National e-Governance Service Delivery Assessment (NeSDA)

Regional Conference | Bhopal

National e-Governance Service Delivery Assessment

NeSDA is the first of its kind assessment in India and has been finalized after extensive stakeholder consultations to accurately assess the Indian eGovernance landscape

Objective

The overall objective of NeSDA is to assess States, Union Territories and Central Ministries on their effectiveness in delivering online services to citizens

Key Outcomes of the NeSDA Study

- Assess **eGovernance service delivery maturity** – comparative analysis amongst States and UTs
- Highlight **good practices** to learn and emulate for improving **citizen centric services**
- Identify **areas of improvement** to **enhance efficiency** in eGovernance service delivery

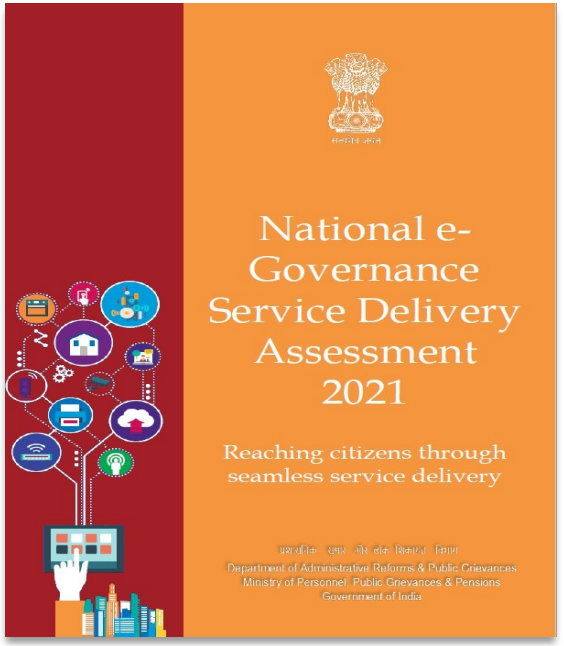
The NeSDA Assessment Parameters

	Accessibility
	Content Availability
	Ease of Use
	Information Security & Privacy

	End Service Delivery
	Integrated Service Delivery
	Status Request & Tracking

The NeSDA Framework

The NeSDA Framework builds on the UNDESA framework and has been customized to the India federal structure



Focus Sectors

1. Finance
2. Labour & Employment
3. Education
4. Social Welfare (incl. Health & Home Security)
5. Local Governance & Utility Services
6. Environment
7. Tourism

Key G2C and G2B Online Services provided by States, UTs and

Assessment Parameters

1. Accessibility
2. Content Availability
3. Ease of Use
4. Service Information
5. Information Security & Privacy
6. End Service Delivery
7. Status Request & Tracking
8. Integrated Delivery

State / UT / Ministry Portals + State / UT / Ministry Services Portals

National e-Governance Service Delivery Assessment

The NeSDA 2021 Journey

Data collection, synthesis and analysis over 15 months from Jan 2021 to Jun 2022

56 Services across 35 States and UTs and 27 Services across 11 Central Ministries assessed



Over 1 Lakh responses covering 1,400 Services across India analysed



Process conducted 100% online based on voluntary reporting by governments

NeSDA 2021 – Key Results – State and UT Portals

North-East & Hill States

State Name	Rank
Nagaland	1
Meghalaya	2
Assam	3
Sikkim	4
Tripura	5
Himachal Pradesh	6
Uttarakhand	7
Mizoram	8
Arunachal Pradesh	9
Manipur	10

Union Territories

UT Name	Rank
Jammu & Kashmir	1
Andaman & Nicobar Islands	2
Puducherry	3
Delhi	4
Chandigarh	5
Ladakh	6

Remaining States – Group A

State Name	Rank
Kerala	1
Tamil Nadu	2
Punjab	3
Karnataka	4
Telangana	5
Goa	6
Haryana	7
Andhra Pradesh	8
Maharashtra	9
Gujarat	10

Remaining States – Group B

State Name	Rank
Odisha	1
Uttar Pradesh	2
Bihar	3
Jharkhand	4
West Bengal	5
Madhya Pradesh	6
Chhattisgarh	7
Rajasthan	8

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

NeSDA 2021 – Key Results – State and UT Services Portals

North-East & Hill States

State Name	Rank
Meghalaya	1
Tripura	2
Assam	3
Uttarakhand	4
Himachal Pradesh	5
Nagaland	6
Arunachal Pradesh	7
Mizoram	8
Manipur	9
Sikkim	10

Union Territories

UT Name	Rank
Jammu & Kashmir	1
Andaman & Nicobar Islands	2
Delhi	3
Chandigarh	4
Puducherry	5
Ladakh	6
Dadra & Nagar Haveli and Daman & Diu	7

Remaining States – Group A

State Name	Rank
Punjab	1
Tamil Nadu	2
Haryana	3
Telangana	4
Gujarat	5
Kerala	6
Karnataka	7
Goa	8
Andhra Pradesh	9
Maharashtra	10

Remaining States – Group B

State Name	Rank
Rajasthan	1
Uttar Pradesh	2
Madhya Pradesh	3
Odisha	4
West Bengal	5
Jharkhand	6
Bihar	7
Chhattisgarh	8

