	0.57	0.75	**0.59**
Environment	0.52	0.68	0.70	0.48	0.38	0.48	1.00	**0.60**
Tourism	0.61	0.27	0.85	0.19	0.30	0.46	0.56	**0.46**
Across all Sectors	**0.64**	**0.63**	**0.71**	**0.41**	**0.34**	**0.42**	**0.59**	**0.53**

P1 → Accessibility | P2 → Content Availability | P3 → Ease of Use | P4 → Information Security and Privacy | P5 → End Service Delivery | P6 → Integrated Service Delivery | P7 → Status & Request Tracking

4. Comparative Analysis - J&K v/s All UTs

The overall assessment scores for the Union Territories is graphically depicted below:

Union Territory	Score
Jammu & Kashmir	0.53
Andaman & Nicobar Islands	0.32
Delhi	0.18
Chandigarh	0.15
Puducherry	0.07
Ladakh	0.01
Dadra & Nagar Haveli and Daman & Diu	0.01

Note: Lakshadweep has not provided adequate data for the assessment and hence it is not considered for analysis here.

The comparison of assessment scores of UT of J&K vis-à-vis all UTs is graphically depicted below:

	P1	P2	P3	P4	P5	P6	P7	Overall Score
Jammu & Kashmir	0.64	0.63	0.71	0.41	0.34	0.42	0.59	0.53
All UTs	0.23	0.20	0.23	0.15	0.12	0.15	0.19	0.18

Key Observations

- The Services Portal across all 7 sectors has higher compliance to the assessment parameters 'Ease of Use' and 'Accessibility' as compared to the remaining 5 parameters
- The overall compliance across all seven parameters is 53%, which is much higher than the average overall score of 18% across all the UTs
- The compliance scores for each of the seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores across all UTs
- **UT of Jammu & Kashmir has the highest overall score amongst the UTs.**

5. Assessment of UT Portal and Services Portals

5. Assessment of UT Portal and Services Portals

5.1 Assessment of UT Portal and Services Portals of Jammu & Kashmir

The quality of UT Portal has been assessed on the four parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Basis the information provided by the UT of Jammu & Kashmir, the UT Portal - https://jk.gov.in/jammukashmir/ was evaluated on the above mentioned four parameters. The assessment scores of the UT for all four parameters are mentioned below.

UT Portal Assessment Scores				
Accessibility	**Content Availability**	**Ease of Use**	**Info Security and Privacy**	**Overall Score**
0.82	0.86	0.86	1.00	**0.89**

The quality of UT Services Portals have been assessed on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). The assessment scores of the UT for all seven parameters and for all seven focus sectors are mentioned below.

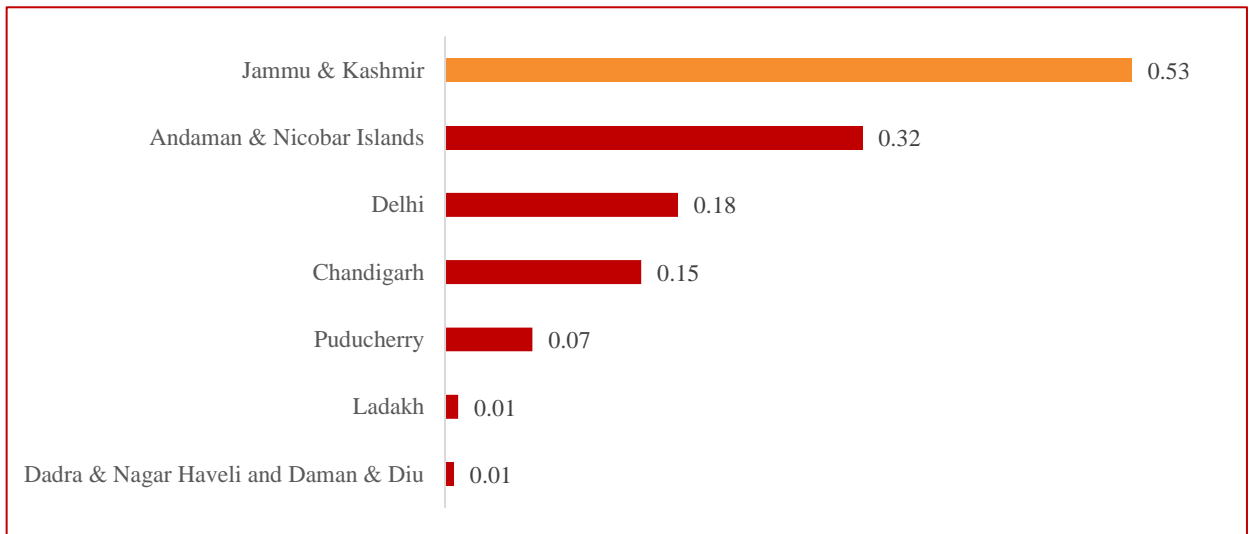| Services Portals Assessment Scores							
Sector	**P1**	**P2**	**P3**	**P4**	**P5**	**P6**	**P7**	**Overall Score**
Finance	0.65	0.74	0.74	0.48	0.44	0.38	0.56	**0.57**
Labour & Employment	0.72	0.81	0.81	0.50	0.26	0.42	0.41	**0.56**
Education	0.73	0.69	0.64	0.41	0.27	0.27	0.30	**0.47**
Social Welfare	0.55	0.64	0.45	0.41	0.35	0.33	0.53	**0.47**
Local Gov. & Utility Services	0.67	0.58	0.75	0.43	0.42	0.57	0.75	**0.59**
Environment	0.52	0.68	0.70	0.48	0.38	0.48	1.00	**0.60**
Tourism	0.61	0.27	0.85	0.19	0.30	0.46	0.56	**0.46**
Across all Sectors	**0.64**	**0.63**	**0.71**	**0.41**	**0.34**	**0.42**	**0.59**	0.53

P1 → Accessibility | P2 → Content Availability | P3 → Ease of Use | P4 → Information Security and Privacy | P5 → End Service Delivery | P6 → Integrated Service Delivery | P7 → Status & Request Tracking
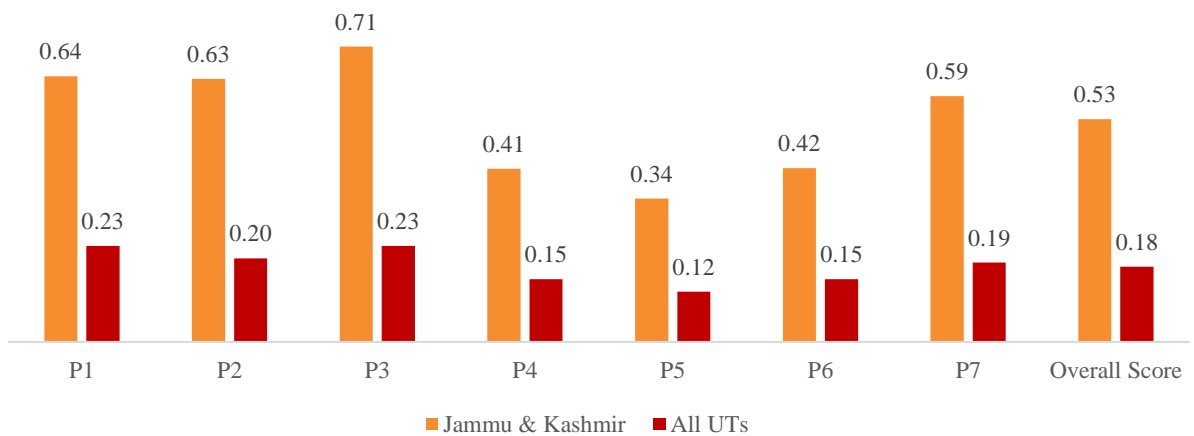
5. Assessment of UT Portal and Services Portals

Key Observations

UT Portal

- The UT Portal has compliance of more than 80% across all four parameters with 100% compliance score for 'Information Security and Privacy' parameter.
- **UT of Jammu & Kashmir has the highest overall score amongst the UTs.**

Services Portals

- The Services Portals across all 7 sectors has higher compliance to the assessment parameters 'Ease of Use' and 'Accessibility' as compared to the remaining 5 parameters
- The Services Portals of Finance and Labour & Employment sectors have higher compliance to the assessment parameters 'Ease of Use' and 'Content Availability' as compared to the remaining 5 parameters
- The Services Portals of Education and Social Welfare sectors have higher compliance to the assessment parameters 'Accessibility' and 'Content Availability' as compared to the remaining 5 parameters
- The Services Portals of Local Governance & Utility Services and Environment sectors have higher compliance to the assessment parameters 'Status & Request Tracking' and 'Ease of Use' as compared to the remaining 5 parameters
- The Services Portals in Tourism sector has higher compliance to the assessment parameters 'Ease of Use' and 'Accessibility' as compared to the remaining 5 parameters
- **UT of Jammu & Kashmir has the highest overall score amongst the UTs.**

