National e-Governance Service Delivery Assessment 2021 Report

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In news– Ministry of Personnel, Public Grievances & Pensions has released the second edition of the National e-Governance Service Delivery Assessment (NeSDA) 2021 recently.

About the NeSDA report-

- **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.**
- The Department of Administrative Reforms & Public Grievances (**DARPG) had constituted the 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 focuses on 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.
- **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.**
- **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.

- **Parameters assessed under NeSDA are-** Accessibility, Content availability, Ease of use, Information Security & use, End service delivery, Integrated service Delivery and Status &Request tracking.

- **The NeSDA 2021 rankings are provided below.**

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

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
7	Uttarakhand	Haryana	Chhattisgarh	
8	Mizoram	Andhra Pradesh	Rajasthan	
9	Arunachal Pradesh	Maharashtra		
10	Manipur	Gujarat		

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

- The rising trend of e-Services delivery shifting from single silo departmental portals to integrated /

centralized portals has resulted in higher citizen satisfaction.

- 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 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.**
- 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.