



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:
<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Contact information

Your name*	Shri Ajay Sawhney
Title*	Secretary
Organization*	Ministry of Electronics and Information Technology, Government of India
Email*	secretary@meity.gov.in

Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

india.gov.in

This is the National Portal of India, which provides a single window access to the information and services being provided by the Indian Government to its citizens and other stakeholders.

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

services.india.gov.in

This is a one stop portal for information on the online services provided by the Government of India at all levels.

E-participation or similar

mygov.in

This citizen-centric platform empowers people to connect with the Government & contribute towards good governance. MyGov has been established as Government of India's Citizen Engagement Platform which collaborates with multiple Government bodies / Ministries to engage with citizens for policy formulation and seeks the opinion of people on issues / topics of public interest and welfare.

Open government data

data.gov.in

It is a platform for supporting Open Data initiative of the Government of India and used by Indian Ministries/ Departments their organizations to publish datasets, documents, services, tools, and applications collected by them for public use. It intends to increase transparency in the functioning of Government and open avenues for many more innovative uses of Government Data to give different perspective.

Public procurement

gem.gov.in

The Government e-Marketplace (GeM) is a dedicated portal for procurement of different goods & services by Government Organisations/Departments/PSUs. GeM aims to enhance transparency, efficiency, and speed in public procurement.

eprocure.gov.in

The Central Public Procurement Portal caters to the electronic procurement/tendering requirements of the Union Government Departments and other organizations.

Others (if any)

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Ministry of Electronics and Information Technology, Government of India (meity.gov.in)

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*

Shri Ajay Sawhney (IAS)

Title*

Secretary

Organization*

Ministry of Electronics and Information
Technology, Government of India

Email*

secretary@meity.gov.in

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

meity.gov.in

Ministry of Electronics and Information Technology, Government of India is the Central Government Ministry at the national level, working towards the promotion of e-Governance for empowering citizens, promoting the inclusive and sustainable growth of the Electronics, IT & ITeS industries.

Central Ministry coordinates with the all state IT departments across India to ensure ground level implementation.

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

NITI Aayog (niti.gov.in) is responsible for planning and monitoring national level strategies.

Further, development is carried out by sector specific Ministries / Departments such as:

1. Ministry of Rural Development (rural.nic.in) with 2 departments - Department of Land Resources (dolr.gov.in) and Department of Rural Development ([link](#))
2. Ministry of Housing and Urban Affairs (mohua.gov.in)

Education

Ministry of Education (education.gov.in) is responsible for education related matters at the national level. The Ministry has following two Departments:

1. Department of Higher Education (education.gov.in/en/higher_education)
2. Department of School Education & Literacy (dse.education.gov.in)

Health

Ministry of Health and Family Welfare is responsible for health and family welfare related matters at the national level. The Ministry has following two Departments:

1. Department of Health & Family Welfare (main.mohfw.gov.in)
2. Department of Health Research (dhr.gov.in)

Ministry of AYUSH (main.ayush.gov.in) is responsible for working towards the development and propagation of Indian systems of health care. AYUSH is an acronym for Ayurveda, Yoga, Unani, Siddha and Homoeopathy, which are all different forms of Indian health care system.

Social Welfare (inclusion, social protection, etc.)

Ministry of Social Justice and Empowerment is responsible for social welfare, empowerment, social protection and social inclusion related matters at the national level. The Ministry has following two Departments:

1. Department of Social Justice and Empowerment (socialjustice.nic.in)
2. Department of Empowerment of Persons with Disabilities (disabilityaffairs.gov.in)

Other related Ministries for social inclusion/welfare are:

1. Ministry of Tribal Affairs (tribal.nic.in)
2. Ministry of Minority Affairs (minorityaffairs.gov.in)
3. Ministry of Youth Affairs and Sports (yas.nic.in)
4. Ministry of Women and Child Development (wcd.nic.in)

5. Ministry of Panchayati Raj (panchayat.gov.in)

Employment and Labour

Ministry of Labour and Employment (labour.gov.in) is responsible for various labour & employment related matters at the national level. The Ministry has developed a National Career Service Portal (ncs.gov.in) for citizens with an objective to provide employment opportunities.