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

NeSDA 2021 – Key Takeaway #1: Increased Delivery of e-Services

1. Increased delivery of e-Services

NeSDA 2019

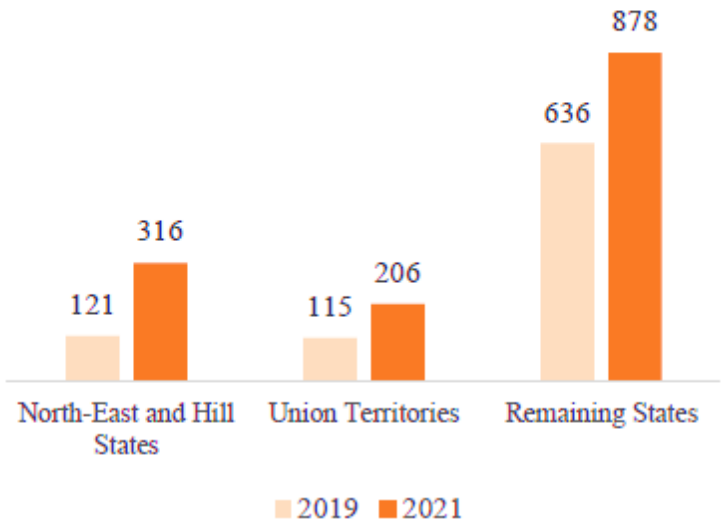
872 Services

Over 60% more services evaluated

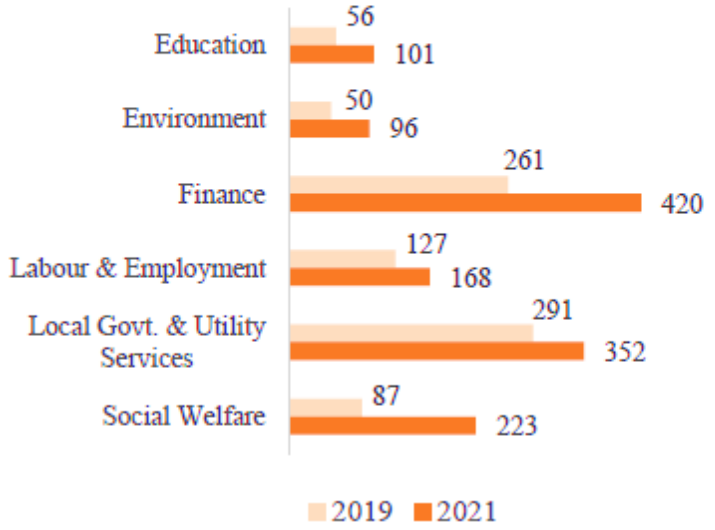
NeSDA 2021

1,400 Services

State / UT Category-wise



Sector-wise



- Number of **Focus sectors increased from 6 in 2019 to 7 in 2021** – Tourism added, Home Security added under Social Welfare
- The **increase in mandatory e-Services delivered in 2021 is visible** across all focus sectors and across all States and UTs
- **Punjab and Tamil Nadu are the leading States** providing all 56 mandatory services
- **North-East and Hill States saw the largest percentage increase** in number of services compared to 2019
- The **Social Welfare sector has seen the biggest percentage increase** in number of services followed by Environment sector and Education sector

Note: # *- Total mandatory services across all States and UTs in 2021 is 2016 (56 mandatory services x 36 States and UTs) and in 2019, it is 1908 services (53 mandatory services x 36 States & UTs)*

NeSDA 2021 – Key Takeaway #1: Increased Delivery of e-Services

eServices Delivery	• 69% of all possible mandatory e-Services have been delivered by States and UTs, up from 48% in NeSDA 2019
Parameter Scores	In NeSDA 2021, scores have improved for – • All 4 parameters for State / UT / Central Ministry Portals • All 7 parameters for State / UT / Central Ministry Services Portals • 28 State and UT Portals and 22 State and UT Services Portals • 4 Central Ministry Portals and 6 Central Ministry Services Portals
Sectors	• Number of Focus sectors increased from 6 in 2019 to 7 in 2021 – Tourism added, Home Security added under Social Welfare • In NeSDA 2021, the Social Welfare sector has seen the biggest percentage increase in number of services followed by Environment sector and Education sector.
Citizen survey	• 2021 survey covered 26,425 respondents across all States and UTs, of which 69.6% of respondents had availed e-Services • 74% respondents for nation-wide Citizen Assessment Survey are Satisfied / Very Satisfied with e-Services • Compared to 2019, a lower preference was seen for kiosks and government departments, a reflection of the success of digital literacy programs of governments. A noticeably higher usage was seen for Labour and Employment services in NeSDA 2021 compared to the 2019 survey

NeSDA 2021 – Key Takeaway #2: Rise of Integrated Portals

2. Rise of Integrated / Centralized Portals

Trend for e-Services delivery shifting from single silo departmental portals to integrated portals / centralized portals, driving higher citizen satisfaction



Some of the notable integrated portals implemented by the States / UTs include:

S. No.	Initiative Name	S. No.	Initiative Name
1	Ease of Doing Business Portal of Assam	6	e-Mitra portal of Rajasthan
2	E-District Portal of Delhi	7	e-Sevai Portal of Tamil Nadu
3	Antyodaya Saral portal of Haryana	8	MeeSeva portal of Telangana
4	Seva Sindhu portal of Karnataka	9	Swaagat portal of Tripura
5	Digital Punjab portal	10	Nivesh Mitra of Uttar Pradesh

- The use of **integrated portals has enabled States and UTs to roll-out services faster** and **provide access to a greater number of e-Services**
- The **integrated portals** provide users a unified access point for a variety of services and **tie into the best practices that NeSDA encourages**.
- Integrated portals provide intuitive navigation, uniform look and feel, unified access point for multiple services, better service availability - **these factors enhance overall digital experience for the users**.

NeSDA 2021 – Key Takeaway #3: Improvement across Scores

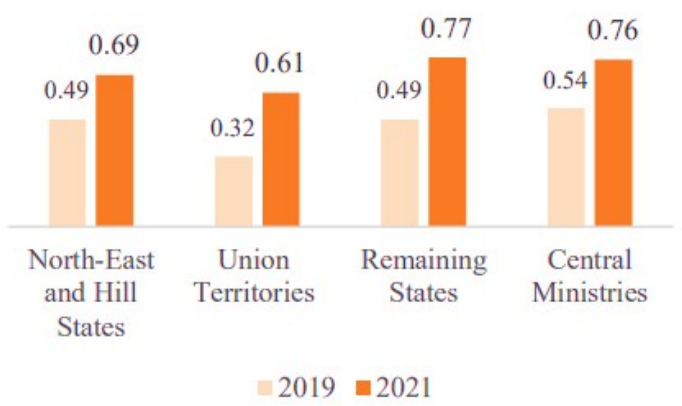
3. Improvement across Parameter Scores

In NeSDA 2021, scores have improved for –

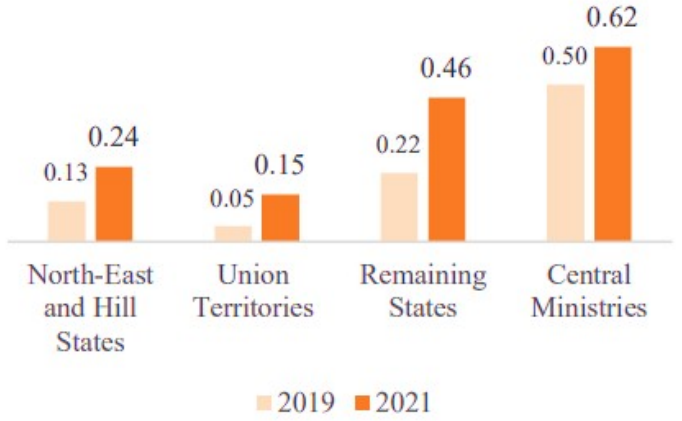
- **All 4 parameters** for State / UT / Central Ministry Portals
- **All 7 parameters** for State / UT / Central Ministry Services Portals
- **28 State and UT Portals** and **22 State and UT Services Portals**
- **4 Central Ministry Portals** and **6 Central Ministry Services Portals**

