GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO. 2193
(TO BE ANSWERED ON 04.08.2022)

NATIONAL e-GOVERNANCE SERVICE DELIVERY ASSESSMENT (NeSDA), 2021

2193 SHRI AKHILESH PRASAD SINGH:
SMT. PHULO DEVI NETAM:

Will the PRIME MINISTER be pleased to state:

(a) whether Government has assessed the National e-Governance Service Delivery Assessment (NeSDA), 2021 report and taken any steps to improve service delivery in States that are lagging behind;
(b) if so, the details thereof;
(c) details regarding the parameters used for ranking the States in the report; and
(d) States lagging behind in service delivery, sector-wise details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (DR. JITENDRA SINGH)

(a) to (d): In 2021, the NeSDA framework covered G2C and G2B services across 7 sectors. A total of 56 services were assessed for every State/UT and 27 services were assessed for focus Central Ministries. The NeSDA framework assessed all the State's, UT's and focus Central Ministry portals on the key parameters of accessibility, content availability, ease of use and information security and privacy. The Service Ports were assessed on an additional 3 parameters viz., End-Service Delivery, Integrated Service Delivery and Status and Request Tracking. 69 percent of all possible mandatory e-services have been delivered by States/UTs which is up from the 48 percent in NeSDA 2019. Citizen satisfaction was as high as 74 percent.

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