Further, with an objective of providing employment / livelihood opportunity to each and every citizen of India, the Government of India established the Ministry of Skill Development and Entrepreneurship (msde.gov.in), responsible for skill development across industries.

Environment

Ministry of Environment, Forest, and Climate Change (moef.gov.in) is responsible for all environment related matters at the national level.

Justice

Ministry of Law and Justice (lawmin.gov.in) is responsible for providing advice to various Ministries of the Central Government and is concerned with drafting of principal legislation for the Central Government. The ministry has following three departments:

1. Department of Legal Affairs (legalaffairs.gov.in)
2. Department of Justice (doj.gov.in)
3. Legislative Department (legislative.gov.in)

Economy/finance

Ministry of Finance (finmin.nic.in) is responsible for economy and finance related matters. The ministry has following five departments:

1. Department of Economic Affairs (dea.gov.in)
2. Department of Expenditure (doe.gov.in)
3. Department of Financial Services
(financialservices.gov.in)
4. Department of Revenue (dor.gov.in)
5. Department of Investment and Public Asset
Management (dipam.gov.in)

Industry/trade

Ministry of Commerce and Industry is responsible for matters related to Industry and trade. This Ministry has following departments:

1. Department of Commerce (commerce.gov.in)
2. Department for Promotion of Industry and Internal Trade (dipp.gov.in)

Further, following Ministries are also responsible for industries:

1. Ministry of Heavy Industries and Public Enterprises has following two departments:
 - a. Department of Heavy Industry (dhi.nic.in)
 - b. Department of Public Enterprises (dpe.gov.in)
2. Ministry of Micro, Small and Medium Enterprises (msme.gov.in)

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

Government of India has undertaken various initiatives for COVID-19 pandemic. There is a dedicated portal (mohfw.gov.in) for information related to COVID-19 pandemic.

Further following Government portals also remain active during COVID-19 pandemic:

1. mygov.in/covid-19 (Citizen participation portal MyGov.in)
2. icmr.gov.in (The Indian Council for Medical Research (ICMR) portal provides real-time information about COVID-19 testing status etc. in India)
3. cowin.gov.in (Central portal for vaccination in India)

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

Ministry of Finance announced a relief package of around INR 20 lakh crore (equivalent to 10% of India's GDP) in May 2020. (<https://pib.gov.in/PressReleaseDetailm.aspx?PRID=1623601>)

Further, the Ministry has allocated INR 35,000 crore in February 2021 for COVID-19 vaccination. ([Link to access Finance Minister's Budget Speech](#)) (Page 7, Point No. 38)

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

There are various digital initiatives undertaken by the Government of India:

1. **COVID-19 tracking** - Aarogya Setu is an Indian COVID-19 "contact tracing, syndromic mapping and self-assessment" digital service, primarily a mobile app, developed by the National Informatics Centre under the Ministry of Electronics and Information Technology. (aarogyaasetu.gov.in)
2. **COVID-19 Vaccination** - The Government of India has set-up a web-portal for the purpose of digitizing and smoothening the process of COVID-19 vaccination in the country. The citizen can register on the portal using any identification proof, schedule vaccination from the available slots and get vaccinated as per selected schedule. (cowin.gov.in)
3. **COVID-19 Information** -
 - MyGov portal contains complete information about various resources relating the COVID-19. (mygov.in/covid-19)
 - National Health Portal provides healthcare related information to the citizens of India and serves as a single point of access for consolidated health information. (nhp.gov.in)

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

Right to Information Act, 2005

Right to Information Act aims at empowering the citizens, promoting transparency and accountability in the working of the Government, contain corruption, and make our democracy work for the people in real sense. (rti.gov.in/rti-act.pdf)

Citizens can also file RTI application and receive response in digital format through online mode by visiting the RTI Online portal. (rti.gov.in)