Information Security & Privacy was the most improved aspect across all Portals. Improvement in State, UT and Ministry Portals and Services Portals is as below –

State / UT / Ministry Portals



State / UT / Ministry Services Portal

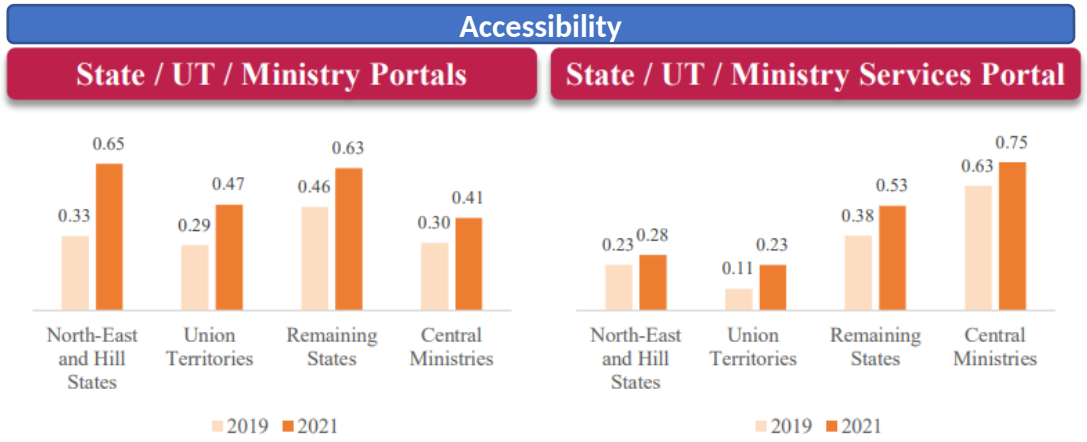


- NeSDA 2021 study saw an **improvement in scores across all 7 parameters**
- Improvement was also seen for the scores of all 4 parameters for the State, UT and Central Ministry Portals.
- The improvements were **driven by the implementation of NeSDA 2019 recommendations** coupled **with increased delivery of e-Services** across the country and a greater uptake of integrated / centralized portals by all governments..

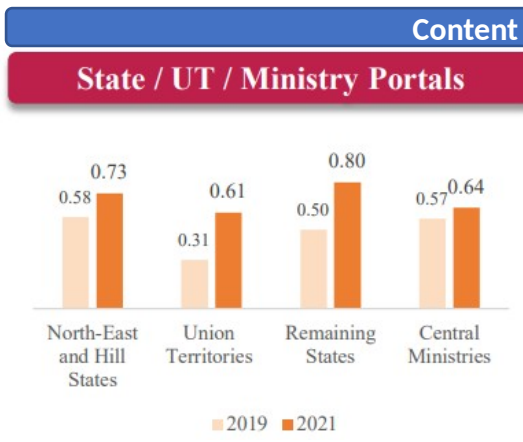
NeSDA 2021 – Key Takeaway #3: Improvement across Scores

