



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



आज़ादी का  
अमृत महोत्सव



# NATIONAL WORKSHOP ON E-OFFICE 7.0 AND LAUNCH OF NESDA 2021



## **Proceedings of National Workshop on e-office 7.0 and Launch of NeSDA 2021**

A National Workshop on e-Office and launch of National e-Governance Service Delivery Assessment (NeSDA), 2021 was organized by the Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pensions on 13<sup>th</sup> June 2022 at Civil Services officers' Institute, Vinay Marg, Chanakyapuri, New Delhi. The Chief Guest for the event was the Hon'ble Minister of State, Dr. Jitendra Singh.

This National Workshop brought together Central Ministries/Attached/ Subordinate/ Autonomous bodies of Government of India with the objective of creating Digital Secretariats. During the event, NeSDA 2021 was launched, a presentation on e-office 7.0 was given by the NIC team, and queries related to the functioning of e-office were addressed and resolved.

### **INAUGURAL SESSION**

#### **Lighting of Lamp by Honorable Minister of State Dr. Jitendra Singh**

#### **Address by Shri V. Srinivas, Secretary, DARPG**

In his address, V.Srinivas, Secretary, DARPG said, that DARPG currently monitors adoption of e-Office on its dashboard on a daily basis on its dashboard, submits progress reports on e-Office implementation in its monthly DO letters to the Cabinet Secretary and circulates information to the Council of Ministers. Further DARPG had instituted certificates of recognition to institutions that achieve 90 percent of e-Office digitalization. The significant increase



## Proceedings of National Workshop on e-Office and launch of NeSDA 2021

in number of instances and users under e-Office was possible because of these untiring efforts.

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 most widely used by citizens. The rising trend of e-Services delivery shifting from single departmental portals to integrated/centralized portals has resulted in higher citizen satisfaction.



### Hon'ble Minister launched the NeSDA, 2021

Address by Dr. Jitendra Singh, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Minister of State (Independent Charge) for Downer (Development of North Eastern Region), Minister of State for Department of

**Atomic Energy, Minister of State for Department of Space and Minister of State for Prime Minister's Office.**



Union Minister of State (Independent Charge) Science & Technology, Minister of State (Independent Charge) Earth Sciences, MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, released the National e-Governance Service Delivery Assessment report. He lauded the UT of Jammu and Kashmir for achieving this position with an overall compliance of nearly 90%. Dr Jitendra Singh informed that in the Union Territories category, Jammu & Kashmir was assessed for the first time in NeSDA 2021 and scored the highest amongst all UTs for six sectors. He said, after coming into force of the Jammu and Kashmir Reorganisation Act, 2019 with effect from 31 st October, 2019, J&K became the first UT in the country to have Good Governance Index and was also first to launch District Good Governance Index for 20 Districts of the Union Territory of Jammu and Kashmir in January this year.

Dr. Jitendra Singh said, the operationalization of two Secretariats in Jammu & Kashmir was possible because of e-Office and that has put an end to Annual Darbar move carrying over 300 truckloads of files between the two capital cities of Srinagar and

Jammu. This also saved Rs 200 crore per annum and led to uninterrupted work culture in the entire UT without any official break of six weeks for organization of files in Jammu and Srinagar respectively.

Dr Jitendra Singh said, 28 Ministries/Departments have already adopted e-Office version 7.0 along with digitization of the central registration units enabled creation of paperless secretariats where receipts move online, files move online and correspondence moves online. He said, the migration schedule of the remaining 56 Ministries/Departments has been drawn up and by February, 2023, all Ministries will have e-Office version 7.0. The limited file movement with 4 levels of submission and adoption of the desk officer system has ensured that non-performing officials can no longer hide files, the Minister added.

Referring to some of the success stories, Dr Jitendra Singh said, the uninterrupted functioning of the Central Secretariat in the pandemic and lockdown was possible because of e-Office. Deputy Secretaries, Joint Secretaries, Additional Secretaries and Secretaries had access to Virtual Private Network and could take policy decisions on e-files during this period.

