

# 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	Uttarakhand	Bihar	Odisha	Andaman & Nicobar Islands
2	Madhya Pradesh	Tamil Nadu	Uttar Pradesh	Andhra Pradesh
3	Rajasthan	Uttarakhand	Bihar	Chandigarh
4	Uttarakhand	Karnataka	Rajasthan	Dadra
5	Tamil Nadu	Tamil Nadu	West Bengal	Chandigarh
6	Uttarakhand	Gujarat	Madhya Pradesh	Ladakh
7	Uttarakhand	Haryana	Chhattisgarh	
8	Madhya Pradesh	Andhra Pradesh	Kerala	
9	Uttarakhand	Madhya Pradesh		
10	Madhya Pradesh	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.