5. Assessment of UT Portal and Services Portals

Basis the information provided by the UT, the analysis of the Services Portals on the earlier mentioned seven assessment parameters for each of the focus sectors are mentioned below

5.1.1 Finance

The UT of Jammu & Kashmir is providing 14 out of 15 mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Record of Rights (ROR)	Yes
2	Mutation of Revenue Records	Yes
3	Domicile Certificate	Yes
4	Online application of Marriage Certificate	Yes
5	Online application of Caste Certificate	Yes
6	Online application of Income certificate	Yes
7	Apply online for Encumbrance Certificate	No
8	Appointment for Registrations under Indian Registration Act	Yes
9	Registration of societies under Societies Registration Act	Yes
10	Registration of partnership firms under Partnership Firms Act	Yes
11	Issuance of statutory forms	Yes through Central Ministry Portal
12	e-Return Filing	Yes through Central Ministry Portal
13	Online Bidder Enrolment	Yes
14	Online Bid / Proposal Submission	Yes
15	Tender Result Announcement	Yes

5. Assessment of UT Portal and Services Portals

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

	P1	P2	P3	P4	P5	P6	P7	Overall Score
Jammu & Kashmir	0.65	0.74	0.74	0.48	0.44	0.38	0.56	0.57
All UTs	0.30	0.34	0.33	0.26	0.19	0.19	0.27	0.27

■ Jammu & Kashmir   ■ All UTs

Key Observations

- The Services Portals in this sector has higher compliance to the assessment parameters 'Ease of Use' and 'Content Availability' as compared to the remaining 5 parameters
- The overall compliance across all seven parameters is 57%, which is much higher than the average overall score of 27% across the UTs
- The compliance scores for all seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores across all UTs

5.1.2 Labour and Employment
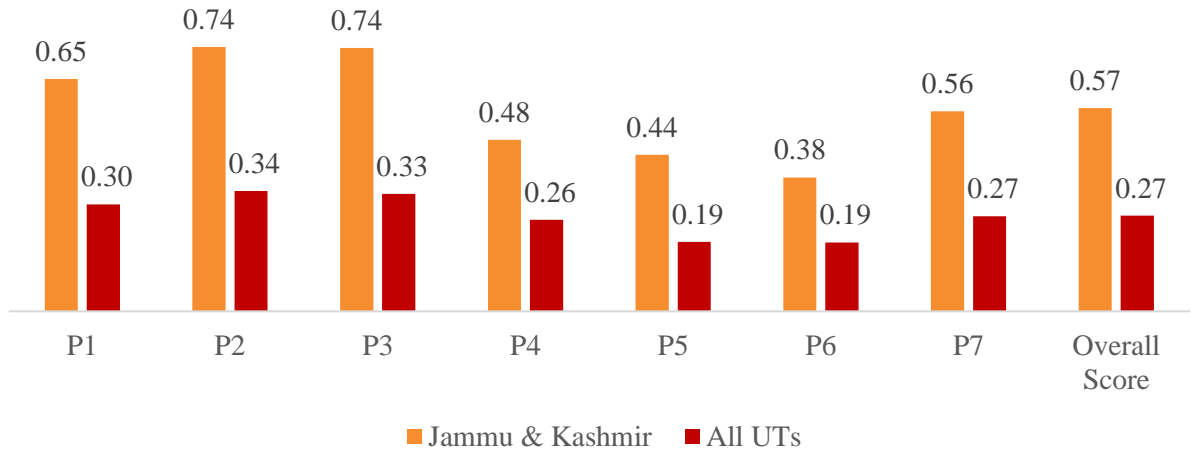
The UT of Jammu & Kashmir is providing all 7 mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Employee Registration	Yes
2	Job Seeker Registration	Yes
3	Job Skill Development	Yes
4	Employer Registration	Yes
5	Registration and Licensing - Motor Transport Workers Act	Yes

5. Assessment of UT Portal and Services Portals

S. No	Service Name	Available in UT
6	Application for License of a Contractor (s) for recruitment of migrant workmen	Yes
7	Application for Registration of Shops and Establishment	Yes

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

Key Observations

- The Services Portals in this sector has higher compliance to the assessment parameters 'Ease of Use' and 'Content Availability' as compared to the remaining 5 parameters

- The overall compliance across all seven parameters is 56%, which is much higher than the average overall score of 13% across the UTs

- The compliance scores for all seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores across all UTs
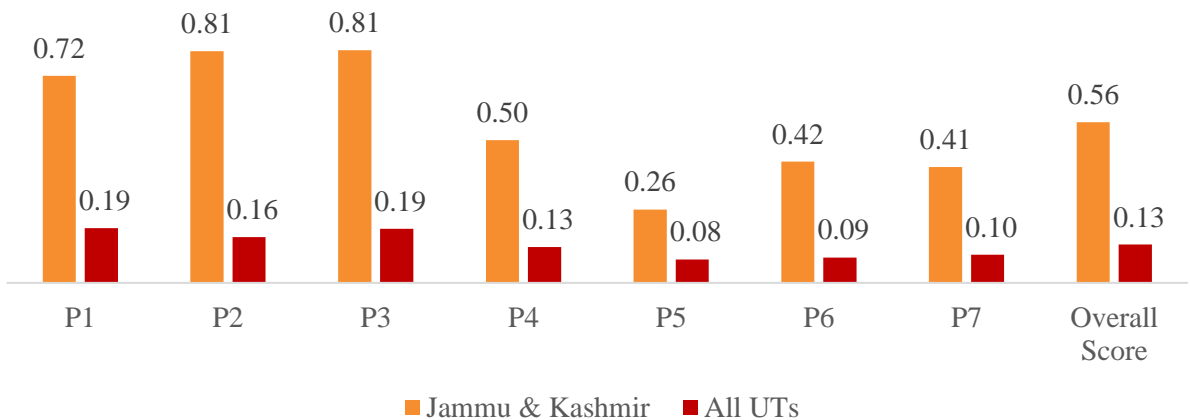
5.1.3 Education

The UT of Jammu & Kashmir is providing all 4 mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Online application for Scholarship	Yes
2	Check examination results online/Online result display	Yes

5. Assessment of UT Portal and Services Portals

S. No	Service Name	Available in UT
3	School Registration	Yes
4	NOC for Schools	Yes

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

■ Jammu & Kashmir   ■ All UTs

Key Observations

- The Services Portals in this sector has higher compliance to the assessment parameters 'Accessibility' and 'Content Availability' as compared to the remaining 5 parameters

- The overall compliance across all seven parameters is 47%, which is much higher than the average overall score of 14% across the UTs

- The compliance scores for all seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores across all UTs

5.1.4 Social Welfare (including Health, Agriculture and Home Security)
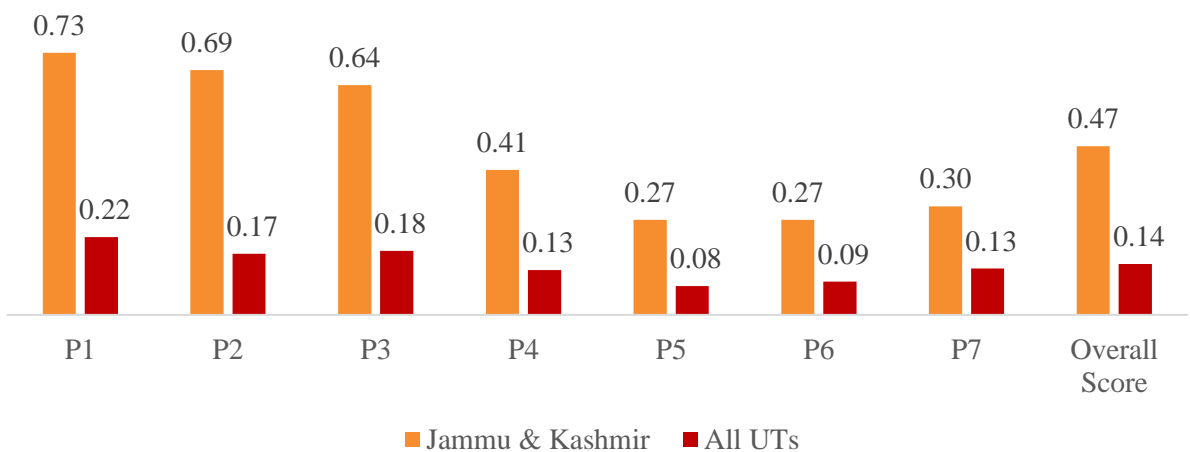
The UT of Jammu & Kashmir is providing all 11 mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Online Registration System for OPD Appointment	Yes
2	Patient Registration	Yes