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

The Information Technology Act, 2000 has provision to deal with data breaches. Section 43A of the Act provides for compensation to be paid to the victim in case of unauthorized access of information and leakage of sensitive personal information respectively. It mandates body corporates to implement reasonable security practices for protecting sensitive personal information of individuals. More details can be accessed at [this link](#)

The Information Technology (Reasonable security practices and procedures and sensitive personal data or information) Rules, 2011 notified under this section defines sensitive personal information and also mandate that body corporate must provide policy for privacy and disclosure of information, so that user is well aware of the type of personal data collected, purpose of collection and usage of such information. More details can be accessed at [this link](#)

Also, **section 72A** of the **Information Technology Act, 2000** provides for punishment for disclosure of information in breach of the lawful contract. The section 72A can be accessed at [this link](#)

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

Section 70, 70A and 70B of the **Information Technology Act, 2000** provide for notification of protected system (critical information infrastructure), Creation of national nodal agency for protection of critical information infrastructure and creation of **Indian Computer Emergency Response Team** to serve as national agency for incident response respectively.

Section 70 can be accessed [here](#)

Section 70A can be accessed [here](#)

Section 70B can be accessed [here](#)

In compliance to the regulations mentioned above **CERT-In (Indian Computer Emergency Response Team)** is operational since January 2004. CERT-In is the National Incident Response Centre for major computer security incidents in the Indian cyber community. Its primary role is to raise security awareness among Indian cyber community and to provide technical assistance and to advise them to help them recover from computer security incidents. (cert-in.org.in)

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

Unique Identification (popularly known as **Aadhaar**) is the national digital identity that covers more than 1.24 Billion population of India.

Unique Identification (UID) is supported by **The Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016** (hereinafter referred as The Aadhaar Act, 2016) has been published in the Official Gazette of India, Extraordinary, Part II, Section I on 26.03.2016.

The Aadhaar Act, 2016 can be accessed [here](#).

The Aadhaar Act, 2016 was subsequently amended vide **The Aadhaar and Other Laws (Amendment) Act, 2019** published in the Official Gazette of India on 24.07.2019. The Aadhaar (Amendment) Act, 2019 can be accessed [here](#).

There are various Regulations framed under The Aadhaar Act, 2016. All these regulations can be accessed by visiting [this link](#).

The details of these regulations are also mentioned below:

1. Unique Identification Authority of India (Transaction of Business at Meetings of the Authority) Regulations, 2016 – (No.1 of 2016)
2. Aadhaar (Enrolment and Update) Regulations, 2016 (No.2 of 2016)
3. Aadhaar (Authentication) Regulations, 2016 (No.3 of 2016)
4. Aadhaar (Data Security) Regulations, 2016 (No.4 of 2016)
5. Aadhaar (Sharing of Information) Regulations, 2016 (No.5 of 2016)
6. Aadhaar (Enrolment and Update) (First Amendment) Regulations, 2017 (No. 1 of 2017)
7. Aadhaar (Enrolment and Update) (Second Amendment) Regulations, 2017 (No. 2 of 2017)
8. Aadhaar (Enrolment and Update) (Third Amendment) Regulations, 2017 (No. 3 of 2017)
9. Aadhaar (Enrolment and Update) (Fourth Amendment) Regulations, 2017 (No.5 of 2017)
10. Aadhaar (Enrolment and Update) (Fifth Amendment) Regulations, 2018 (No.1 of 2018)
11. Aadhaar (Enrolment and Update) (Sixth Amendment) Regulations, 2018 (No.2 of 2018)
12. Aadhaar (Pricing of Aadhaar Authentication Services) Regulations, 2019 (No. 1 of 2019)
13. The Aadhaar (Enrolment and Update) (Seventh Amendment) Regulations, 2019 (No. 3 of 2019)
14. Unique Identification Authority of India (Appointment of Officers and Employees) Regulations, 2020 (No. 1 of 2020)
15. Unique Identification Authority of India (Salary, Allowances and other Terms and Conditions of Service of Employees) Regulations, 2020 (No.2 of 2020)
16. The Aadhaar (Enrolment and Update) (Eighth Amendment) Regulations, 2020 (No. 3 of 2020)

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

Section 3 & 3A of the **Information Technology Act, 2000** provides for the authentication of electronic records by affixing an individual's Digital Signature.

