

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

RAJYA SABHA
UNSTARRED QUESTION NO. 1085
(TO BE ANSWERED ON 15.12.2022)

NATIONAL e-GOVERNANCE SERVICE DELIVERY ASSESSMENT REPORT

1085 SHRI AKHILESH PRASAD SINGH:

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 which are lagging behind;
- (b) if so, the details thereof;
- (c) the details regarding the parameters used for ranking the States in the report; and
- (d) the details regarding States lagging behind in service delivery, sector-wise?

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 portals 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.