5. Assessment of UT Portal and Services Portals

S. No	Service Name	Available in UT
3	Pregnant women assistance (including Benefit transfers)	Yes through Central Ministry Portal
4	Child Registration	Yes
5	NOC for new establishments	Yes
6	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.)	Yes
7	Scholarships for students	Yes
8	Pension (any type)	Yes
9	Online Complaint Registration	Yes
10	Missing Person Registration	Yes
11	Request for FIR copy	Yes

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

	P1	P2	P3	P4	P5	P6	P7	Overall Score
Jammu & Kashmir	0.55	0.64	0.45	0.41	0.35	0.33	0.53	0.47
All UTs	0.19	0.18	0.17	0.16	0.09	0.14	0.19	0.16

■ Jammu & Kashmir   ■ All UTs

Key Observations

- The Services Portals in this sector has higher compliance to the assessment parameters 'Content Availability' and 'Accessibility' as compared to the remaining 5 parameters

- The overall compliance across all seven parameters is 47%, which is much higher than the average overall score of 16% across the UTs

- The compliance scores for all seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores across all UTs

5. Assessment of UT Portal and Services Portals
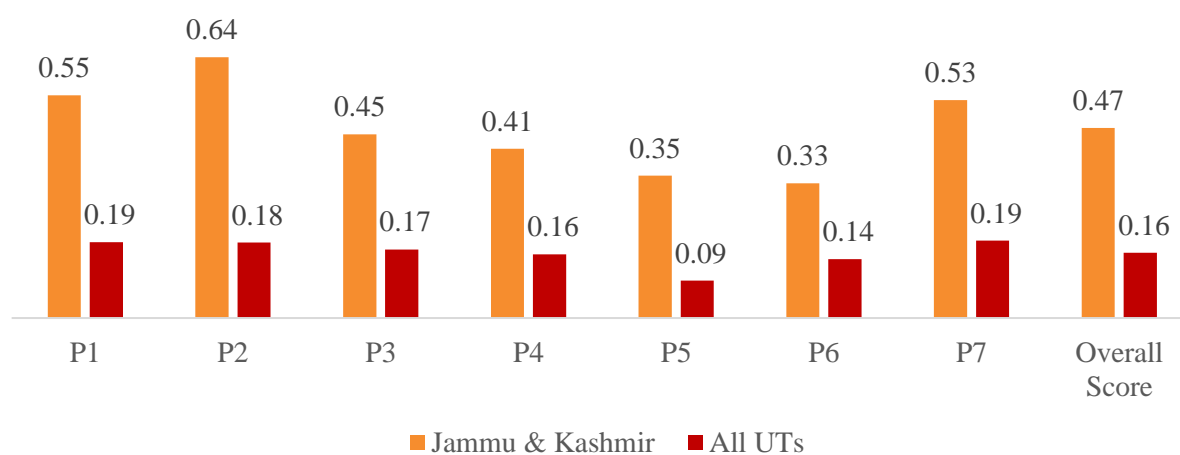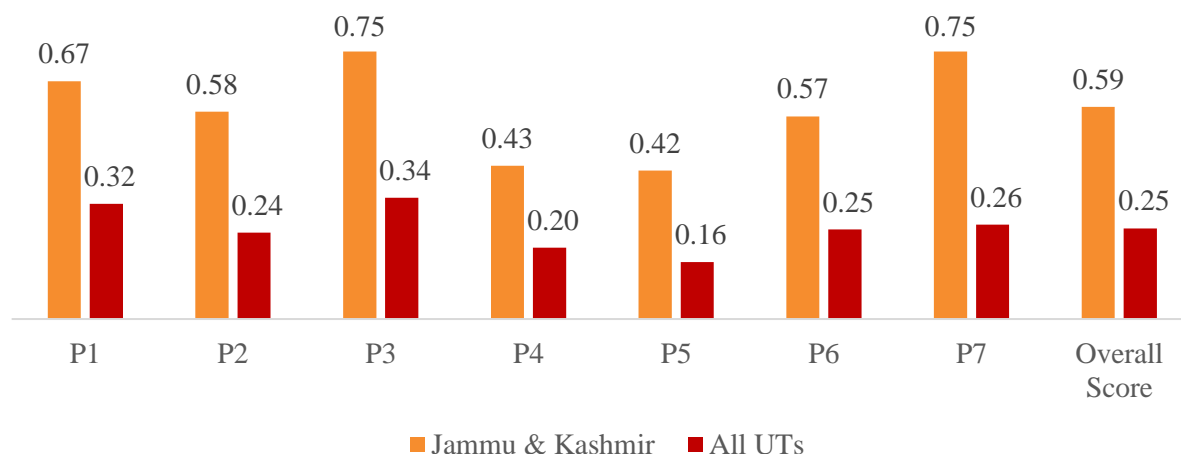
5.1.5 Local Governance and Utility Services

The UT of Jammu & Kashmir is providing 12 mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Birth Certificate	Yes
2	Death Certificate	Yes
3	Property tax online payment	Not levied in the UT
4	Building or development permit	Yes
5	Occupancy Certificate	Yes
6	Application for NoC for Building (Plan) Construction	Yes
7	Permission for Water Connections	Yes
8	e-Payment of Electricity Bills (Citizen)	Yes
9	e-Payment of Bills (Business)	Yes
10	Load change/ Category change	Yes
11	New connection (business)	Yes
12	e-Payment of Bills	Yes
13	Application for Water Connection (business)	Yes

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

	P1	P2	P3	P4	P5	P6	P7	Overall Score
Jammu & Kashmir	0.67	0.58	0.75	0.43	0.42	0.57	0.75	0.59
All UTs	0.32	0.24	0.34	0.20	0.16	0.25	0.26	0.25

■ Jammu & Kashmir ■ All UTs

5. Assessment of UT Portal and Services Portals

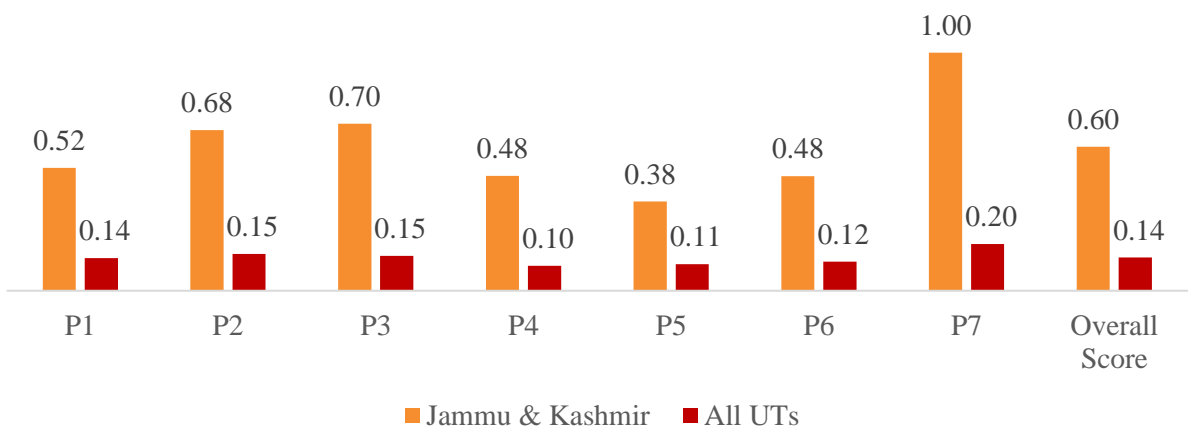| Key Observations |
| --- |

- The Services Portals in this sector has higher compliance to the assessment parameters 'Status & Request Tracking' and Ease of Use' as compared to the remaining 5 parameters
- The overall compliance across all seven parameters is 59%, which is much higher than the average overall score of 25% across the UTs
- The compliance scores for all seven parameters of the Services Portals of Jammu & Kashmir are higher than the average compliance scores across all UTs

5.1.6 Environment

The UT of Jammu & Kashmir is providing all 4 mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Initial No Objection Certificate / Plan Approval for Building Permit (citizen)	Yes
2	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen)	Yes
3	Initial No Objection Certificate / Plan Approval for Building Permit (business)	Yes
4	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business)	Yes

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

	P1	P2	P3	P4	P5	P6	P7	Overall Score
Jammu & Kashmir	0.52	0.68	0.70	0.48	0.38	0.48	1.00	0.60
All UTs	0.14	0.15	0.15	0.10	0.11	0.12	0.20	0.14

■ Jammu & Kashmir ■ All UTs

5. Assessment of UT Portal and Services Portals

5.1.7 Tourism

The UT of Jammu & Kashmir is providing both mandatory services online to the citizens / business in this sector. The list of services provided by the UT is mentioned below.

