

Government of NCT of Delhi
Department of Information Technology
9th Level, B-Wing, Delhi Secretariat
New Delhi

F.No. A-12/32/2018-SeMT-Secy(IT)/6223-36

Dated:-26/9/2022

Circular

e-Governance in India has steadily evolved from computerization of Government Departments to initiatives that encapsulate the finer points of Governance, such as citizen centricity, service orientation and transparency.

2. National e-Governance Services Delivery Assessment (NeSDA) framework was conceptualized and launched in August 2018 by Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions. The assessment framework emphasizes on the effectiveness / quality of the e-Governance service delivery mechanism from the citizens perspective.

3. The first NeSDA survey was conducted in 2019 and the second survey was conducted in 2021. DARPG has recently released the final assessment report for the NeSDA 2021. The final assessment report is at https://nesda.gov.in/publicsite/about_nesda.php. The brief status report in respect of Delhi is as mentioned below:

- i. Delhi has been ranked #4 in the State Portal assessment.
- ii. Delhi has been ranked #3 in the Services Portal assessment wherein overall 49 services were submitted for the assessment by NeSDA team.

4. To boost the e-government endeavors at all levels of governance and to measure the depth and effectiveness of existing e-Governance service delivery mechanisms across the GNCTD Departments, **e-Governance Service Delivery Assessment Index(eGSDAI)** framework, based on the NATIONAL e-GOVERNANCE SERVICE DELIVERY ASSESSMENT (NeSDA), has been customized by the IT Department for the e-Governance landscape of the GNCTD Departments. It intends to conduct service delivery self-assessment for improving the effectiveness of Delhi State Departments in delivering their online services to the citizens. This will further help state Departments to identify areas of strength and challenges in implementation of e-Governance initiatives

5. The eGSDAI parameters to self-assess are enclosed at Annexure-I and the Calculation Methodology for eGSDAI is enclosed at Annexure-II.

6. All existing applications/portals of the Departments must be self-assessed by the Departments on the eGSDAI parameters by using the following link www.it.delhi.gov.in/egsdai.

7. All HoDs are therefore requested to self-assess their services/ portals/websites/applications by 10.10.2022.

This issues with the approval of the Competent Authority.


(Krishan kumar)
Jt. Director(IT)

To

All ACS/Pr. Secretaries/Secretaries/HODs
Government of NCT of Delhi
[List of Departments attached]

List of Departments

1. Revenue Department
2. Tourism Department
3. Labour Department
4. Social Welfare Department
5. Department of Urban Development(for MCD)
6. Power Department (for Tata Power Ltd.)
7. Employment Department
8. Delhi Jal Board
9. Department of Trade & Taxes
10. Department of Education
11. Home Department
12. Health Department
13. Fire Department
14. Environment Department

e-Governance Service Delivery Assessment Index(eGSDAI) Parameters**Section A : Department Information**

1	Department Name	
2	Name of the projects/schemes running in the Department	a. b. c.
3	Details of the nodal officer responsible for verifying authenticity of information provided in this form:	
	a. Name	
	b. Designation	
	c. Email id	

Section B : Content Availability

S.NO	Parameters	Response
1	Does the website of Department have features to support differently abled as per GIGW norms	Yes / No
2	Do all the Department portals support Multi-lingual interfaces as per GIGW	Yes / No
3	Existence of a separate 'Contact Us' section	Yes / No
	Existence of a separate section for Help	
4	Does the Department regularly follow Antivirus update	Yes / No
5	Does the Department adhere norms of electronic waste disposal	Yes / No
6	Does the Department adhere norms of State IT Policy	Yes / No
7	Availability of downloadable forms for provisioning of services which cannot be submitted online	Yes / No
8	Availability of promotional campaigns to avail eServices	Yes / No
9	Availability of sitemap	Yes / No
10	Availability of information of the last updated timestamp on each of the webpage	Yes / No
11	Availability of Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.	Yes / No
12	Availability of Statistics about transaction count of services availed by users	Yes / No
13	Information about how to avail electronic/ digital signature facility for availing the services?	Yes / No
14	Presence of a What's new section which details the changes in the website	Yes / No
15	Is website easy to find in top search engines - use of search engine optimization technique?	Yes / No
16	Availability of procedures describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.)	Yes / No
17	Is the website available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.	Yes / No

18	Does the department/service portal have a defined internal workflow to process a service request	Yes / No
19	Is the user manual available to guide the users?	Yes / No
20	Clear Indication of W3C Compliance of the web page on the Home page	Yes / No
21	Availability of feature to submit service forms online (PDF or web based)	Yes / No