Dr Jitendra Singh said, the adoption of e-Office in DRDO, represented a milestone as it demonstrated that Departments with multiple field offices could use e-Office for real time transfer of files. He informed that in 2022, DRDO collaborated with DARPG in propagation of the use of e-Office in DRDO and all field offices of DRDO and the Headquarters. Similarly, e-Office has enabled the seamless movement of files to IFD and Department of Expenditure. E-Office version 7.0 is a significant advancement on e-Office over 6.0 with a number of new features, enabling references to external offices. This has enabled seamless movement of files to IFD and Dept of Expenditure.

Dr Jitendra Singh said, India's e-Governance policies have shown improvements and citizen satisfaction levels have risen and, in many ways, Technology has succeeded in Bringing Government and Citizens closer.

In conclusion, Dr Jitendra Singh expressed satisfaction that in assessment of State portals, Kerala became a front runner and the progress made by Tamil Nadu, Jammu & Kashmir and Uttar Pradesh in NeSDA 2021 was also commendable. In Service portals, Rajasthan, Punjab, Jammu & Kashmir and Meghalaya have topped the rankings. All States/ UT's have shown improvements in the promotion of integrated service portals and the number of services being offered on their state portals.

Dr. Jitendra Singh released the second edition of the National e-Services Delivery Assessment 2021 NeSDA 2021.

## TECHNICAL SESSION

### **Address by Ms. Rachna Srivastava, Deputy Director-General, National Informatics Centre**

DDG, NIC started her speech with introduction to e-office and talked about features in the new version e-office such as flagging of important files, address book management, file creation on a single page, user-specific customization, and para



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referencing. She said there will be more upcoming features in e-file version 7.0 including Integration of AL/ML, SANDES, TOTP, eRecord Management System, integrating accessibility features such as screen reader, intuitive learning System - access to quick feature-based FAQs.

### **Address by Shri. Rajit Punhani, AS & FA, Ministry of Home Affairs**

Shri Rajit Punhani started his speech with the user experience of e-office version 7.0. He shared his feedback and suggested some changes such as the provision of





help/chatbot and making e-office easily accessible through mobile phones.

**Address by Smt. Rashmi Chowdhary, AS, Department of Personnel and Training**

E-Office is a step towards the digital government in true sense and has reduced the use of paper extensively, said Smt. Rashmi Chowdhary. The new version has more features modern like E-sign and digital signature in its day-to-day work which made the work really easy especially during Covid-19, she said. 70-80% of files their files are on the e-office.



**Address by Shri. Rajesh Gera, DG, NIC**

Shri Rajesh Gera appreciated e-office users for attaining stability in past years and He also enumerated the implementation challenges like ownership of data, commitment from top management, infrastructure. He also talked about the technical challenges platform



independence, regular technological upgrades etc. He further explained the e-office costing model shed light on need for budget to improve functioning of e-office. He said that the system of e-office is evolving and Ministries/ Departments have to pay a nominal charge. He also talked in length about the implementation phases and challenges involved.

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### Ministry-wise Migration Schedule to eOffice version 7.0