S. No	Service Name	Available in UT
1	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator	Yes
2	Registration of Hotels Guest houses/ tourist Accommodation units/ etc.	Yes

The comparison of average assessment scores of all the services in this sector for the UT of J&K vis-à-vis all UTs is graphically depicted below:

Bar chart legend: Jammu & Kashmir (orange), All UTs (red)

Parameter	Jammu & Kashmir	All UTs
P1	0.61	0.24
P2	0.27	0.17
P3	0.85	0.23
P4	0.19	0.11
P5	0.30	0.13
P6	0.46	0.18
P7	0.56	0.19
Overall Score	0.46	0.18

6. Recommendations

6. Recommendations

6.1 Key Recommendations for UT Portal

The UT portal of Jammu & Kashmir was evaluated based on four assessment parameters, viz., Accessibility, Content Availability, Ease of Use, and Information Security and Privacy. Based on the UT portal assessment, key recommendations to improve the UT portal as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ e-survey/online polls to be conducted on the portal ▪ Installable mobile applications for providing information and availing services of portal to be provided.
Content Availability	▪ Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc. to be added
Ease of Use	▪ Multiple language support to be provided on the portal ▪ Features to be provided that enable access to portal for people with visual/audio/motor disabilities
Information Security & Privacy	▪ Since all questions under this parameter have been complied with in the portal, there are no specific recommendations.

6.2 Key Recommendations for Services Portals

The Services Portals of Jammu & Kashmir have been assessed based on the seven parameters, viz., Accessibility (P1), Content Availability (P2), Ease of Use (P3), Information Security and Privacy (P4), End Service Delivery (P5), Integrated Service Delivery (P6) and Status & Request Tracking (P7). Based on the Services Portals assessment, key recommendations to improve the Services Portals for each of the focus sector as per NeSDA framework are provided below.

6.2.1 Finance

The UT of Jammu & Kashmir is providing 14 out of 15 mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the Services Portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ Service to be made available both in English and local languages ▪ Downloadable forms for provisioning of services which cannot be submitted online to be made available ▪ Details to avail the service across channels (portal, mobile, Kiosk, others) to be made available online ▪ Features to enable access for people with physical disabilities to be introduced ▪ Portal to be made GIGW compliant with its logo displayed on the Home page

6. Recommendations

Assessment Parameters	Key Recommendations
Content Availability	▪ Information about results of user feedback about online services to be provided
Ease of Use	▪ Website to have built-in facility to populate content relevant to user's recent activity / interest ▪ Department/service portal to provide information about the defined internal workflow to process a service request
Information Security & Privacy	▪ Mobile alerts to be made available for unauthorized access to user profile, password changes etc. ▪ Clear Indication of W3C Compliance of the web page is required on the Home page ▪ Personal data of the citizens to be safeguarded through the security policy of the government ▪ Website to be assessed by TPA for the online security and information regarding the TPA assessment should be available on the portal ▪ Portal to provide 3 factor authentication for user credential verification ▪ User to be intimated by email on password expiry, reset, change in password, change in user profile, etc.
End Service Delivery	▪ OTP facility to be made available for user authentication during final service delivery ▪ Manual provision of services to be completely done away by the State/UT
Integrated Service Delivery	▪ Feature to submit service forms online (PDF or web based) to be added ▪ Digital signature facility to be made available ▪ Service specific content to be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online ▪ Service specific content to be integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online ▪ Mobile Apps to be made available for each of the services
Status and Request Tracking	▪ Service update alerts to be sent through SMS ▪ Availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls is required ▪ User to get feedback on their complaints like email, call back etc.

6. Recommendations

6.2.2 Labour and Employment

The UT of Jammu & Kashmir is providing all 7 mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the Services Portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ Service to be made available both in English and local languages ▪ Details to avail the service across channels (portal, mobile, Kiosk, others) to be made available online ▪ Features to enable access for people with physical disabilities to be introduced ▪ Portal to be made GIGW compliant with its logo displayed on the Home page
Content Availability	▪ Facility for user to provide feedback / comments regarding eServices to be made available ▪ Information about results of user feedback about online services to be provided
Ease of Use	▪ Website to have built-in facility to populate content relevant to user's recent activity / interest
Information Security & Privacy	▪ Mobile alerts to be made available for unauthorized access to user profile, password changes etc. ▪ Personal data of the citizens to be safeguarded through the security policy of the government ▪ Website to be assessed by TPA for the online security and information regarding the TPA assessment should be available on the portal ▪ User to be intimated by email on password expiry, reset, change in password, change in user profile, etc.
End Service Delivery	▪ End service to be made available through email, online (downloadable) ▪ End service to be made available upon visit to respective centre / department etc. ▪ OTP facility to be made available for user authentication during final service delivery ▪ Service delivery timelines to be published on the website ▪ Manual provision of services to be completely done away by the State/UT

6. Recommendations

Assessment Parameters	Key Recommendations
Integrated Service Delivery	▪ Service to be availed without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online ▪ Service specific content to be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online ▪ Service specific content to be integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online ▪ Mobile Apps to be made available for each of the services
Status and Request Tracking	▪ Feature to track Service Applications/ Requests online is required ▪ Service update alerts to be sent through SMS ▪ Availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls is required ▪ User to get feedback on their complaints like email, call back etc.

6. Recommendations

6.2.3 Education

The UT of Jammu & Kashmir is providing all 4 mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the Services Portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ Service to be made available both in English and local languages ▪ Features to enable access for people with physical disabilities to be introduced
Content Availability	▪ Information about results of user feedback about online services to be provided
Ease of Use	▪ Website to be available on different front end tools - IE, Chrome, Firefox, Mozilla etc. ▪ Website to have built-in facility to populate content relevant to user's recent activity / interest ▪ Department/service portal to provide information about the defined internal workflow to process a service request
Information Security & Privacy	▪ Mobile alerts to be made available for unauthorized access to user profile, password changes etc. ▪ Clear Indication of W3C Compliance of the web page is required on the Home page ▪ Personal data of the citizens to be safeguarded through the security policy of the government ▪ Website to be assessed by TPA for the online security and information regarding the TPA assessment should be available on the portal ▪ User to be intimated by email on password expiry, reset, change in password, change in user profile, etc.
End Service Delivery	▪ Service delivery timelines to be published on the website ▪ Manual provision of services to be completely done away by the State/UT
Integrated Service Delivery	▪ Digital signature facility to be made available ▪ Website to allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.) ▪ Single payment gateway to be introduced for all channels ▪ Citizen services to be linked to Digital Locker ▪ Service specific content to be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online

6. Recommendations

Assessment Parameters	Key Recommendations
Integrated Service Delivery	▪ Service specific content to be integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online ▪ Mobile Apps to be made available for each of the services
Status and Request Tracking	▪ Ticket / Complaint No. for status tracking and future follow-ups to be provided ▪ Service update alerts to be sent through SMS ▪ Availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls is required ▪ User to get feedback on their complaints like email, call back etc.