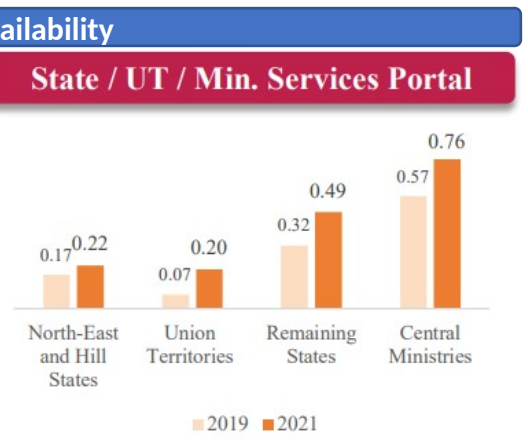
3. Improvement across Parameter Scores

Accessibility

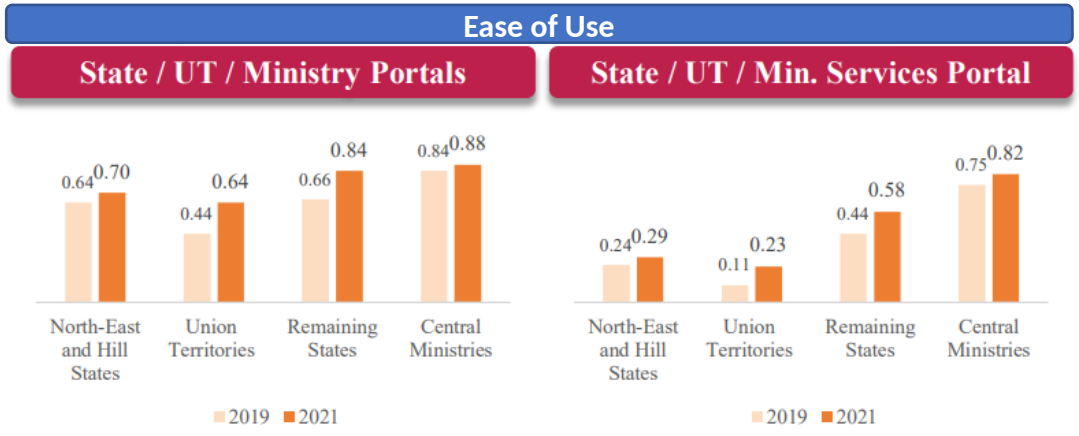


Content Availability

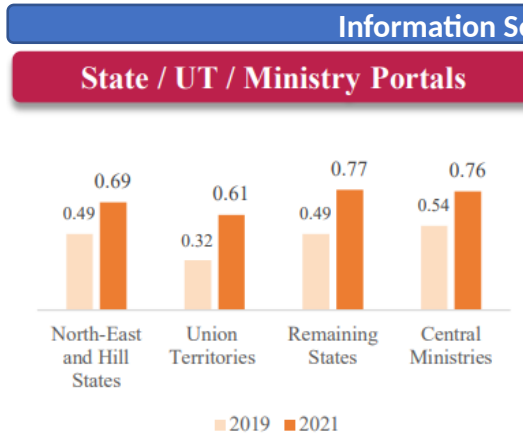


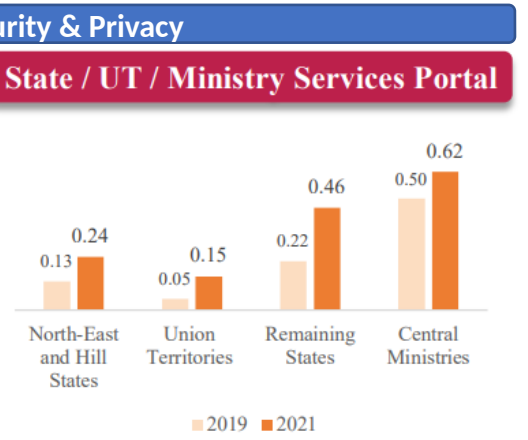


Ease of Use



Information Security & Privacy





NeSDA 2021 – Key Takeaway #3: Improvement across Scores

3. Improvement across Parameter Scores

End Service Delivery

State / UT / Ministry Services Portal



Integrated Service Delivery

State / UT / Ministry Services Portal



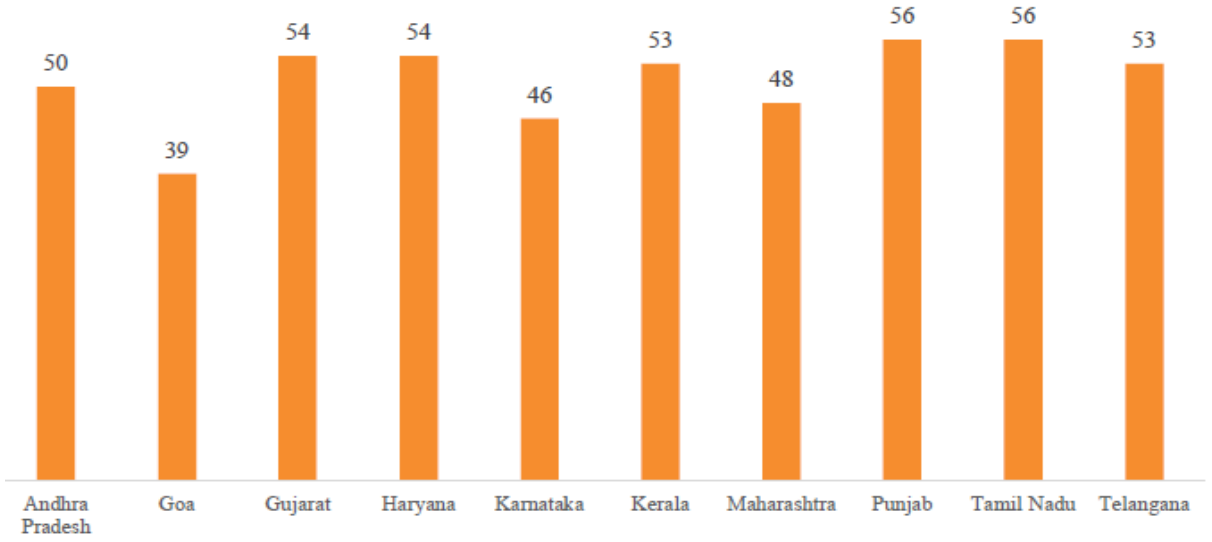
Status and Request Tracking

State / UT / Ministry Services Portal



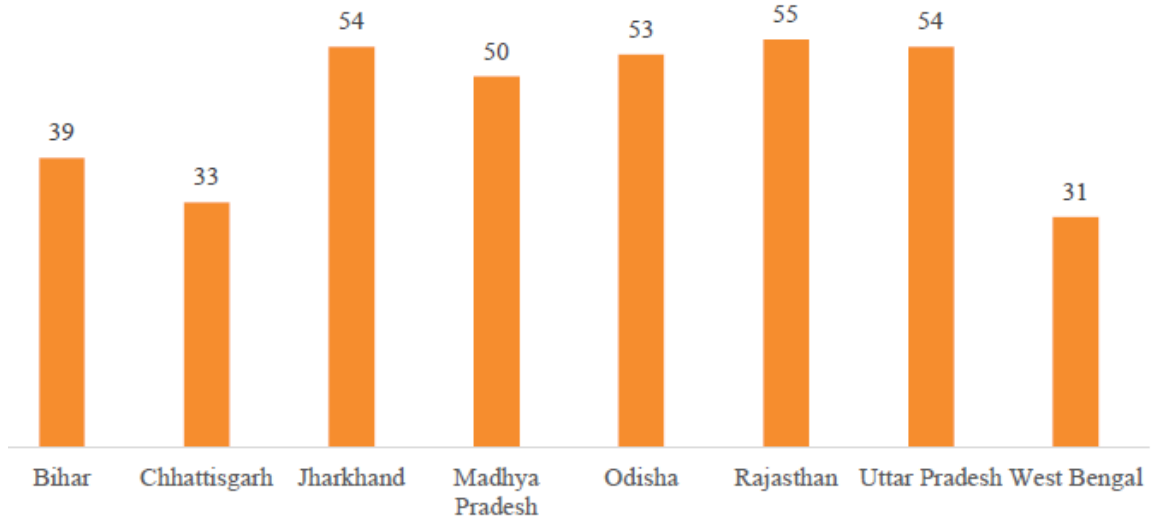
NeSDA 2021 – Mandatory Services Assessment (1/2)

Remaining States (Group A)



- Punjab and Tamil Nadu are the leading States delivering all 56 mandatory services online followed by Haryana and Gujarat are delivering 54 mandatory services online