Section 3 states "(1) Subject to the provisions of this section any subscriber may authenticate an electronic record by affixing his digital signature.

(2) The authentication of the electronic record shall be affected by the use of asymmetric crypto system and hash function which envelop and transform the initial electronic record into another electronic record.

(3) Any person by the use of a public key of the subscriber can verify the electronic record.

(4) The private key and the public key are unique to the subscriber and constitute a functioning key pair.

Section 3 of the IT Act, 2000 can be accessed [here](#).

Section 3A of the IT Act, 2000 can be accessed [here](#).

Referring to secure electronic record, **Section 14** of the **Information Technology Act, 2000** states that "Where any security procedure has been applied to an electronic record at a specific point of time, then such record shall be deemed to be a secure electronic record from such point of time to the time of verification" Section 14 of the IT Act, 2000 can be accessed [here](#).

Section 15 of the **Information Technology Act, 2000** refers to Secure Electronic Signature stating

“15. Secure electronic signature. -- An electronic signature shall be deemed to be a secure electronic signature if--
(i) the signature creation data, at the time of affixing signature, was under the exclusive control of signatory and no other person; and
(ii) the signature creation data was stored and affixed in such exclusive manner as may be prescribed.
Explanation. -- In case of digital signature, the "signature creation data" means the private key of the subscriber.

Section 15 of the IT Act, 2000 can be accessed [here](#).

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

As per **Rule 149** enlisted in the **General Financial Rules, 2017** published by the Government of India, Ministry of Finance, Department of Expenditure, “DGS&D Directorate General of Supplies and Disposals) or any other agency authorized by the Government will host an online **Government e-Marketplace (GeM)** for common use Goods and Services.”

General Financial Rules, 2017 can be accessed [here](#). (Page No. 42)

As per **Rule 160** enlisted in the **General Financial Rules, 2017** published by the Government of India, Ministry of Finance, Department of Expenditure, “It is mandatory for Ministries / Departments to receive all bids through e-procurement portals in respect of all procurements.”

General Financial Rules, 2017 can be accessed [here](#). (Page No. 45)

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

As a part of the Digital India initiative, taking a step forward in digitalizing all financial records, the Government of India has initiated a practice of publishing the Annual Budget (Annual Financial Statement, Demands of Grants & Expenditure statement) along with the Finance Minister’s detailed Budget Speech on the official **India Budget portal** (indiabudget.gov.in)

Not just the Annual Budget of the current financial year, this portal also contains the repository of the Finance Minister’s Budget Speeches, Economic Surveys, and the Annual Budget Statements since the year 1947 till date.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

Interoperability among various e-Governance systems is an important prerequisite for upgrading the quality and effectiveness of service delivery. It is also required in order to facilitate the single window concept of electronic services delivery by Government organizations. In order to facilitate the interoperability, an enabling Policy Framework consisting of "**Policy on Open Standards for e-Governance**", "**Technical Standards on Interoperability Framework for e-Governance**" and "**Policy on Open APIs for Government of India**" has been framed under **Standards for e-Governance Applications**. (egovstandards.gov.in/)

Policy on Open Standards for e-Governance provides a framework for the selection of Standards to facilitate interoperability between systems developed by multiple agencies. It provides organizations the flexibility to select different hardware and software for implementing cost-effective e-Governance solutions. It, therefore, promotes technology choice, and avoids vendor lock-in. It aims for reliable long-term accessibility to public documents and information in Indian context. The policy can be accessed [here](#).

