



# National e-Governance Service Delivery Assessment

## Why in News?

Recently, the website of the **Ministry of Home Affairs (MHA)** has been ranked first under Central Ministries Portal, and the **Digital Police portal** ranked second in a [National E-Governance service delivery assessment \(NeSDA\)](#) of websites of central government ministries.

## What is National E-Governance Service Delivery Assessment?

### ▪ About:

- It is a **periodic assessment intended to improve the effectiveness** of States/Union Territories and the Central Government in **delivery of their online services** to citizens.
- It is released by **Ministry of Personnel, Public Grievances and Pensions**.
- In this assessment, the service **portals were evaluated alongside their parent Ministry/portal Department's** in this project.
- The assessment was conducted by the **Department of Administrative Reforms and Public Grievances (DARPG)** in association with its knowledge partners **NASSCOM and KPMG** in 2021.
- NeSDA 2021 is the second edition of NeSDA, **the first edition was launched in 2019 and it is a biennial study**.

### ▪ Categorisation of Portal:

- All Government portals that were evaluated were divided into **two main categories**-
  - States/Union Territories/Central Ministry portal.
  - State/Union Territory/ Central Ministry Services Portals.

### ▪ Parameters:

- There were **four main parameters** of assessment: -
  - **Accessibility.**
  - **Content Availability.**
  - **Ease of Use and Information Security.**
  - **Privacy for Central Ministry Portals.**
- An additional **three parameters** were also used for the Central Ministry Services Portals -
  - **End Service Delivery.**
  - **Integrated Service Delivery.**
  - **Status and Request tracking.**

### ▪ Recent evaluation of NeSDA 2021:

- In the case of MHA, the [National Crime Records Bureau \(NCRB\)](#) Digital Police portal was shortlisted for evaluation under the Services Portal.
- Accordingly, the main website of Ministry of Home Affairs was chosen as the **parent Ministry portal for evaluation**.
- In the category of **State/UT portal, among group A states- Kerala** became a front runner and the progress **was made by Tamil Nadu** followed by **Punjab**.
- Among **group B states- Odisha** being at top **followed by Uttar Pradesh** and **Bihar**.
- Among **North-Eastern states Nagaland, Meghalaya and Assam are at top**.
- Among UTs, **J&K topped followed by A&N, Puducherry, Delhi and Chandigarh**.

[Source: PIB](#)

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