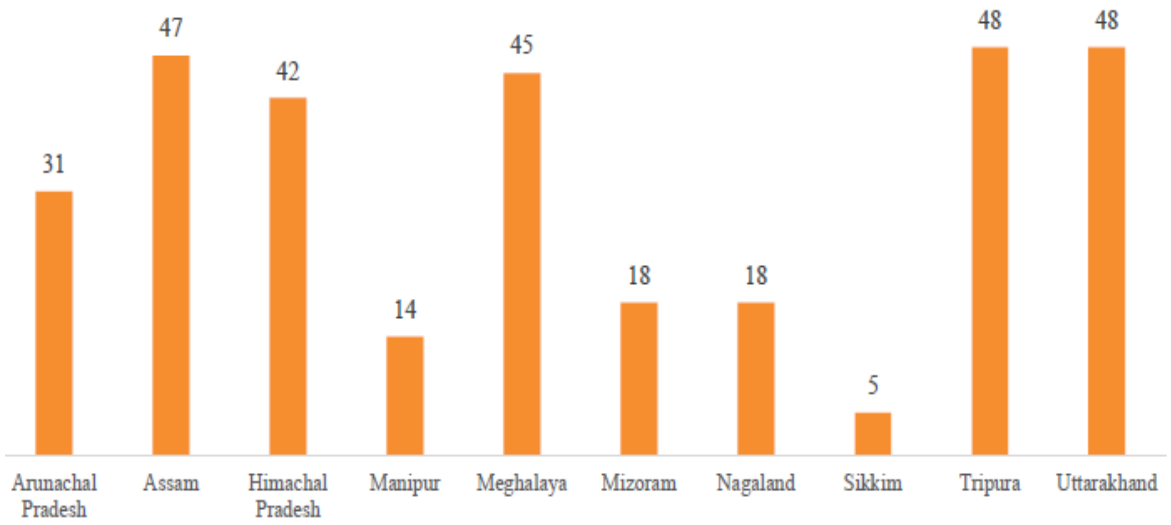
Remaining States (Group B)



- Rajasthan is the leading State delivering 55 mandatory services online followed by Jharkhand, Uttar Pradesh and Odisha

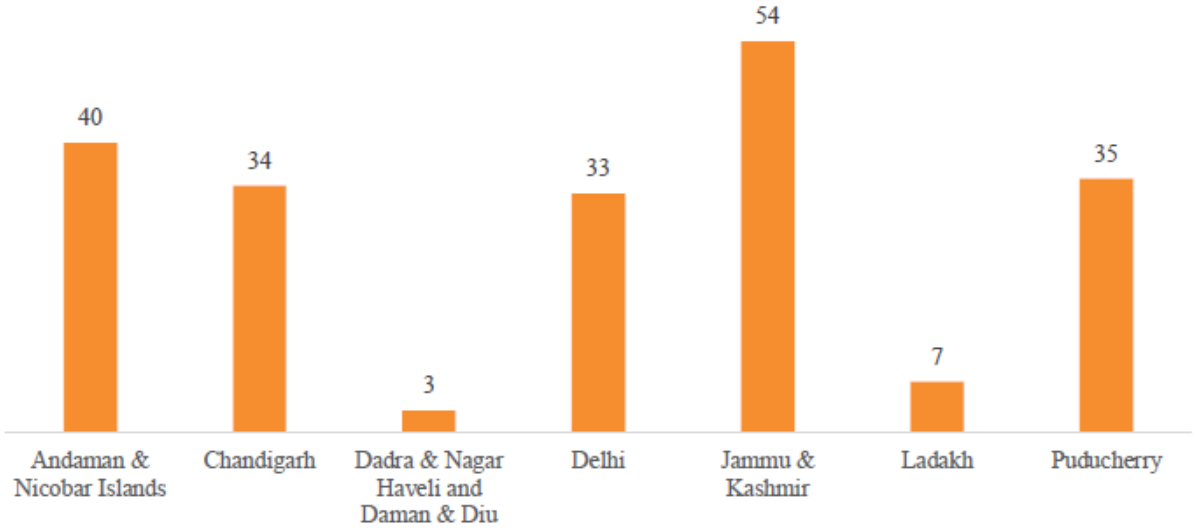
NeSDA 2021 – Mandatory Services Assessment (2/2)

North East and Hill States



- Tripura and Uttarakhand are the leading States delivering 48 mandatory services online followed by Assam and Meghalaya