Sl. No	Name of the Organization	Nature of Organization	Type	From Date	To Date
4	Ministry of Ayush	Central Government	Ministry	21-Jun-22	22-Jun-22
5	Legislative Department	Central Government	Department	22-Jun-22	23-Jun-22
6	Department of Scientific and Industrial Research (DSIR)	Central Government	Department	28-Jun-22	29-Jun-22
9	Department of Empowerment of Persons with Disabilities (DEPWD)	Central Government	Department	05-Jul-22	06-Jul-22
10	Ministry of Petroleum and Natural Gas (MoPNG)	Central Government	Ministry	12-Jul-22	14-Jul-22
12	Ministry of Power	Central Government	Ministry	15-Jul-22	18-Jul-22
20	Ministry of Housing & Urban Affairs (MoHUA)	Central Government	Ministry	12-Aug-22	15-Aug-22
21	Ministry of Statistics & Programme Implementation (MoSPI)	Central Government	Ministry	16-Aug-22	18-Aug-22
25	Department of Agriculture Cooperation & Farmer Welfare (DAC&FW)	Central Government	Department	26-Aug-22	29-Aug-22
26	Ministry of Food Processing Industries (MoFPI)	Central Government	Ministry	29-Aug-22	31-Aug-22
29	Ministry of Steel	Central Government	Ministry	06-Sep-22	07-Sep-22
30	Ministry of Civil Aviation (MoCA)	Central Government	Ministry	09-Sep-22	12-Sep-22
31	Department of Consumer Affairs (DCA)	Central Government	Department	13-Sep-22	14-Sep-22
32	Ministry of Earth Sciences (MoES)	Central Government	Ministry	15-Sep-22	16-Sep-22
34	Department of Public Enterprises (DPE)	Central Government	Department	20-Sep-22	21-Sep-22
35	Department of Food & Public Distribution (DFPD)	Central Government	Department	23-Sep-22	26-Sep-22
36	Department of Fisheries	Central Government	Department	27-Sep-22	28-Sep-22
37	Department of Animal Husbandry and Dairying (DAHD)	Central Government	Department	29-Sep-22	30-Sep-22
38	Department of Social Justice and Empowerment (DoSJE)	Central Government	Department	03-Oct-22	04-Oct-22
39	Ministry of Minority Affairs (MoMA)	Central Government	Ministry	07-Oct-22	10-Oct-22
40	Ministry of Panchayati Raj (MoPR)	Central Government	Ministry	11-Oct-22	12-Oct-22
41	Ministry of Heavy Industry (MHI)	Central Government	Ministry	13-Oct-22	14-Oct-22
43	Ministry of Parliamentary Affairs (MPA)	Central Government	Ministry	18-Oct-22	19-Oct-22
46	Ministry of Tribal Affairs (MoTA)	Central Government	Ministry	28-Oct-22	31-Oct-22
47	Ministry of Youth Affairs & Sports (MoYAS) - <b>Representing 2 departments</b>	Central Government	Ministry	01-Nov-22	02-Nov-22
48	Department of Fertilizers (DoF)	Central Government	Department	03-Nov-22	04-Nov-22
49	Department of Science and Technology (DST)	Central Government	Department	08-Nov-22	10-Nov-22