6. Recommendations

6.2.4 Social Welfare (including Health, Agriculture and Home Security)

The UT of Jammu & Kashmir is providing all 11 mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the services portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ Service to be made available both in English and local languages ▪ Multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.) to be provided on the portal ▪ Details to avail the service across channels (portal, mobile, Kiosk, others) to be made available online ▪ Features to enable access for people with physical disabilities to be introduced ▪ Portal to support audio and video playing ▪ Portal to be made GIGW compliant with its logo displayed on the Home page
Content Availability	▪ Statistics about transaction count of services availed by users to be displayed
Ease of Use	▪ Website to be made available on different front end tools - IE, Chrome, Firefox, Mozilla etc. ▪ Website to have built-in facility to populate content relevant to user's recent activity / interest
Information Security & Privacy	▪ Mobile alerts to be made available for unauthorized access to user profile, password changes etc. ▪ Personal data of the citizens to be safeguarded through the security policy of the government ▪ Website to be assessed by TPA for the online security and information regarding the TPA assessment should be available on the portal ▪ User to be intimated by email on password expiry, reset, change in password, change in user profile, etc.
End Service Delivery	▪ Manual provision of services to be completely done away by the State/UT
Integrated Service Delivery	▪ Digital signature facility to be made available ▪ Website to allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.) ▪ Mobile Apps to be made available for each of the services
Status and Request Tracking	▪ Service update alerts to be sent through SMS ▪ Availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls is required

6. Recommendations

6.2.5 Local Governance and Utility Services

The UT of Jammu & Kashmir is providing 12 mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the Services Portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ Service to be made available both in English and local languages ▪ Multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.) to be provided on the portal ▪ Information about compatible browsers and best screen resolutions to be provided ▪ Features to enable access for people with physical disabilities to be introduced ▪ Portal to be made GIGW compliant with its logo displayed on the Home page
Content Availability	▪ Information about results of user feedback about online services to be provided ▪ Sitemap to be made available ▪ Information of last updated date and timestamp on each page of the website to be added ▪ Last updated timestamp to be of current year ▪ Statistics about website usage by users (no. of visitors/ average time spent per visitor etc. to be displayed ▪ Statistics about transaction count of services availed by users to be displayed
Ease of Use	▪ Website to be made available on different front end tools - IE, Chrome, Firefox, Mozilla etc. ▪ Website to have built-in facility to populate content relevant to user's recent activity / interest
Information Security & Privacy	▪ Mobile alerts to be made available for unauthorized access to user profile, password changes etc. ▪ Clear Indication of W3C Compliance of the web page is required on the Home page ▪ Personal data of the citizens to be safeguarded through the security policy of the government ▪ Website to be assessed by TPA for the online security and information regarding the TPA assessment should be available on the portal ▪ Portal to provide 3 factor authentication for user credential verification ▪ User to be intimated by email on password expiry, reset, change in password, change in user profile, etc.

6. Recommendations

Assessment Parameters	Key Recommendations
End Service Delivery	▪ End service to be made available upon visit to respective centre/department etc. ▪ OTP facility to be made available for user authentication during final service delivery ▪ Manual provision of services to be completely done away by the State/UT
Integrated Service Delivery	▪ Digital signature facility to be made available ▪ Service specific content to be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online ▪ Service specific content to be integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online ▪ Web page to be integrated with social media Apps like Twitter, Facebook etc.
Status and Request Tracking	▪ Feature to track Service Applications/ Requests online is required ▪ User to get feedback on their complaints like email, call back etc.

6. Recommendations

6.2.6 Environment

The UT of Jammu & Kashmir is providing all 4 mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the Services Portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	▪ Service to be made available both in English and local languages ▪ Multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.) to be provided on the portal ▪ Details to avail the service across channels (portal, mobile, Kiosk, others) to be made available online ▪ For registered users, there should be a provision for the user to check details of previously availed services, transaction history, etc. ▪ Information about compatible browsers and best screen resolutions to be provided ▪ Features to enable access for people with physical disabilities to be introduced ▪ Portal to support audio and video playing
Content Availability	▪ Facility for user to provide feedback / comments regarding eServices to be made available ▪ Information about results of user feedback about online services to be provided
Ease of Use	▪ Website to have built-in facility to populate content relevant to user's recent activity / interest
Information Security & Privacy	▪ Mobile alerts to be made available for unauthorized access to user profile, password changes etc. ▪ Clear Indication of W3C Compliance of the web page is required on the Home page ▪ Portal to provide 3 factor authentication for user credential verification
End Service Delivery	▪ OTP facility to be made available for user authentication during final service delivery ▪ Manual provision of services to be completely done away by the State/UT

6. Recommendations

Assessment Parameters	Key Recommendations
Integrated Service Delivery	▪ Digital signature facility to be made available ▪ Website to allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.) ▪ Single Sign on /Unique ID (Aadhaar) sign in to be introduced ▪ Web page to provide for various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service ▪ Service specific content to be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online ▪ Mobile Apps to be made available for each of the services ▪ Web page to be integrated with social media Apps like Twitter, Facebook etc.
Status and Request Tracking	▪ Since all questions under this parameter have been complied with in the portal, there are no specific recommendations.

6. Recommendations

6.2.7 Tourism

The UT of Jammu & Kashmir is providing both mandatory services online to the citizens / business in this sector. Based on the assessment of Services Portals in this sector, key recommendations to improve the Services Portals as per NeSDA framework are provided below.

Assessment Parameters	Key Recommendations
Accessibility	- Service to be made available both in English and local languages - Multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.) to be provided on the portal - Details to avail the service across channels (portal, mobile, Kiosk, others) to be made available online - Information about compatible browsers and best screen resolutions to be provided - Features to enable access for people with physical disabilities to be introduced - Portal to be made GIGW compliant with its logo displayed on the Home page
Content Availability	- Facility for user to provide feedback / comments regarding eServices to be made available - Information about results of user feedback about online services to be provided - Sitemap to be made available - Information of last updated date and timestamp on each page of the website to be added - Last updated timestamp to be of current year - Statistics about website usage by users (no. of visitors/ average time spent per visitor etc. to be displayed - Information about how to avail electronic/ digital signature facility for availing the services to be provided
Ease of Use	Website to have built-in facility to populate content relevant to user's recent activity / interest
Information Security & Privacy	- Mobile alerts to be made available for unauthorized access to user profile, password changes etc. - Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc. to be displayed - Clear Indication of W3C Compliance of the web page is required on the Home page - Web page to be hosted on HTTPS protocol

6. Recommendations

Assessment Parameters	Key Recommendations
Information Security & Privacy	▪ Personal data of the citizens to be safeguarded through the security policy of the government ▪ Website to be assessed by TPA for the online security and information regarding the TPA assessment should be available on the portal
End Service Delivery	▪ End service to be made available upon visit to respective centre / department etc. ▪ Manual provision of services to be completely done away by the State/UT
Integrated Service Delivery	▪ Digital signature facility to be made available ▪ Website to allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.) ▪ Citizen services to be linked to Digital Locker ▪ Web page to provide for various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service ▪ Service specific content to be integrated with data from dependent departments/data sources and auto-populated while submitting service application details online ▪ Service specific content to be integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online ▪ Mobile Apps to be made available for each of the services
Status and Request Tracking	▪ Information about helpline for issues regarding online payments through web page to be provided

7. Way forward

7. Way Forward

In this 75th year of Independence, our Hon'ble Prime Minister in his Independence Day speech on August 15, 2021, has emphasized the need for good and smart governance to implement Next Generation Reforms. Service delivery should reach citizens up to the last mile seamlessly without any unnecessary interference by the government. The goal of 'Amrit Kaal' (period of next 25 years when we celebrate the centenary of Indian independence) is to create an India where the level of facilities is not dividing the village and the city, where the government does not interfere unnecessarily in the lives of citizens. The Jammu and Kashmir Government's initiative of 'Digital Jammu and Kashmir' shall align its actions to achieve the goal of 'Amrit Kaal'.

It is necessary for the Government to transform its approach to be simpler, innovative, and more intuitive to deliver the e-Governance services. Towards achieving these goals and making the UT Government more efficient and effective in delivering online services, the following suggestions are made in terms of policy, implementation, and technology:

- **Integrated Service Delivery – Focus on IndEA (India Enterprise Architecture)** - A Whole-of-Government approach is required across Departments and between levels to provide integrated services to citizens. However, this approach should be supported by a high level of political and administrative will. As per the NeSDA study, currently most of the services are not delivered through the central portal of the UT, but via independent sites. This leads users to make great efforts to access services as they need to have multiple login credentials, manage different user experiences, understand complex systems and provision same data at multiple sites. Adoption of IndEA framework shall enable **ONE Government Experience** to citizens and businesses by offering integrated services through multiple channels in a contactless and frictionless manner.

- **Leverage New Age Technologies (NAT) for improved service delivery** - The challenge of the day lies in the fact that the speed with which NAT (such as data analytics, Artificial Intelligence including cognitive analytics, robotics, bots, Internet-of-Things, Blockchain, drones, Geo-spatial technologies, etc.) are evolving surpasses the speed with which Governments can respond to and use such ICTs to their advantage. In order to encourage adoption of NAT, the Government needs to provide a policy framework for adopting new technologies in delivery of government services.

