

Government of India
Ministry of Personnel, Public Grievances and Pensions Department of
Administrative Reforms and Public Grievances

PRESS BRIEF

Secretary Department of Administrative Reforms & Public Grievances (DARPG), Shri V. Srinivas has launched the third edition of the National e-Governance Service Delivery Assessment (NeSDA) portal www.nesda.gov.in on 6th July, 2023.

DARPG has developed NeSDA framework with an overall objective to measure the depth and effectiveness of existing e-Governance service delivery mechanisms from the citizen's perspective. This framework, based on the Online Service Index (OSI) of UN eGovernment Survey, has been customized for the Indian federal structure and the e-Governance landscape of the States and UTs. DARPG undertakes NeSDA study biennially. This study assesses States, Union Territories (UTs), and focus Central Ministries on the effectiveness of e-Governance service delivery. NeSDA helps the respective governments improve their delivery of citizen centric services and shares best practices across the country for all States, UTs and Central Ministries to emulate.

The Department has successfully released 2 editions of NeSDA study, viz., NeSDA 2019 and NeSDA 2021. Both the studies have shown a significant rise of e-services across all States/UTs. It has also shown a rising trend of e-Services delivery shifting from single silo departmental portals to integrated / centralized portals.

Improvement in the country's e-Governance landscape due to last 2 editions of NESDA study may be summarized in the following key takeaways –

- Increase in e-Service Delivery
- Rise in use of Integrated / Centralized Portals for delivery of e-Services
- Improvement across assessment parameter scores

In NeSDA 2021, 1400 services across all States and UTs were assessed as compared to 872 in 2019, an increase of over 60%. 74% respondents of the nation-wide citizen survey conducted during the study had stated that they are satisfied with the e-Services provided by the States and UTs. The e-Services of Finance and Local Governance & Utility Services sectors were the most widely used by citizens.

Now, with the launch of NeSDA 2023 portal, DARPG has embarked on the journey of third edition of the study- NeSDA 2023. NeSDA 2023 framework has been revised in-line with the contemporary citizens need, leading global digital government trends and UN e-Government Survey studies.

Additions in the NeSDA 2023 framework are proposed under following dimensions:

- 1. Portals Coverage:** All Government Portals assessed during NeSDA are classified into two categories viz., (i) State, UT, Central Ministry Portal and (ii)

State, UT, Central Ministry Services Portals. A growing number of people are living in cities, more people will be accessing public services locally. So, it is imperative that robust e-government in place at city level to accommodate present and future citizen's needs. Hence NeSDA 2023 framework will evaluate the maturity of e-Government at the City level by assessing City Portal i.e., the official portal of respective City/Urban Local Body that provides a single window access to the information and links to the services being provided for the citizens and other stakeholders in the city.

- 2. Focus Sectors and Mandatory Services Coverage:** The NeSDA framework covers 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 framework for NeSDA 2023 proposes an expansion on focus sectors with an addition of Transport and Public Grievance. Accordingly, additional mandatory services have been proposed under States/UTs and Central Ministries. In NeSDA 2023, additional 5 mandatory services at State / UT level and 12 services at Central Ministry level would be evaluated. In NeSDA 2023, a total of 59 mandatory services are proposed to be assessed for every State & UT and 37 services to be assessed covering 21 Central Ministries/Departments.
- 3. Assessment Parameters:** To make NeSDA framework more robust and align with global digital government trends it is proposed to include three additional assessment parameters, viz., Open Government Data (OGD), E-Participation, and Leveraging Emerging Technologies.

The NeSDA 2023 portal will serve as an instrument to collect data online provided by the States, UTs and Central Ministries.






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सत्यमेव जयते

NATIONAL e-GOVERNANCE SERVICE DELIVERY ASSESSMENT 2023

Department of Administrative Reforms & Public Grievances, as part of its mandate, is undertaking study namely National e-Governance Service Delivery Assessment (NeSDA) for State/Union Territories.

The NeSDA will be used to assess and benchmark e-Governance initiatives across the States/UTs. The overall objective of the study is to help States/UTs to understand the critical role of ICT in delivery of citizen centric services, to emulate and learn from best practices, identify areas of strength and challenges in implementation of e-Governance initiatives and outline future policies and strategies in these areas. The NeSDA is expected to promote digital governance in interactions between Government

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NATIONAL WORKSHOP ON e-OFFICE VERSION 7.0 AND LAUNCH OF NeSDA 2021 BY DR. JITendra SINGH