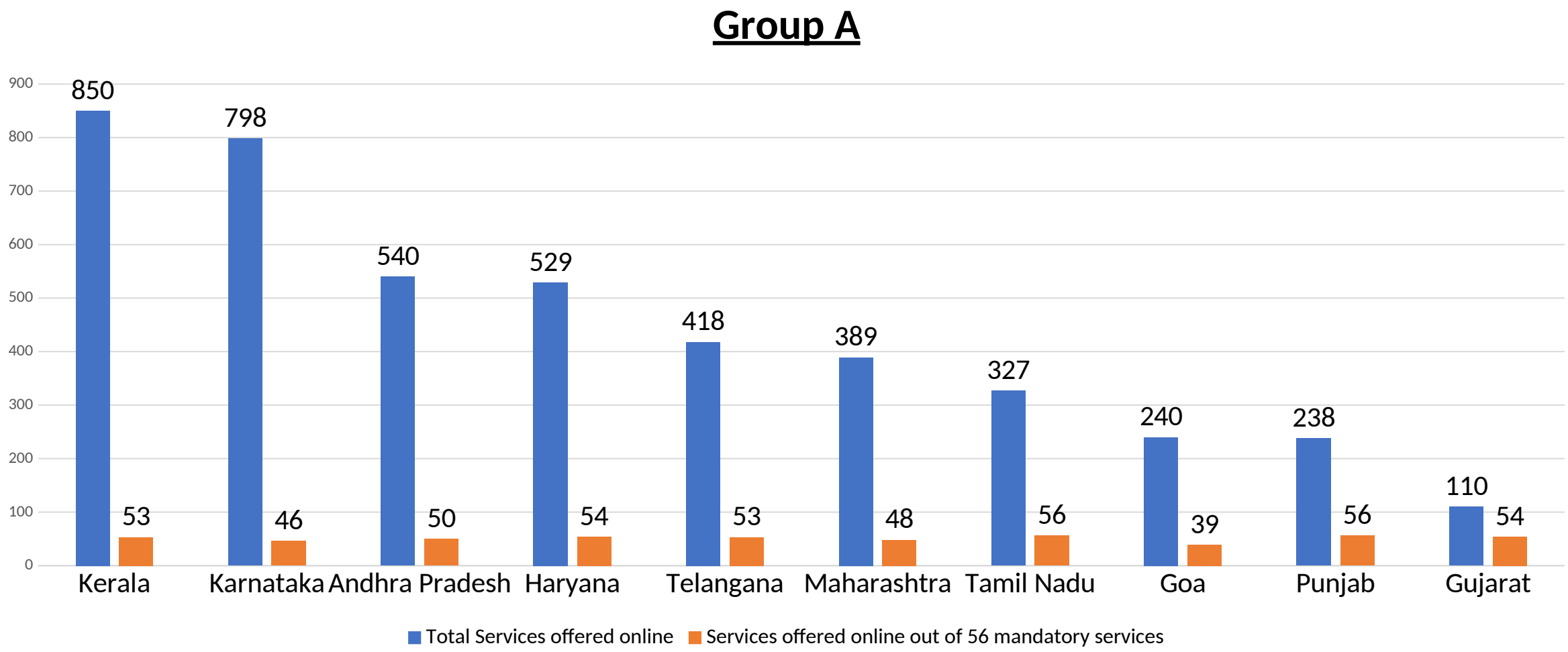
Union Territories



- Jammu & Kashmir is the leading UT delivering 54 mandatory services online followed by Andaman & Nicobar Islands