- **Mobile-First Approach –** From banking to online shopping to entertainment, we are increasingly expecting a mobile-first approach for service delivery. Traditionally, most websites have been designed for desktop use and then force-fit from a larger display mode to a smaller screen. The mobile version is generally an afterthought. Instead, mobile-first design for any new government service delivery website should be the starting point and the priority. This mobile-first approach is important as it helps to increase user-engagement and can improve their experience. This emphasizes that websites have to be designed with citizen centric approach, ensuring that the most relevant content is visible, and the experience is intuitive for users.

- **Security and Privacy for public data** – Cybersecurity and privacy of information is a key factor in the transformation to resilient e-Government. There is a need for trust, security, and privacy, which can be established through multiple measures by Governments which include both technology and policy decisions. The Government websites need to adopt a harmonized set of security policies and technology against the misuse of information, thereby establishing minimum security criteria and accreditation schemes for software applications and systems.

- **Data Sharing through Open Government Data Platform** – The objective is to provide proactive access to government owned shareable data along with its usage

7. Way Forward

information in open / machine readable format within the framework of various related policies, rules and acts of the Government. In order to provide access to the government data, the Government needs to have an appropriate data sharing policy, similar to Government of India's *National Data Sharing and Accessibility Policy* (NDSAP).

- **Create data-driven culture –** Data is increasingly recognized by governments as a strategic asset. The large volumes of data requires the Government to adopt a strategic approach to the use of data and technology to strengthen government intelligence, support policy making, service design, and services delivery. It is necessary to leverage digital technologies and data analysis to understand societal needs. The Government should put in place governance arrangements to ensure responsible and coherent use of data that benefits citizens and strengthens public trust. Government departments should develop a culture of data analysis and use within the Government that helps in predicting new needs and trends and understanding how to improve existing processes.

- **e-Literacy for inclusiveness** – The most common barriers to adopt e-Government are insufficient training and accessibility, as well as e-illiteracy, i.e., lack of digital literacy. The Government should focus on providing basic IT training such as usage of computer, e-mail, apps, train on using e-services, cybersecurity awareness, etc. Efforts should be made to reduce the digital divide.

- **Improve accessibility for higher uptake of e-services** – Accessibility pertains to availability of services in the medium and devices of people's choice at their preferred time and cost. However, to foster more people satisfaction and participation, the following have been recommended – Multichannel provisioning of services, providing content and services in local languages along with English across all channels.

- **Promote citizen engagement through e-Participation** - Provide 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 and businesses with information and engages and empowers them to co-design policies and government services.

8. Annexure

8.1 Annexure I – List of Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
1	Finance	Revenue	G2C	Record of Rights (ROR)	ROR is an extract from the land records registers which contains complete information about the history of holders of land indicating the legal status of a property
2	Finance	Revenue	G2C	Mutation of Revenue Records	Mutation of revenue records is the transfer or change of title entry in revenue records due to reasons like death of the original owner and subsequent transfer of the ownership due to inheritance or succession
3	Finance	Revenue	G2C	Domicile Certificate	Domicile or residence certificate is issued to prove that the person bearing the certificate is a resident of the state/UT by which the certificate is being issued
4	Finance	Revenue	G2C	Online application of Marriage Certificate	Marriage certificate is a valid legal document that confirms the marital status of a couple
5	Finance	Revenue	G2C	Online application of Caste Certificate	Caste certificate is the proof of one's belonging to a particular caste, especially in case one belongs to any of the 'Scheduled Castes' as specified in the Indian Constitution
6	Finance	Revenue	G2C	Online application of Income certificate	Income certificate is issued to the citizen by the Government as an evidence confirming their annual income and testifying all sources of the income
7	Finance	Sub Registrar Office/ Registrar of Societies	G2C	Apply online for Encumbrance Certificate	Encumbrance certificate is an evidence of ownership title with the records assuring that the property is free from any legal or monetary dues such as uncleared loans or mortgages
8	Finance	Sub Registrar Office/ Registrar of Societies	G2C	Appointment for Registrations under Indian Registration Act	Booking an appointment under the Registration Act, 1908 to provide a method of public registration of documents to give information to people regarding legal rights and obligations arising or affecting a particular property and to perpetuate documents which may afterwards be of legal importance and to prevent fraud
9	Finance	Sub Registrar Office/ Registrar of Societies	G2B	Registration of societies under Societies Registration Act	In order to societies to operate they should register under The Society Registration act. This act is implemented with the purpose of augmenting the legal stipulations of society registration for the advancement of literature, fine arts, science or distribution of awareness for bountiful purposes
10	Finance	Sub Registrar Office/ Registrar of Societies	G2B	Registration of partnership firms under Partnership Firms Act	Registration under the Indian Partnership Act, 1932, for a creation of a partnership which is the relation between persons who have agreed to share profits of a business carried on by all or any of them acting for all
11	Finance	Department of Commercial Taxes	G2B	Issuance of statutory forms	Issuing CST Statutory forms through Central Repository section for C Form, F Form, H Form, EI Form and EII Form under the Central Sales Tax Act
12	Finance	Department of Commercial Taxes	G2B	e-Return Filing	e-Return filing is the process of electronically filing income tax returns online
13	Finance	Finance Department – State Public Procurement	G2B	Online Bidder Enrolment	Online facility for corporates / vendors / bidders to enrol themselves on the procurement portal to participate in the tenders published by the government departments / agencies.
14	Finance	Finance Department – State Public Procurement	G2B	Online Bid / Proposal Submission	Online facility for the enrolled bidders to submit their bid / proposal on the procurement portal for the tenders published by the government departments / agencies
15	Finance	Finance Department – State Public Procurement	G2B	Tender Result Announcement	Online Facility for the bidders to view the tender evaluation results on the procurement portal for which the bidder had submitted the bid / proposal

8.1 Annexure I – List of Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
16	Labour & Employment	Employment & Training Department	G2C	Employee Registration	Online registration facility provided by the State / UT to allow their employees to register with the government - register by providing necessary details.
17	Labour & Employment	Employment & Training Department	G2C	Job Seeker Registration	Online registration facility provided by the State / UT for the job seekers - register by providing necessary details.
18	Labour & Employment	Employment & Training Department	G2C	Job Skill Development	Enhancing skills through institutional training, infrastructure, convergence, trainers, overseas employment, sustainable livelihoods and leveraging public infrastructure
19	Labour & Employment	Employment & Training Department	G2B	Employer Registration	Online registration of employer with the department to avail the facility of finding the right candidate to fill vacancies by the posting of job vacancies and searching the candidate database for suitable resumes
20	Labour & Employment	Commissionerate of Labor	G2B	Registration and Licensing - Motor Transport Workers Act	Registering and grant of license under the Motor Transport Workers Act, 1961, for regulating the varied employment conditions enforced to present special rights to motor transport workers for their welfare and to provide them with amicable working conditions
21	Labour & Employment	Commissionerate of Labor	G2B	Application for License of a Contractor (s) for recruitment of migrant workmen	Applying for the license online by the applicant who possesses the contractual agreement with the principal employer and authorization when the applicant engages 5 or more interstate migrant workmen in the contractual work
22	Labour & Employment	Commissionerate of Labour	G2B	Application for Registration of Shops and Establishment	Applying under the Shop & Establishment Act, that regulates payment of wages, hours of work, terms of service, wages for holidays, leave policy, work conditions, overtime work, interval for meals and rest, prohibition for employment of children, employment of young persons or women, maternity leave and benefits thereof, opening and closing hours, closed days, weekly holiday, dismissal, cleanliness, lighting and ventilation, fire safety and precautions, accidents, record keeping, etc. within the prescribed number of days from date of commencement in the prescribed form along with prescribed fees
23	Education	Department of School Education/ Higher Education	G2C	Online application for Scholarship	Online student application for availing various scholarship schemes.
24	Education	Department of School Education/ Higher Education	G2C	Check examination results online/Online result display	Users to view results online of various examinations conducted by CBSE, ICSE, State Educational Boards, SSC, UPSC, etc.
25	Education	Department of School Education/ Higher Education	G2B	School Registration	Registration of schools under necessary boards through online
26	Education	Department of School Education/ Higher Education	G2B	NOC for Schools	No Objection Certificate (NOC) for CBSE/ICSE affiliation to be granted to applicant school and subsequently recognized as specified in the RTE Act subject to conforming with the mentioned guidelines
27	Social Welfare including Health and Agriculture	Department of Health	G2C	Online Registration System for OPD Appointment	Online Registration System for OPD appointment is the framework to link various hospitals for Aaadhar based online registration and appointment system for patients in which OPD registration and appointment system through HMIS (Hospital Management Information System) has been digitalized, enabling the patient to book online appointments with various departments of different hospitals using eKYC data/Aadhar number/UHID number
28	Social Welfare including Health and Agriculture	Department of Health	G2C	Patient Registration	Online registration of patient through verification using Aadhar mobile number registered with UIDAI
29	Social Welfare including Health and Agriculture	Department of Health	G2C	Pregnant women assistance (including Benefit transfers)	Schemes that are assisting pregnant women to avail benefits Ex- Under the JSY (Janani Suraksha Yojana), eligible pregnant women are entitled for cash assistance in a government or accredited private health facility along with DBT (Direct Benefit Transfers) being rolled out in various districts to reduce maternal and infant mortality by promoting institutional delivery