## Proceedings of National Workshop on e-Office and launch of NeSDA 2021

50	Department of Biotechnology (DBT)	Central Government	Department	11-Nov-22	14-Nov-22
51	Ministry of Micro Small and Medium Enterprises (MSME)	Central Government	Ministry	15-Nov-22	16-Nov-22
52	Niti Aayog	Central Government	Apex Body	17-Nov-22	18-Nov-22
53	Ministry of Tourism	Central Government	Ministry	22-Nov-22	23-Nov-22
54	Ministry of Health and Family Welfare (MoHFW) - <b>Representing 2 departments</b>	Central Government	Ministry	25-Nov-22	28-Nov-22
55	Ministry of Information & Broadcasting (MIB)	Central Government	Ministry	29-Nov-22	30-Nov-22
56	Ministry of Textiles (MoT)	Central Government	Ministry	01-Dec-22	02-Dec-22
57	Department of Land Resources (DoLR)	Central Government	Department	06-Dec-22	07-Dec-22
58	Ministry of Environment, Forest and Climate Change (MoEFCC)	Central Government	Ministry	09-Dec-22	12-Dec-22
59	Department of Legal Affairs (DoLA)	Central Government	Department	13-Dec-22	14-Dec-22
60	Department of Drinking Water and Sanitation (DDWS)	Central Government	Department	15-Dec-22	16-Dec-22
61	Department of Pharmaceuticals	Central Government	Department	20-Dec-22	21-Dec-22
62	Ministry of Education (MoE) - <b>Representing 2 departments</b>	Central Government	Ministry	22-Dec-22	24-Dec-22
63	Ministry of External Affairs (MEA)	Central Government	Ministry	03-Jan-23	04-Jan-23
64	Ministry of Road Transport & Highways (MoRTH)	Central Government	Ministry	06-Jan-23	09-Jan-23
65	Ministry of Culture (MoC)	Central Government	Ministry	10-Jan-23	12-Jan-23
66	Ministry of Skill Development and Entrepreneurship (MSDE)	Central Government	Ministry	12-Jan-23	14-Jan-23
67	Ministry of New and Renewable Energy (MNRE)	Central Government	Ministry	17-Jan-23	19-Jan-23
69	Ministry of Labour and Employment (MoLE)	Central Government	Ministry	24-Jan-23	26-Jan-23
70	Department of Defence Production (DDP) - <b>To be Merged with Ministry of Defence (MoD)</b>	Central Government	Department	27-Jan-23	27-Jan-23
72	Department for Promotion of Industry and Internal Trade (DPIIT)	Central Government	Department	03-Feb-23	06-Feb-23
73	Department of Commerce (DoC)	Central Government	Department	07-Feb-23	09-Feb-23
74	Directorate of Public Grievances (DPG)	Central Government	Apex Body	10-Feb-23	10-Feb-23
75	Department of Personnel and Training (DoPT)	Central Government	Department	<b>Already Migrated to e-File v7.x</b>	
76	Department of Rural Development (DoRD)	Central Government	Department	<b>Already Migrated to e-File v7.x</b>	
77	Department of Water Resources, River Development & Ganga Rejuvenation (DoWR, RD & GR)	Central Government	Department	<b>Already Migrated to e-File v7.x</b>	
78	Ministry of Development of North Eastern Region (MDONER)	Central Government	Ministry	<b>Already Migrated to e-File v7.x</b>	
79	Ministry of Finance (MoF) - <b>Representing 5 departments</b>	Central Government	Ministry	<b>Already Migrated to e-File v7.x</b>	
80	Ministry of Women and Child Development (MoWCD)	Central Government	Ministry	<b>Already Migrated to e-File v7.x</b>	

**Ministry of Personnel, Public Grievances & Pensions**

**Union Minister Dr Jitendra Singh to release the National e-Governance Service Delivery Assessment 2021 Report on Monday**

**The NeSDA 2021 report also provides suggestions for governments to further enhance their e-Governance service delivery systems**

Posted On: 12 JUN 2022 1:59PM by PIB Delhi

Union Minister of State (Independent Charge), Ministry of Science and Technology, Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Dr Jitendra Singh will release the second edition of the National e-Governance Service Delivery Assessment 2021 on 13<sup>th</sup> June 2022. The NeSDA 2021 report has been prepared covering the assessment of States, UTs, and focus Central Ministries on their effectiveness in delivering online services to citizens. The report also provides suggestions for governments to further enhance their e-Governance service delivery systems.

Department of Administrative Reforms & Public Grievances (DARPG) had constituted the National e-Governance Service Delivery Assessment (NeSDA) in 2019 as part of its mandate to boost the e-government endeavours and drive digital government excellence. The biennial 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.

DARPG embarked on the second edition of NeSDA study in January 2021. The NeSDA 2021 framework was finalized after multiple consultative workshops with States, UTs and Central Ministries from March 2021 to May 2021. The NeSDA 2021 Portal was formally launched in June 2021 to conduct the entire assessment process online. The data collection, synthesis and analysis processes spanned the next 12 months till May 2022. Regular review meetings were held during this period to provide necessary guidance to stakeholders. In addition to the DARPG team supported by NASSCOM and

KPMG, 36 nodal officers from State and UTs and 15 nodal officers from Central Ministries came together to ensure the successful conduct of NeSDA 2021. More than one lakh responses from across the country were reviewed to finalize the findings of NeSDA 2021 report.