Section C : Accessibility

1	Existence of the service link in state portal or national services portal	Yes / No
2	Availability of feature for users to create personal login profiles OR sign in through an integrated authentication initiative such as Aadhaar	Yes / No
3	Are details to avail the service across channels (portal, mobile, Kiosk, others) available online	Yes / No
4	For registered users, is there provision for the user to check details of previously availed services, transaction history etc.	Yes / No
5	Has the website been designed using auto format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Yes / No
6	Availability of information about compatible browsers and best screen resolutions	Yes / No
7	Availability of facility for users to register/ log in online	Yes / No
8	GIGW compliant	Yes / No
9	Existence of a separate section on Frequently Asked Questions (FAQ)	Yes / No
10	Can service application forms be downloaded online	Yes / No
11	Are eServices available within 2-clicks from home page	Yes / No
12	Availability of search feature	Yes / No
13	Does the website have built-in facility to populate content relevant to user's recent activity / interest	Yes / No
14	Is end service available through email, online (downloadable)	Yes / No
15	Is end service available upon visit to respective centre/department etc.	Yes / No
16	Is OTP facility available for user authentication during final service delivery	Yes / No
17	Are service delivery timelines published on the website	Yes / No
18	Whether the manual provision of services been completely done away by the State	Yes / No
19	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	Yes / No

Section D : Status and request tracking

1	Availability of feature to track Service Applications/ Requests online	Yes / No
2	Availability of facility to log Grievances / Complaints	Yes / No
3	Availability of Ticket / Complaint No. for status tracking and future follow-ups	Yes / No
4	Availability of multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.)	Yes / No
5	Are service update alerts sent through sms	Yes / No
6	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	Yes / No
7	Does the user get feedback on their complaints like email, call back etc.	Yes / No
8	Availability of Information about helpline for issues regarding online payments through web page	Yes / No
9	Does the web page provide help desk, online support, and call centre for users?	Yes / No

Section E : Integrated Service Delivery

1	Availability of facility to make Online payments	Yes / No
2	Is digital signature facility available	Yes / No
3	Does the website allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.)	Yes / No
4	Single payment gateway for all channels	Yes / No
6	Single Sign on /Unique ID (Aadhaar) sign in	Yes / No
7	Availability of facility to make online payment towards services availed on web page using mobile device	Yes / No
8	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	Yes / No
9	Is service specific content integrated with data from dependent departments/data sources and auto-populated while submitting service application details online.	Yes / No
10	Is service specific content integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online.	Yes / No
11	Are apps available for each of the services - Availability of installable mobile applications for providing information and availing the service	Yes / No
12	Has the webpage been integrated with Social Media Apps like Twitter, Facebook etc.	Yes / No

Section F: Data Security

1	Is the project/scheme/portal security audited by auditors	Yes / No
2	Does the project website uses SSL certificate	Yes / No
3	Are mobile alerts available for unauthorized access to user profile, password changes etc.	Yes / No
4	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.	Yes / No
5	Has the web page mandated 3 factor authentication for username & password	Yes / No
6	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.	Yes / No
7	Is the web page hosted on HTTPS protocol	Yes / No

Section G : Data Sharing and reusability

1	Does the Departments adhere to the Open data sharing policy	Yes / No
2	Identification of datasets for sharing	Yes / No

Section H : Dashboards

1	Does the scheme/ project/portal have dashboards	Yes / No
2	If 'Yes', what are the purposes for which Dashboards are being used	
	a. Visual presentation of performance measures	Yes / No
	b. Identifying trends	Yes / No
	c. Measure efficiencies/inefficiencies	Yes / No
	d. Generate detailed reports	Yes / No
	e. Make more informed decisions based on collected business intelligence	Yes / No
	f. Align strategies and organizational goals	Yes / No
	g. User friendly one stop access to multiple reports	Yes / No
	h. Gain total visibility of all systems instantly	Yes / No
	i. Quick identification of data outliers and correlations	Yes / No

Section I : Leveraging Emerging Technologies

1	Does the Department have a specific strategy on leveraging emerging technologies - Artificial Intelligence, Block Chain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality, Virtual Reality, etc.?	Yes / No
2	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Yes / No
3	Is AI based Chatbot service available both in English and local language?	Yes / No

4	Has the Department adopted any other emerging technologies in its service delivery? (IoT, Blockchain, Data analytics, AR, VR etc.)	Yes / No
---	--	----------

Section J : Linkages with other Platforms

1	Does the project/scheme have linkages with Aadhar	Yes / No
2	Does the project/scheme have linkages with Digilocker	Yes / No
3	Does the project/scheme have linkages with UMANG	Yes / No

CALCULATION METHODOLOGY

Step 1: Calculation of Score for each section

$$S == R/Q$$

S= Score

Q= No. of Questions in respective section

R= Sum of Responses with Yes (Yes = 1) in respective section

Step 2: Calculation of Overall Score for each service/application/portal

$$\text{Overall Score(OS)} == (S1+S2+S3+S4+.....)/TS$$

S1, S2, ...= Score in each section

TS= Total Sections

Step 3 : Calculation of e-Gov Score of Department

$$\text{e-Gov Score} == (OS1+OS2+OS3+OS4+.....)/N$$

OS1, OS2, ...= Overall Score of each service/application/portal provided by Department

N= Total count of services/applications/portals assessed