8.1 Annexure I – List of Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
30	Social Welfare including Health and Agriculture	Department of Health	G2B	Child Registration	Child birth registration is the official recording of the child's birth by the government administrative processes as a permanent and certified record. This official recording of birth is done by the hospital with the concerned health authorities.
31	Social Welfare including Health and Agriculture	Department of Health	G2B	NOC for new establishments	No Objection Certificate (NOC) for new hospital buildings subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, fire fighting and evacuation measures
32	Social Welfare including Health and Agriculture	Social Welfare Department / Rural Development Department	G2C	Financial Aid/Assistance (for differently abled / widows / disabled / handicapped etc.)	Users can access details on schemes such as Assistance to Disabled Persons for Purchase/Fitting of Aids and Appliances (ADIP Scheme), Deendayal Disabled Rehabilitation Scheme to promote voluntary action for persons with Disabilities (DDRS Scheme), National Awards and National Scholarships for persons with disabilities, Trust Fund for empowerment of persons with disabilities and schemes arising out of the implementation of related programmes
33	Social Welfare including Health and Agriculture	Social Welfare Department / Rural Development Department	G2C	Scholarships for students	Students can apply for scholarships for the categories of pre-matric scholarship scheme, post-matric scholarship scheme, top class scholarship scheme and merit cum means (MCM) scholarship scheme through the online portal
34	Social Welfare including Health and Agriculture	Social Welfare Department / Rural Development Department	G2C	Pension (any type)	Pension through the e-National Pension System (eNPS) to open pension account and make contributions to the account with the objective to provide social security to the citizens of India, regulated by the PFRDA
35	Social Welfare including Health, Agriculture, Home & Security	Home Department	G2C	Online Complaint Registration	Online facility for citizens to logde complaints with the police department
36	Social Welfare including Health, Agriculture, Home & Security	Home Department	G2C	Missing Person Registration	Online facility for citizens to report cases of missing persons.
37	Social Welfare including Health, Agriculture, Home & Security	Home Department	G2C	Request for FIR copy	Online facility for citizens to request for a copy of FIR by providing the necessary requested details.
38	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Birth Certificate	Online application form for the mandatory birth certificate to register every birth in which registration must be done within 21 days of the birth, which provides details on date of birth, place of birth, name, guardian's names, etc.
39	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Death Certificate	Online application for death certificate serving as a document issued to the nearest relatives of the deceased stating the date, fact and cause of death
40	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Property tax online payment	Property tax payment by online through net banking , e-wallet, debit card or credit card for local tax payment collected by the municipal authorities from the property owners

8.1 Annexure I – List of Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
41	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2C	Permission for Water Connections	Online application for new domestic water service connection for installation of water and sewer connection by the water supply and sewerage board
42	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Building or development permit	Online application for building permit which is the official approval issued by the local governmental agency that allows you or your contractor to proceed with a construction or remodeling project on your property intended to ensure that the project plans to comply with local standards for land use, zoning, and construction and to ensure the safety of current and future owners and occupants providing enforcement of zoning and land use policies
43	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Occupancy Certificate	Applicant can submit an online application for occupancy certificate that is issued by the local municipal authorities or by the building proposal department declaring that the construction of the building is in accordance with the approved plans when a building is constructed and is ready to be occupied implying that the building has proper civic infrastructures like water, sanitation and electricity
44	Local Governance & Utilities	Department of Urban Development / Local Self Government – Municipalities, Corporations, Panchayats / RTOs	G2B	Application for NoC for Building (Plan) Construction	Viewing of process, procedure, documents required and online application for No Objection Certificates (NOCs), approvals and licenses required for an establishment before construction, during construction and after construction like fire NOC, CLU, building plan, fire fighting scheme, DPC level inspection, etc.
45	Local Governance & Utilities	Department of Power / Electricity Board	G2C	e-Payment of Electricity Bills (Citizen)	Online electricity bill payment by citizens on the respective electricity department website by logging in through contract account number, verifying bill details and making payment through credit/debit card/other available online payment methods
46	Local Governance & Utilities	Department of Power / Electricity Board	G2B	New connection (business)	Online application by businesses/commercial enterprises for new electricity service connection through filling in details required in the non-domestic supply form as per the type of new service, district, service category, type of ownership of property, name, billing address, mobile number, e-mail id, etc. and upload the required supporting documents attested by the company secretary/director for a new connection
47	Local Governance & Utilities	Department of Power / Electricity Board	G2B	e-Payment of Bills (Business)	Online electricity bill payment by businesses/commercial enterprises on respective electricity department website by logging in through contract account number, verifying bill details and making payment through credit/debit card/other available online payment methods
48	Local Governance & Utilities	Department of Power / Electricity Board	G2B	Load change/ Category change	Online application for addition or reduction of load in respect of electricity service connection through the respective web portal by filling in the required details of type as per applicant category of load addition or load reduction, consumer number, region code and other details such as name, billing address, mobile number, email id, etc.

8.1 Annexure I – List of Mandatory Services and Description of Services

Sl. No.	Focus Sector	Department	Type	Service	Description
49	Local Governance & Utilities	Department of Water Resources/ Relevant Departments	G2C	e-Payment of Bills	E-payment service through water bill payment system by entering consumer id/mobile number/email id to preview the latest bill, proceed to payment option and make the payment online through the payment gateway by selecting the desired option from the available methods
50	Local Governance & Utilities	Department of Water Resources/ Relevant Departments	G2B	Application for Water Connection (business)	Online application form for water supply connection for business/commercial/industrial use by creating new registration, login with registered user name, online payment to buy application form, fill in application form and upload of required documents such as sanctioned building plan, khata certificate, road cutting permission, photographs of building, owner, and rain water harvesting system, receipt of GBWASP payment, occupancy certificate
51	Environment	Fire Services	G2C	Initial No Objection Certificate / Plan Approval for Building Permit (citizen)	Online application for initial No Objection Certificate (NOC), approvals and licenses required including the fire fighting scheme in the pre-construction stage of the commercial establishment
52	Environment	Fire Services	G2C	Final No Objection Certificate / Plan Approval for Occupancy Certificate (citizen)	Final fire No Objection Certificate (NOC) for residential buildings subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, fire fighting and evacuation measures by filling in building details, tower details, applicant details, upload of documents, upload of fire fighting equipment photographs, etc.
53	Environment	Fire Services	G2B	Initial No Objection Certificate / Plan Approval for Building Permit (business)	Online application for initial No Objection Certificate (NOC), approvals and licenses required including the fire fighting scheme in the pre-construction stage of the commercial establishment
54	Environment	Fire Services	G2B	Final No Objection Certificate / Plan Approval for Occupancy Certificate (business)	Final fire No Objection Certificate (NOC) for hotels, hospitals, education buildings, multiplex buildings, industrial buildings, business buildings, etc. subject to conforming with the mentioned guidelines in the NBC (National Building Code) of India, 2016 including the details of fire prevention, fire fighting and evacuation measures by filling in building details, tower details, applicant details, upload of documents, upload of fire fighting equipment photographs, etc.
55	Tourism	Tourism Department	G2B	Issuance of the Certificate of Recognition as Provisional / Approved State Tour Operator	Online facility for Tour Operators to get necessary approvals from the Department to issue Certificate of Recognition as Provisional / Approved State Tour Operator
56	Tourism	Tourism Department	G2B	Registration of Hotels Guest houses/ tourist Accommodation units/ etc.	Online registration facility for Hotels, Guest Houses, Tourist Accommodation units, etc to get necessary approvals from the Department to operate.