NeSDA 2021 covers services across seven sectors – Finance, Labour & Employment, Education, Local Governance & Utility Services, Social Welfare, Environment and Tourism sectors. The assessment covered 56 mandatory services for each States & UTs and 27 services for the focus Central Ministries. The second edition of NeSDA added eight State / UT level services and four Central Ministry services. Five of the State / UT level services assessed in NeSDA 2019 are now offered through Central Ministries and hence were not considered for the 2021 assessment.

The portals assessed were classified into one of two categories. *State / UT / Central Ministry Portal*, the designated portal of the respective government that provides a single window access to information and service links, is the first category. These portals were assessed on four parameters, viz., *Accessibility, Content Availability, Ease of Use, and Information Security & Privacy*. The second category comprises of the *State / UT / Central Ministry Services Portals* which focus on the digital delivery of services and provide service-related information. The Services Portals were assessed on an additional three parameters, viz., *End-service Delivery, Integrated Service Delivery, and Status & Request Tracking*. To facilitate comparative assessment of the progress in e-services across the country, the assessment parameters have remained the same as in the 2019 study.

NeSDA has followed the Good Governance Index 2021 grouping of the States and UTs. *North-East and Hill States* make up the first group while *Union Territories* make up the second group. The remaining states of India have been classified into two states as *Remaining States – Group A* and *Remaining States – Group B*.

NeSDA 2021 has shown clear progress for e-Governance services across the country. States and UTs have strived to implement to the recommendations of NeSDA 2019 for creation of integrated State / UT Portals and enhancing the number of services provided on their services portals. Further, governance in the times of the pandemic necessitated operationalization of security measures such as VPNs, flexible working policies including work-from-home, and development of several new apps that brought citizens and governments closer through use of technology inter alia providing timely services at the doorstep.

Improvement in the country's e-Governance landscape may be summarized in the following key takeaways –



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- 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. The rising trend of e-Services delivery shifting from single silo departmental portals to integrated / centralized portals has resulted in higher citizen satisfaction.

The NeSDA 2021 findings demonstrate the journey of e-Services towards citizen centricity and benchmarking governance. Governments across the country have put a stronger emphasis on integrated service delivery which has led to a greater number of e-Services being offered through integrated / centralized portals. These portals also provide unified access to services, improving accessibility and usability. They also provide a uniform digital experience to users, creating ease of use through intuitive navigation, uniform look and feel, improved content availability, robust information security, and privacy mechanisms. These factors have led to increase in scores across all assessment parameters.

An overall improvement has been seen in scores across all parameters and at all levels with *Information Security & Privacy* being the most improved parameter across all portals. Among the Central Ministry Portals, scores have improved for 4 portals. Among the Central Ministry Services Portals, scores have improved for 6 portals. Among States and UTs, scores have improved for 28 of the State / UT Portals and for 22 of the State / UT Services Portals. The NeSDA 2021 rankings are provided below.

**Ranking of State / UT Portals is as follows:**

Rank	North-East and Hill States	Remaining States – Group A	Remaining States – Group B	Union Territories
1	Nagaland	Kerala	Odisha	Jammu & Kashmir
2	Meghalaya	Tamil Nadu	Uttar Pradesh	Andaman & Nicobar Islands
3	Assam	Punjab	Bihar	Puducherry
4	Sikkim	Karnataka	Jharkhand	Delhi
5	Tripura	Telangana	West Bengal	Chandigarh
6	Himachal Pradesh	Goa	Madhya Pradesh	Ladakh

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Rank	North-East and Hill States	Remaining States – Group A	Remaining States – Group B	Union Territories
7	Uttarakhand	Haryana	Chhattisgarh	
8	Mizoram	Andhra Pradesh	Rajasthan	
9	Arunachal Pradesh	Maharashtra		
10	Manipur	Gujarat		

Note: In 2021, the UTs of Lakshadweep and Dadra & Nagar Haveli and Daman & Diu have not provided adequate data for assessment of their UT Portals. and hence they are not considered for analysis.

