



# National e-Governance Service Delivery Assessment 2021

**For Prelims:** NeSDA 2021, e-Governance, Darbar move

**For Mains:** Service Delivery, Use of Public Resources, Efficient Governance

## Why in News?

**Ministry of Personnel, Public Grievances and Pensions** releases the second edition of the **National e-Governance Service Delivery Assessment 2021, NeSDA 2021**.

- **J&K tops among UTs in e-Governance services delivery**, saves around Rs 200 crore annually that was incurred in carriage of physical files during the Annual Darbar move between the two capital cities of Jammu and Srinagar.

## What is NeSDA 2021?

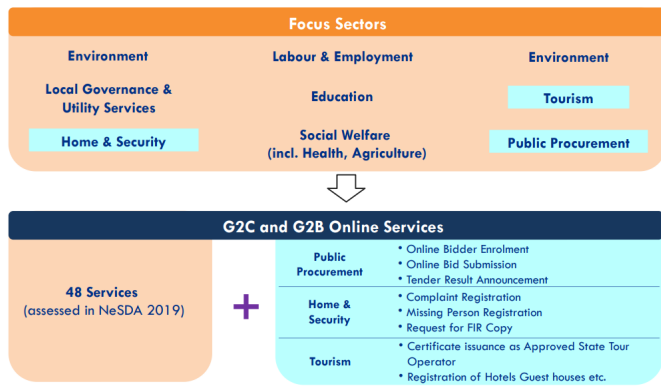
### ▪ About:

- For Digital Government excellence, **the National e-Governance Service Delivery Assessment (NeSDA) initiative** has been undertaken **by the Department of Administrative Reforms & Public Grievances (DARPG)**.
- **NeSDA was launched in August 2018**, based on the Online Service Index (OSI) of UNDESA eGovernment Survey (UN E-Government Survey 2020 by the United Nations Department of Economic and Social Affairs, since 2001).
- **This is the second edition of NeSDA**, the **first edition** was launched in **2019**.

### ▪ NeSDA Framework:

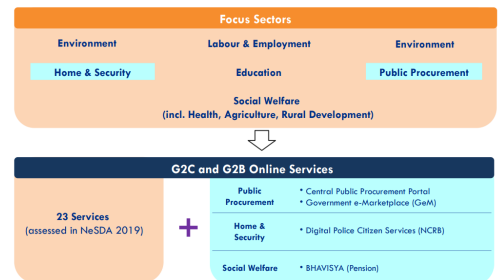
- The framework covers **six sectors**, viz. Finance, Labour & Employment, Education, Local Government & Utilities, Social Welfare (including Agriculture & Health) and Environment (including Fire) sectors.
  - The framework covers services under G2B (Government to Businesses) and G2C (Government to Citizens) segments, in these six sectors.
- During NeSDA 2021, additional 6 mandatory services at State / UT level and 4 services at Central Ministry level would be evaluated.
- The NeSDA framework primarily assessed all the service portals (State/UT and Central Ministry service portals) on 7 key parameters. In NeSDA 2021, the framework has been enhanced to include additional 6 parameters.
  - The portals assessed were classified into one of two categories.
  - State/UT/Central Ministry Portal, the designated portal of the respective government that provides a single window access to information and service links, is the first category.
  - The second category comprises of the State/UT/Central Ministry Services Portals which focus on the digital delivery of services and provide service-related information.

## NeSDA 2021 Focus Sectors & Services – States / UTs



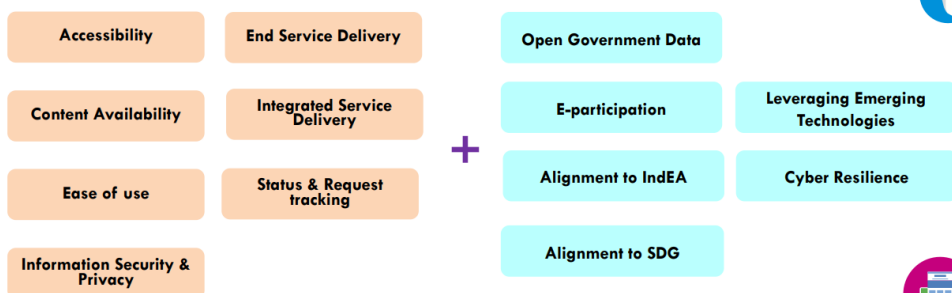
Addition in NeSDA 2021

## NeSDA 2021 Focus Sectors & Services – Central Ministries



Addition in NeSDA 2021

## NeSDA 2021 Framework - Assessment Parameters



Addition in NeSDA 2021

### NeSDA 2021 Assessment:

- Among the Central Ministry Services Portals, scores have improved for 6 portals while among States and UTs, scores have improved for 28 of the State / UT Portals and for 22 of the State / UT Services Portals.
- 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.

## What is J&K Annual Darbar Move?

- On 30<sup>th</sup> June 2021, the 149-year-old tradition in Jammu & Kashmir known as the Darbar Move, came to an end. The Darbar Move was a biannual practice in which the government functions for

six months each in the two capitals of Srinagar and Jammu.

- The tradition of switching capitals was started in 1872 by Maharaja Ranbir Singh.
- To compensate for the governance facilitation due to the end of Darbar Move, the government of UT of J&K and Government of India focused on e-governance and separate secretariat for both Jammu and Kashmir.

**Source: PIB**

PDF Reference URL: <https://www.drishtias.com/printpdf/national-e-governance-service-delivery-assessment-2021>