8.2 Annexure II – Assessment Questionnaire – UT Portal

S. No.	Evaluation Area	UT Portal Questionnaire
1	Accessibility	Is the state portal URL provided in this survey also listed in NGSP (https://services.india.gov.in/) portal?
2	Accessibility	Availability of feature for users to create personal login on the portal
3	Accessibility	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative
4	Accessibility	Availability of installable mobile applications for providing information and availing services of portal
5	Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.?
6	Accessibility	Are key call centre nos. provided in the portal?
7	Accessibility	Has the tourist information been prominently linked and visible on the portal?
8	Accessibility	Is the State Holiday list provided on the portal?
9	Accessibility	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?
10	Accessibility	Is there any eSurvey/online polls being done on the portal currently?
11	Accessibility	How many services of the State is/are available on NGSP?
12	Content Availability	Existence of a section providing the list of State Departments with contact details of Ministers & Senior officials
13	Content Availability	Existence of a section providing the list of Districts with contact details of DM and senior officials
14	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal
15	Content Availability	Availability of information of last updated timestamp on each page of the portal
16	Content Availability	Is last updated timestamp on each page of the portal as of current year?
17	Content Availability	Availability of Statistics about website usage by users (no. of visitors)
18	Content Availability	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.
19	Ease of Use	Is portal easy to find in top search engines - use of search engine optimization technique?
20	Ease of Use	Contact Information of government officials/ agency responsible for the provision of specific online services/queries
21	Ease of Use	Existence of a separate 'Contact Us' section on the Portal
22	Ease of Use	Availability of facility to log Grievances / Complaints on the Portal
23	Ease of Use	Availability of multiple portal navigation routes for services and information (E.g. A to Z services Index, State Department wise Service Groups, Service type groups etc.)

8.2 Annexure II – Assessment Questionnaire – UT Portal

S. No.	Evaluation Area	UT Portal Questionnaire
24	Ease of Use	Availability of information about compatible browsers and best screen resolutions
25	Ease of Use	Presence of a What's new section which details the changes in the portal
26	Ease of Use	Availability of search feature on the portal
27	Ease of Use	Availability of multiple language support on the portal
28	Ease of Use	Existence of a separate section for Help on the portal
29	Ease of Use	Is the portal available on different front-end tools - IE, Chrome, Firefox, Mozilla, etc.?
30	Ease of Use	Availability of features to enable access to portal for people with visual/audio/motor disabilities
31	Ease of Use	Availability of sitemap of the Portal
32	Ease of Use	Does the portal support audio and video playing?
33	Information Security and Privacy	Clear indication of online security measures implemented on the portal through HTTPS, symbols for third party security alliances etc.
34	Information Security and Privacy	Clear Indication of W3C Compliance of the Portal on the Home page
35	Information Security and Privacy	Availability of copyright statements on the Portal
36	Information Security and Privacy	Are copyright statements as of current year?
37	Information Security and Privacy	Is the portal hosted on HTTPS protocol?
38	Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online?
39	Information Security and Privacy	Is the portal been assessed by TPA for the online security?
40	Information Security and Privacy	Is password recovery & reset facility available for the user?
41	Information Security and Privacy	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.?

8.2 Annexure II – Assessment Questionnaire – Services Portal

S.No.	Evaluation Area	Services Questionnaire
1	Accessibility	Existence of the service link in state portal or national services portal
2	Accessibility	Is service available both in English and local language?
3	Accessibility	Information about the eGovernment/IT department/ respective department
4	Accessibility	Contact Information of government officials/ agency responsible for the provision of specific online services/queries
5	Accessibility	Existence of a separate 'Contact Us' section
6	Accessibility	Availability of downloadable forms for provisioning of services which cannot be submitted online
7	Accessibility	Availability of multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.)
8	Accessibility	Does the web page provide any service delivery charters which are published?
9	Accessibility	Availability of feature for users to create personal login profiles OR sign in through an integrated authentication initiative such as Aadhaar
10	Accessibility	Availability of promotional campaigns to avail eServices
11	Accessibility	Are details to avail the service across channels (portal, mobile, Kiosk, others) available online?
12	Accessibility	Availability of facility for users to register/ log in online
13	Accessibility	For registered users, is there provision for the user to check details of previously availed services, transaction history etc.
14	Accessibility	Has the website been designed using auto format to adjust to various mobile devices like tab, iPad, mobile phones etc.?
15	Accessibility	Availability of information about compatible browsers and best screen resolutions
16	Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities
17	Accessibility	Does the portal support audio and video playing?
18	Accessibility	GIGW compliant
19	Content Availability	Availability of facility for user to provide feedback / comments regarding eServices
20	Content Availability	Information about results of user feedback about online services
21	Content Availability	Existence of a separate section for Help
22	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ)
23	Content Availability	Availability of sitemap

8.2 Annexure II – Assessment Questionnaire – Services Portal

S.No.	Evaluation Area	Services Questionnaire
24	Content Availability	Availability of information of the last updated timestamp on each page of the website
25	Content Availability	Is last updated timestamp as of current year?
26	Content Availability	Does the website have relevant and updated contents?
27	Content Availability	Availability of Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.
28	Content Availability	Availability of Statistics about transaction count of services availed by users
29	Content Availability	Information about how to avail electronic/ digital signature facility for availing the services?
30	Ease of Use	Can service application forms be downloaded online?
31	Ease of Use	Are eServices available within 2-clicks from home page?
32	Ease of Use	Presence of a What's new section which details the changes in the website
33	Ease of Use	Is website easy to find in top search engines - use of search engine optimization technique?
34	Ease of Use	Availability of procedures describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.)
35	Ease of Use	Availability of search feature
36	Ease of Use	Is the website available on different front-end tools - IE, Chrome, Firefox, Mozilla, etc.?
37	Ease of Use	Does the website have built-in facility to populate content relevant to user's recent activity / interest?
38	Ease of Use	Does the department/service portal have a defined internal workflow to process a service request?
39	Ease of Use	Is the user manual available to guide the users?
40	Information Security and Privacy	Are mobile alerts available for unauthorized access to user profile, password changes etc.?
41	Information Security and Privacy	Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.
42	Information Security and Privacy	Clear Indication of W3C Compliance of the web page on the Home page
43	Information Security and Privacy	Is the web page hosted on HTTPS protocol?
44	Information Security and Privacy	Is the personal data of the citizens been safeguarded through the security policy of the government?

8.2 Annexure II – Assessment Questionnaire – Services Portal

S.No.	Evaluation Area	Services Questionnaire
45	Information Security and Privacy	Is the web page been assessed by TPA for the online security?
46	Information Security and Privacy	Has the web page mandated 3 factor authentication for username & password?
47	Information Security and Privacy	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.?
48	End-service delivery	Is end service available through email, online (downloadable)?
49	End-service delivery	Is end service available upon visit to respective centre/department etc.?
50	End-service delivery	Is OTP facility available for user authentication during final service delivery?
51	End-service delivery	Are service delivery timelines published on the website?
52	End-service delivery	Whether the manual provision of services been completely done away by the State?
53	Integrated service delivery	Availability of feature to submit service forms online (PDF or web based)
54	Integrated service delivery	Availability of facility to make Online payments
55	Integrated service delivery	Is digital signature facility available?
56	Integrated service delivery	Does the website allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.)?
57	Integrated service delivery	Single payment gateway for all channels
58	Integrated service delivery	Can the service be availed without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online?
59	Integrated service delivery	Single Sign on /Unique ID (Aadhaar) sign in
60	Integrated service delivery	Are the available citizen services linked to Digital Locker?
61	Integrated service delivery	Availability of facility to make online payment towards services availed on web page using mobile device
62	Integrated service delivery	Does the web page provide for various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service?
63	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and auto-populated while submitting service application details online?
64	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online?

8.2 Annexure II – Assessment Questionnaire – Services Portal

S.No.	Evaluation Area	Services Questionnaire
65	Integrated service delivery	Are apps available for each of the services - Availability of installable mobile applications for providing information and availing the service?
66	Integrated service delivery	Has the webpage been integrated with Social Media Apps like Twitter, Facebook etc.?
67	Status and request tracking	Availability of feature to track Service Applications/ Requests online
68	Status and request tracking	Availability of facility to log Grievances / Complaints
69	Status and request tracking	Availability of Ticket / Complaint No. for status tracking and future follow-ups
70	Status and request tracking	Are service update alerts sent through SMS?
71	Status and request tracking	Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls
72	Status and request tracking	Does the user get feedback on their complaints like email, call back etc.?
73	Status and request tracking	Availability of Information about helpline for issues regarding online payments through web page
74	Status and request tracking	Does the web page provide help desk, online support, and call centre for users?