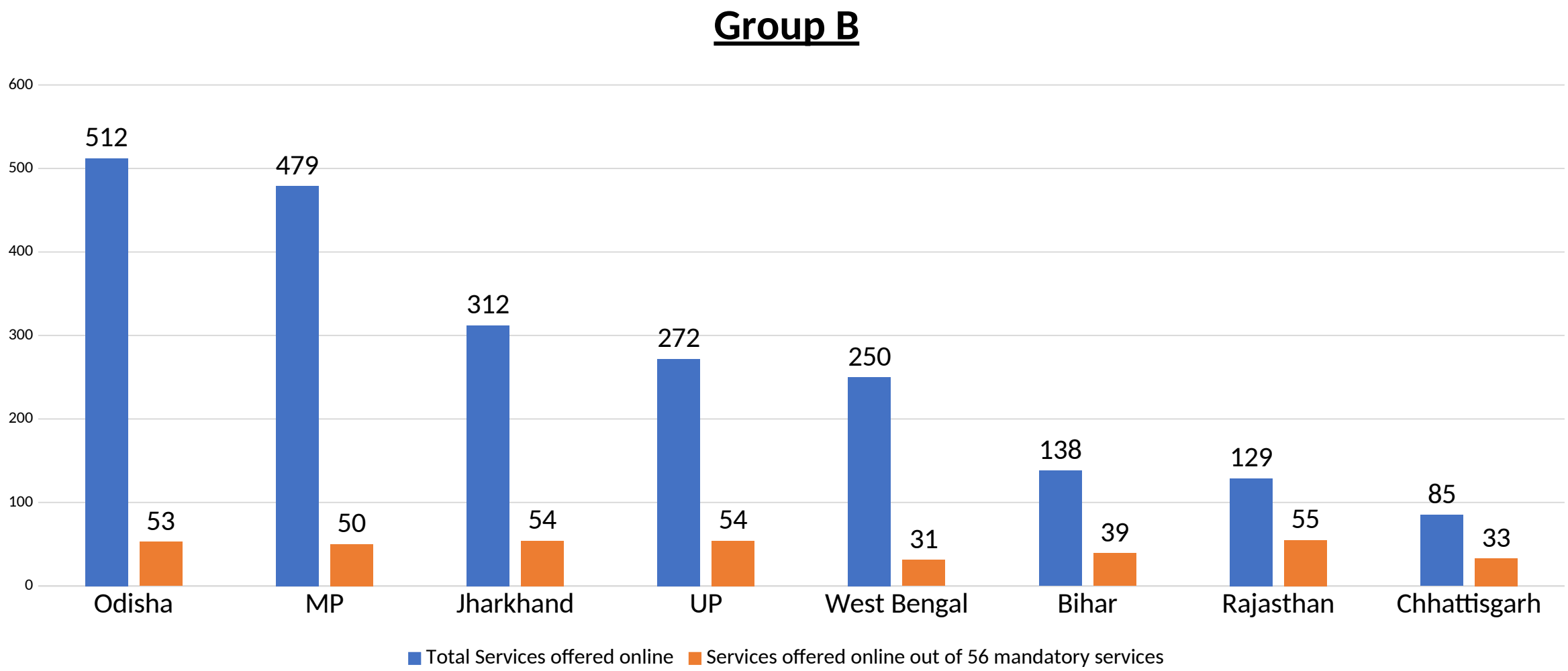
NeSDA 2021

#1: STATUS OF ONLINE SERVICES IN STATES/UTS



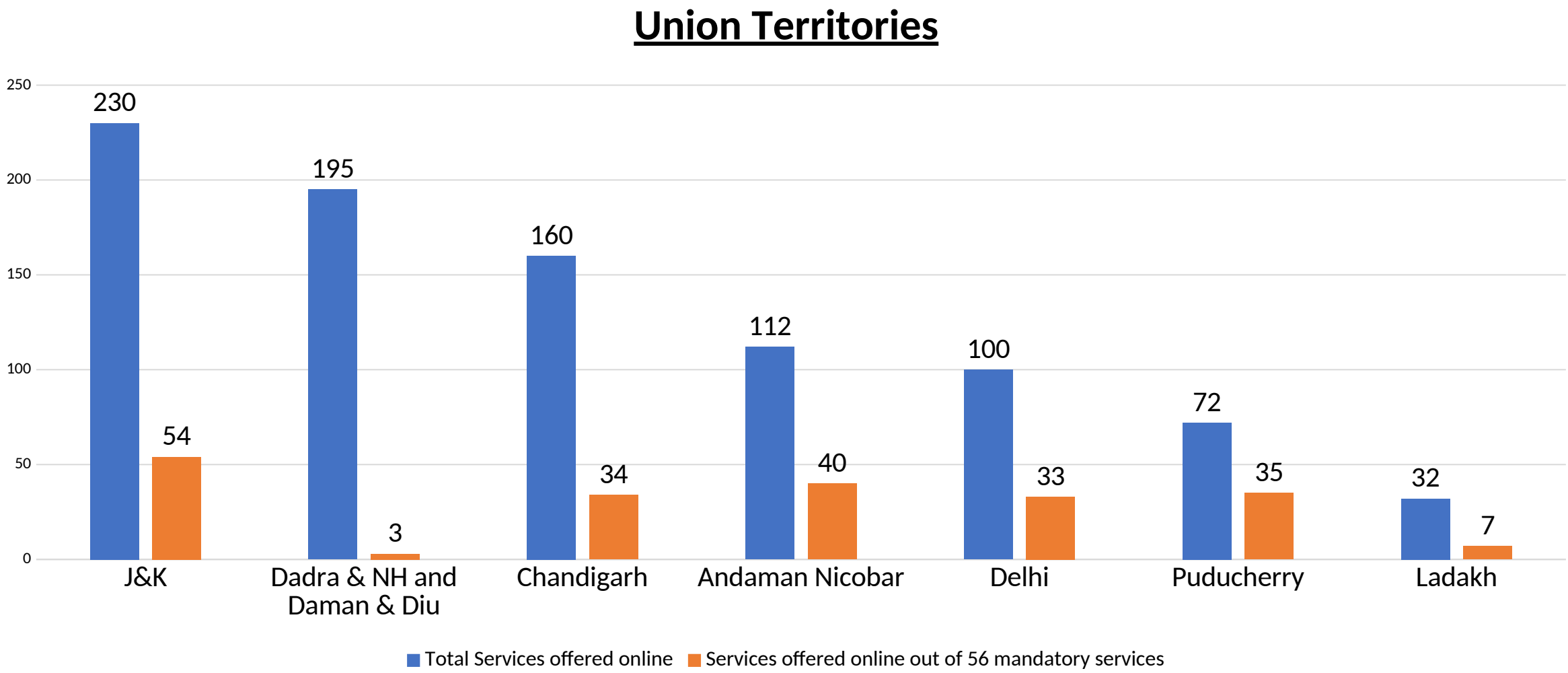
NeSDA 2021

#2: STATUS OF ONLINE SERVICES IN STATES/UTS



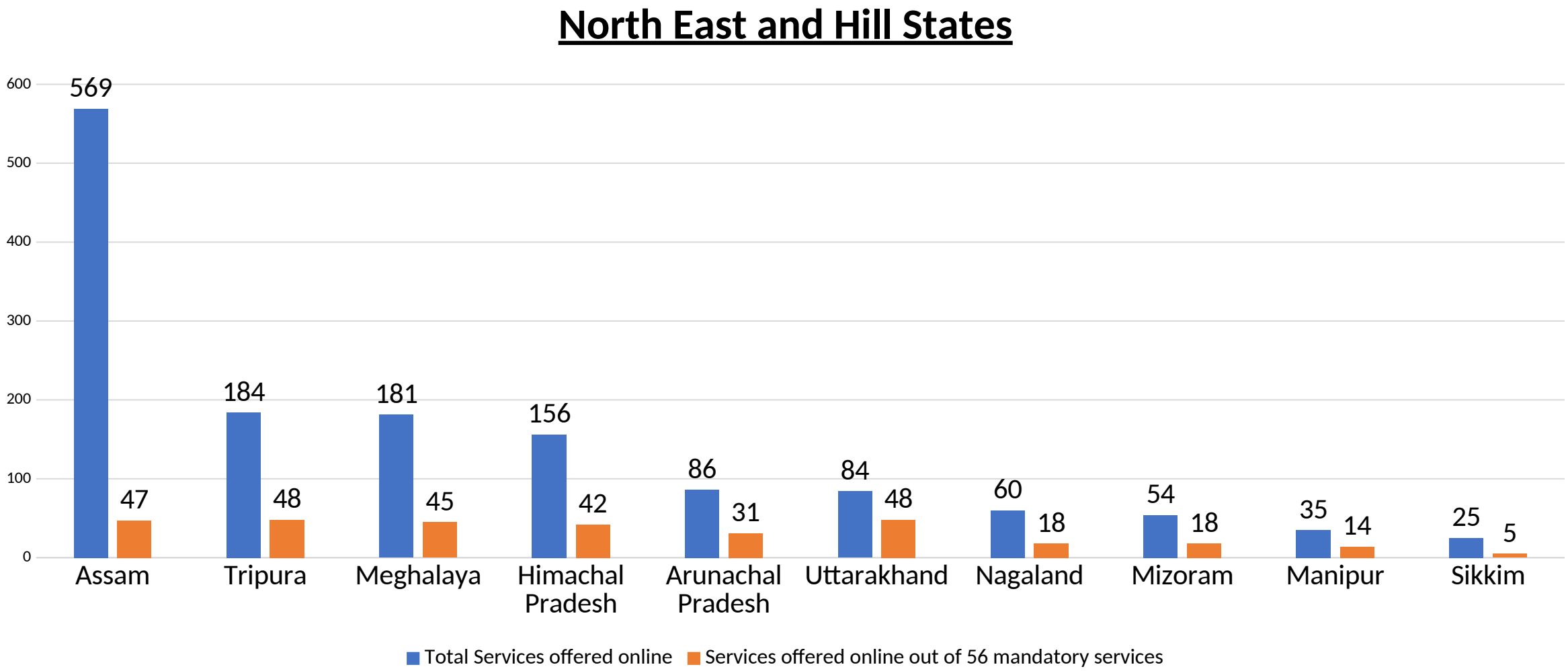
NeSDA 2021

#3: STATUS OF ONLINE SERVICES IN STATES/UTS

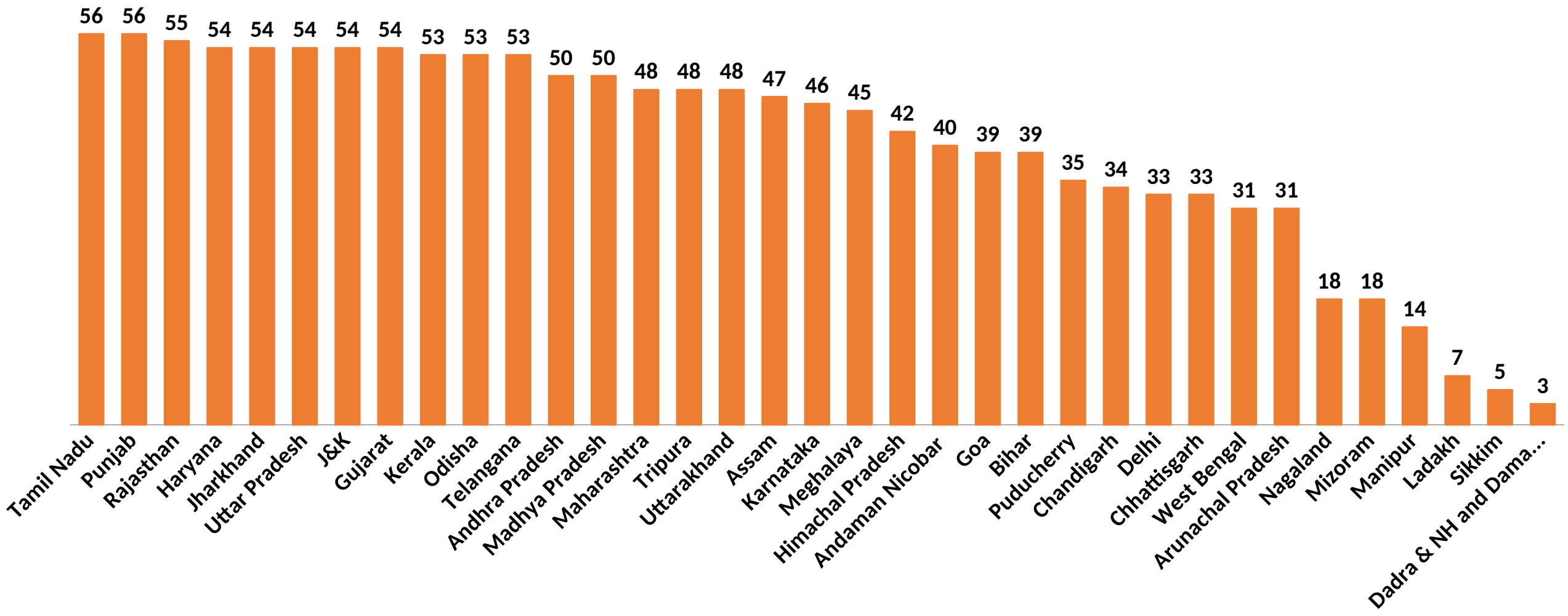


NeSDA 2021

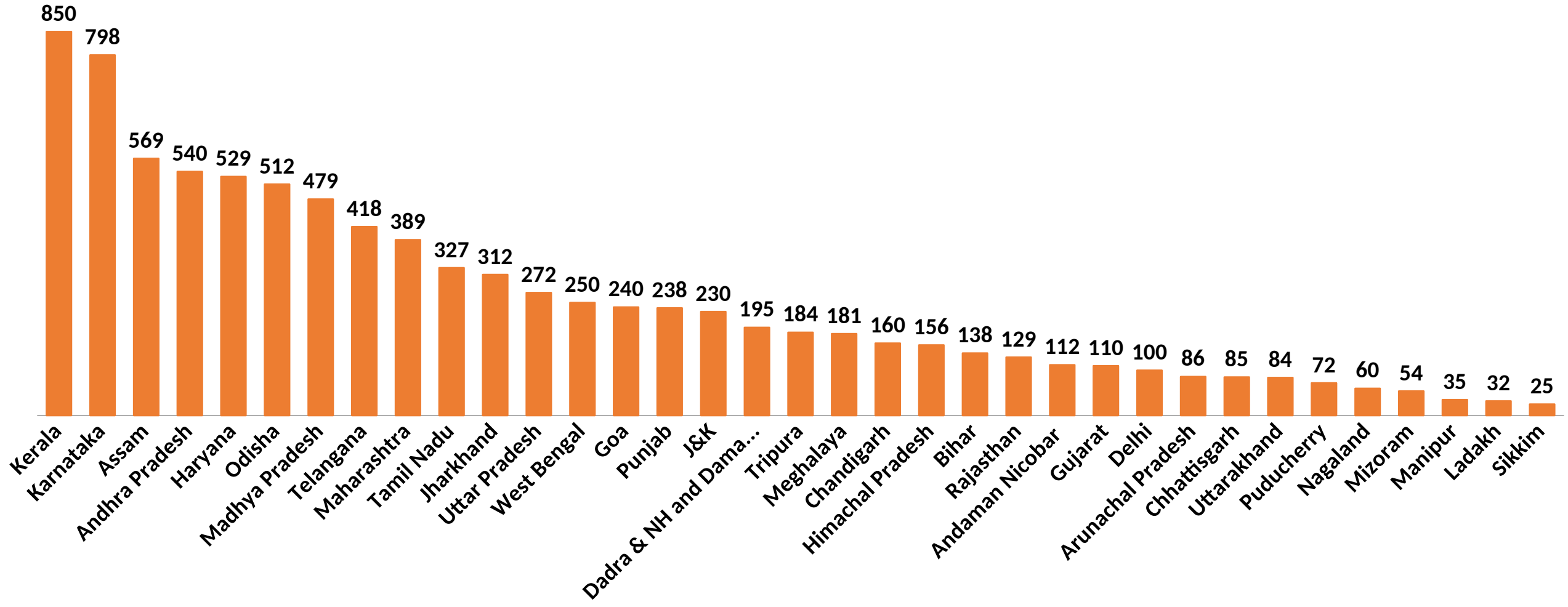
#4: STATUS OF ONLINE SERVICES IN STATES/UTS



NeSDA 2021 – Mandatory Services Offered Online



NeSDA 2021 – Total Services Offered Online



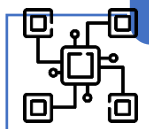
NeSDA 2021 – Way Forward

Saturation of e-Services



- Provision of all **56 mandatory services**
- Increase in delivery of **total e-Services**

Rise in use of Integrated / Centralized Portals for delivery of e-Services



- **Adoption of integrated service delivery portals** provides multiple benefits including faster rollout of services, consistent interfaces, reduced friction and increased trust

Suo-moto entitlement-based delivery of services



- Timely provision of e-services to the citizens as per their requirement, based on their **lifecycle approach**

Rise in number of services provided facelessly



- More services to be provided **facelessly**, without any human interaction

Improvement in scores of all seven assessment parameters



- **Improved scores** across all parameters reflects the work done towards adoption of standards for uniformity in governance. Especially, improved score of service portals at par with state portal (~0.6)

Thank You