Among the North-East and Hill States, Meghalaya and Nagaland are the leading State Portals with an overall compliance of more than 90% across all assessment parameters. Among Union Territories, Jammu & Kashmir ranked the highest with an overall compliance of nearly 90%. Among the Remaining States, Kerala, Odisha, Tamil Nadu, Punjab, Karnataka and Uttar Pradesh had a compliance of more than 85%. Amongst all the States and UTs, Kerala had the highest overall compliance score.

**Ranking of State / UT Services Portals is as follows:**

Rank	North-East and Hill States	Remaining States – Group A	Remaining States – Group B	Union Territories
1	Meghalaya	Punjab	Rajasthan	Jammu & Kashmir
2	Tripura	Tamil Nadu	Uttar Pradesh	Andaman & Nicobar Islands
3	Assam	Haryana	Madhya Pradesh	Delhi
4	Uttarakhand	Telangana	Odisha	Chandigarh
5	Himachal Pradesh	Gujarat	West Bengal	Puducherry
6	Nagaland	Kerala	Jharkhand	Ladakh
7	Arunachal Pradesh	Karnataka	Bihar	Dadra & Nagar Haveli and Daman & Diu
8	Mizoram	Goa	Chhattisgarh	
9	Manipur	Andhra Pradesh		
10	Sikkim	Maharashtra		

## Proceedings of National Workshop on e-Office and launch of NeSDA 2021

Note: In 2021, the UT of Lakshadweep has not provided adequate data for assessment of their UT Services Portals and hence it is not considered for analysis.

Among the Services Portals for North-East and Hill States, the highest-ranking states of Meghalaya and Tripura showed improvement across all six sectors compared to NeSDA2019. In the Union Territories category, Jammu & Kashmir was assessed for the first time in NeSDA 2021 and scored the highest amongst all UTs for six sectors. Among the Remaining States, the overall score of Tamil Nadu increased the most in 2021 compared to 2019. Andhra Pradesh, Kerala, Punjab, Goa, and Odisha also improved the compliance of their Services Portals by 100%. Punjab, Tamil Nadu, and Rajasthan are the leading states with compliance of more than 75% across all parameters for their Services Portals.

### Ranking of Central Ministries is as follows:

Rank	Ministry Portal	Ministry Services Portal
1	Home Affairs	Finance – Central Public Procurement Portal (CPPP)
2	Rural Development	Home Affairs - Digital Police
3	Education	Personnel, Public Grievances & Pensions – Bhavishya Portal
4	Environment, Forest & Climate Change	Finance – Central Board of Direct Taxes (CBDT)
5	Personnel, Public Grievances & Pensions	Environment, Forest & Climate Change
6	Commerce & Industry	Finance - Central Board of Indirect Taxes and Customs (CBIC)
7	Labour& Employment	Commerce & Industry - Government e-Marketplace (GeM)
8	Social Justice & Empowerment	Labour& Employment
9	Health & Family Welfare	Education
10	Finance	Health & Family Welfare
11	Agriculture	Rural Development
12		Agriculture

Note: The Ministry of Social Justice & Empowerment has not provided adequate data for assessment of their services portal in 2021.

Among the focussed Central Ministries, Home Affairs, Rural Development, Education, and Environment, Forest & Climate Change are the leading Ministry Portals with an



overall compliance of more than 80% across all assessment parameters. Ministry Portal of Home Affairs had the highest overall compliance score. The Central Public Procurement Portal, Digital Police Portal, and Bhavishya Portal are the leading Ministry Services Portals with an overall compliance of more than 85% across all assessment parameters.

The NeSDA 2021 report presents ample examples of the integrated service delivery portals of the States and UTs that provide the citizens a unified access point for a variety of government services. The report also features few portals of the Central Ministries that offer easy access to common services and create universally accessible digital resources. Initiatives of various district administrations for service delivery to seamlessly reach citizens up to the last mile have also been showcased in the report. This edition of the report has also highlighted measures implemented under the Digital India programme that enabled COVID-19 pandemic management.

While NeSDA 2021 has provided encouraging findings for the journey of e-Services excellence across India, there continues to be room for improvement in digital service delivery. The NeSDA 2021 report also provides suggestions for further improvement in the depth and effectiveness of e-Governance service delivery. Recommendations to improve assessment parameters and incorporate learnings from global digital government trends have also been included. Going forward some of these recommendations may be incorporated as assessment parameters to encourage the alignment of e-Services delivery with global digital government best practices. The progress shown by NeSDA embraces the vision of Digital India. Hence DARPG intends to conduct the next edition of NeSDA in 2023.

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## **PIB STATEMENT**

J&K tops among UTs in e-Governance services delivery, saves around Rs 200 crore annually that was incurred in carriage of physical files during the Annual Durbar move between the two capital cities of Jammu and Srinagar

Union Minister Dr Jitendra Singh releases the second edition of the National e-Governance Service Delivery Assessment 2021, NeSDA 2021

28 Ministries/Departments adopted e-Office version 7.0 and the remaining 56 Ministries/Departments will onboard 7.0 version by February, 2023: Dr Jitendra Singh

Posted On: 13 JUN 2022 6:07PM by PIB Delhi

Jammu & Kashmir tops among all the Union territories of India in e-Governance services delivery, which has also enabled it to save around Rs 200 crore annually that was incurred in carriage of physical files during the Annual Durbar move between the two capital cities of Jammu and Srinagar.

This was stated here today by Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, while releasing the National e-Governance Service Delivery Assessment report, prepared at the initiative of Department of Administrative Reforms in the Union Ministry of Personnel.

The Minister lauded the UT of Jammu and Kashmir for achieving this position with an overall compliance of nearly 90%.



Addressing the National Workshop on e-Office and Launch of National e-Governance Service Delivery Assessment (NeSDA 2021), Dr Jitendra Singh informed that in the Union Territories category, Jammu & Kashmir was assessed for the first time in NeSDA 2021 and scored the highest amongst all UTs for six sectors. He said, after coming into force of the Jammu and Kashmir Reorganisation Act, 2019 with effect from 31 st October, 2019, J&K became the first UT in the country to have Good Governance Index and was also first to launch District Good Governance Index for 20 Districts of the Union Territory of Jammu and Kashmir in January this year.

Dr Jitendra Singh said, the operationalization of two Secretariats in Jammu & Kashmir was possible because of e-Office and that has put an end to annual Darbar move carrying over 300 truckloads of files between the two capital cities of Srinagar and Jammu. This also saved Rs 200 crore per annum and led to uninterrupted work culture in the entire UT without any official break of six weeks for organization of files in Jammu and Srinagar respectively.

The Minister said, the adoption of e-Office has enabled the simultaneous operationalization of both Jammu and Srinagar Secretariats and was one of the biggest reforms related to the practice of Darbar move.

Dr Jitendra Singh today released the second edition of the National e-Governance Service Delivery Assessment 2021, NeSDA 2021. The report has been prepared covering the assessment of States, UTs, and focuses on Central Ministries on their effectiveness



## Proceedings of National Workshop on e-Office and launch of NeSDA 2021

in delivering online services to citizens. The report also provides suggestions for governments to further enhance their e-Governance service delivery systems.



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Referring to some of the success stories, Dr Jitendra Singh said, the uninterrupted functioning of the Central Secretariat in the pandemic and lockdown was possible because of e-Office. Deputy Secretaries, Joint Secretaries, Additional Secretaries and Secretaries had access to Virtual Private Network and could take policy decisions on e-files during this period.

Dr Jitendra Singh said, the adoption of e-Office in DRDO, represented a milestone as it demonstrated that Departments with multiple field offices could use e-Office for real time transfer of files. He informed that in 2022, DRDO collaborated with DARPG in propagation of the use of e-Office in DRDO and all field offices of DRDO and the Headquarters. Similarly, e-Office has enabled the seamless movement of files to IFD and Department of Expenditure. E-Office version 7.0 is a significant advancement on e-Office

## Proceedings of National Workshop on e-Office and launch of NeSDA 2021

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Dr Jitendra Singh said, India's e-Governance policies have shown improvements and citizen satisfaction levels have risen and, in many ways, Technology has succeeded in Bringing Government and Citizens closer.



In conclusion, Dr Jitendra Singh expressed satisfaction that in assessment of State portals, Kerala became a front runner and the progress made by Tamil Nadu, Jammu & Kashmir and Uttar Pradesh in NeSDA 2021 was also commendable. In Service portals, Rajasthan, Punjab, Jammu & Kashmir and Meghalaya have topped the rankings. All States/ UT's have shown improvements in the promotion of integrated service portals and the number of services being offered on their state portals.

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## Proceedings of National Workshop on e-Office and launch of NeSDA 2021

### OFFICIAL TWEETS



DARPG, Govt. of India  
@DARPG\_Goi

AS&FA @HMOIndia Shri Rajit Punhani; AS @DoPTGol Smt. Rashmi Chowdhary; DG @NICMeity Shri Rajesh Gera and DDG @NICMeity Ms. Rachna Srivastava gave presentations on e-Office v7.0 and shared experiences at the National Workshop on e-Office and launch of NeSDA



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Hon'ble MOS (PP) @DrJitendraSingh has launched the National e-Governance Service Delivery Assessment 2021 on 13.06.2022. The report is available at [nesda.gov.in/NeSDA2021\\_Repo...](https://nesda.gov.in/NeSDA2021_Repo...) [nesda.gov.in/nesdaassessmen...](https://nesda.gov.in/nesdaassessmen...) Details: [pib.gov.in/PressReleasePa...](https://pib.gov.in/PressReleasePa...)





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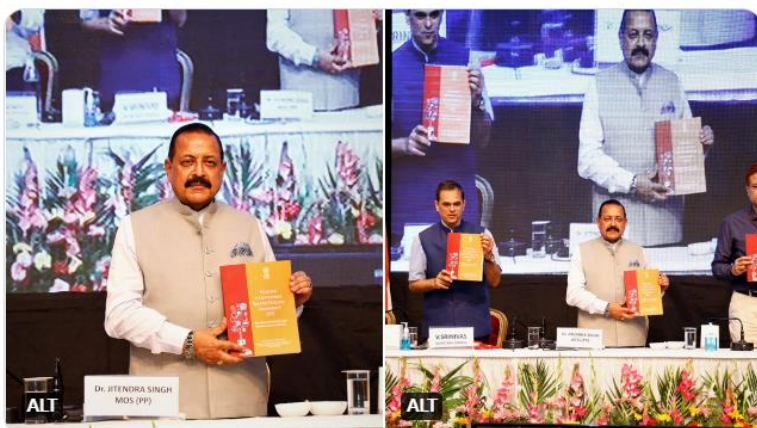
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Hon'ble MOS (PP) [@DrJitendraSingh](#) has launched National e-Governance Service Delivery Assessment 2021 (NeSDA) today at CSOI, Chanakya Puri, New Delhi.

[#8YearsOfTechPoweredIndia](#) [#8YearsOfSeva](#)

[#8YearsOfSushasan](#)

[@DrJitendraSingh](#) [@DoPTGol](#) [@DARPG\\_Gol](#) [@PIB\\_India](#)



Dr Jitendra Singh  
@DrJitendraSingh

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As per National e-Governance Service Delivery Assessment (NeSDA 2021), [#JammuAndKashmir](#) has done exceptionally well in adopting e-Governance services delivery, which has also enabled it to save around Rs 200 crore annually that was incurred in the carriage of physical files

1/2





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Secretary @DARPG\_GoI Shri V Srinivas' speech at the National Workshop on e-Office and launch of National e-Governance Service Delivery Assessment (NeSDA) 2021 report

[darpg.gov.in/sites/default/...](https://darpg.gov.in/sites/default/...) ✓



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