Interoperability Framework for e-Governance (IFEG) The purpose of Interoperability Framework for e-Governance (IFEG) is:

- To provide background on issues and challenges in establishing interoperability and information sharing among e-Governance systems.
- To describe an approach to overcome these challenges; the approach specifies a set of commonly agreed concepts to be understood uniformly across all e-Governance systems.
- To offer a set of specific recommendations that can be adopted by various stakeholders to proactively address the challenges in interoperability.

The document on Interoperability Framework for e-Governance can be accessed [here](#). The Technical Standards on Interoperability Framework for e-Governance can be accessed [here](#).

Policy on Open APIs for Government of India encourages the formal use of Open APIs in Government organizations. This policy sets out the Government's approach on the use of "Open APIs" to promote software interoperability for all e-Governance applications & systems and provide access to data & services for promoting participation of all stakeholders including citizens. The detailed policy can be accessed [here](#).

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

National Data Sharing and Accessibility Policy (NDSAP) - 2012 (Enacted in 2012) is designed to promote data sharing and enable access to Government of India owned data for national planning and development. The NDSAP-2012 can be accessed [here](#).

To implement the National Data Sharing and Accessibility Policy (NDSAP), an Open Government Data (OGD) Platform has been developed by the National Informatics Centre, Ministry of Electronics &

Informational Technology, Government of India. Open Government Data platform provides open access by proactive release of the data available with various ministries/ departments/ organizations of Government of India. The portal can be accessed at data.gov.in

All datasets/resources including metadata published on the Open Government Data portal (data.gov.in) are licensed under the Government Open Data License - India which can be accessed [here](#).

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

NITI Aayog, the policy think tank of India, has formulated a **National Strategy for Artificial Intelligence** to initiate a national programme to direct the efforts of the Government in the area of artificial intelligence. Accordingly, NITI Aayog has adopted a three-pronged approach: (i) undertaking exploratory proof-of-concept AI projects in various areas, (ii) crafting a national strategy for building a vibrant AI ecosystem in India, and (iii) collaborating with various experts and stakeholders.

The strategy, called **#AI for All**, combines the economic potential of AI with social development and inclusive growth, and positions India as the '*AI Garage of the World*'. With it, India has joined an elite list of countries with a well-defined AI strategy. The detailed discussion document on National Strategy for Artificial Intelligence can be accessed [here](#).

As a follow-up to **NSAI**, the vertical is pursuing a series of strategy and implementation documents. **AIRAWAT**, which lays down India's approach for the development of AI-specific cloud-computing infrastructure, was released in January 2020. The development of AIRAWAT will democratize access to critical hardware that is important to drive AI research and development. The approach document of AIRAWAT can be accessed [here](#).

NITI Aayog has also issued the discussion paper on Blockchain in Jan'20. The document can be accessed at this [link](#).

The Hon'ble Finance Minister in the **Indian Union Budget 2019-20** (Point No. 66) has announced that "*We will also lay focus on new-age skills like Artificial Intelligence (AI), Internet of Things, Big Data, 3D Printing, Virtual Reality and Robotics, which are valued highly both within and outside the country, and offer much higher remuneration.*" ([link](#))

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

Yes, the Digital India (digitalindia.gov.in) programme executed by the Ministry of Electronics & Information Technology, Government of India and its vital component 'e-Kranti' are the components

of national e-government strategy. Some major projects currently being implemented under the Digital India programme are as follows:

Some of the major projects of Digital India	Status
Aadhaar (uidai.gov.in)	<ul style="list-style-type: none"> • 1.29 Billion Aadhaar enrolment is done. • 54 Billion e-Auth has been done.
DigiLocker (digilocker.gov.in)	<ul style="list-style-type: none"> • 4.3 Billion issued documents are made available. • 1160 issuer and 166 requestor organisations are made available.
Ayushman Bharat (pmjay.gov.in)	<ul style="list-style-type: none"> • 159 Million e-Health cards are provided. • 18 Million hospital admissions have been facilitated.
Jan Dhan Yojana (pmjdy.gov.in)	<ul style="list-style-type: none"> • 423 Million beneficiaries are provided financial inclusion. • Rs 1.4 Trillion is maintained in the bank accounts.
Common Services Centres (csc.gov.in)	<ul style="list-style-type: none"> • 374,000 CSCs are functional and out of this, 278,000 CSCs are operational at Gram Panchayat level. • More than 350 services are provided by CSCs.
PM-KISAN (pmkisan.gov.in) mKISAN (mkisan.gov.in)	<ul style="list-style-type: none"> • Under PM-KISAN, 95 Million farmers were given direct transfer benefits worth Rs 190 Billion on May 14, 2021. • 24.6 Billion advisories have been sent to benefit 51 Million farmers.
SWAYAM (swayam.gov.in)	<ul style="list-style-type: none"> • 4024 courses have been completed. • 18 Million students got enrolment.
UMANG (web.umang.gov.in)	<ul style="list-style-type: none"> • 20,880 services are made available through a single mobile app. • UMANG has facilitated 1.53 Billion mobile based transactions so far.
National Centre of Geo-informatics (NCoG) (ncog.gov.in)	<ul style="list-style-type: none"> • 580 GIS based applications are made available. • 600+ GIS layers are available with the scale of 1:5000.
MyGov (mygov.in)	<ul style="list-style-type: none"> • 17.5 Million users are active at MyGov. • 4.7 Million comments and suggestions have been gathered.
Aarogya Setu (aarogyasetu.gov.in) Co-WIN (cowin.gov.in)	<ul style="list-style-type: none"> • 188 Million people have downloaded Aarogya Setu. • 330 Million samples for COVID-19 have been tested. • 193 million doses of COVID vaccinations have been given. • 41 million have received 2 doses of COVID vaccination.

The Digital India programme can also be accessed at <https://digitalindia.gov.in/>

20. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year

Other: Most of the projects under the Digital India programme are designed to be implemented within a period of 3 to 5 years. With the advent of new technologies, new projects were added to the original programme to fulfil the vision and to cater to the dynamically changing socio-economic aspirations, reforms and technology evolution in the country.

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

Yes, the National e-government strategy (Digital India) is aligned with the national development strategy, as mentioned in the **Strategy for New India @ 75** prepared by the NITI Aayog (Public Policy Think Tank of the Government of India). Chapter Number 18. (Page number 88 to 91). The Strategy for New India @ 75 can be accessed at [here](#).

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes, the National e-government strategy (Digital India) is comprehensively aligned with the Sustainable Development Goals (SDGs) 2030 envisioned by United Nations. The details pertaining to making use of technology and references to Digital India are mentioned in the document named **“Sustainable Development Goals India: Mapping of Central Sector Schemes and Ministries”** published by NITI Aayog. The document can be accessed [here](#).

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes, the national e-government strategy (Digital India) is aligned to the State and Local Government level development strategy through various e-governance projects.

Some of the Mission Mode Projects (MMPs) aligned with the sub-national (state) e-government strategy are related to the digitisation & e-transformation of Land Records, Road Transport, Property Registration, Treasuries, , Commercial Taxes, Police, Employment Exchanges, School Education, Health, Public Distribution System, e-Vidhaan, Rural Development, Women & Child Development. The details of these MMPs can be accessed at digitalindia.gov.in/content/ekranti (Table 2)

Similarly, the Mission Mode Projects (MMPs) under Digital India which are aligned to local e-government strategy are related to the digitisation & e-transformation of e-Courts, e-Districts, Municipalities, e-Panchayats, Common Service Centres etc. These projects are being operationalised by the state governments with active involvement of local government. The details of these MMPs can be accessed at digitalindia.gov.in/content/ekranti (Table 3)

The status of implementation of central, integrated and state Mission Mode Projects in Digital India initiative can be accessed at <https://digitalindia.gov.in/content/status-mmpps>

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes, the national e-government strategy (Digital India) makes references to e-participation, engagement and digital inclusion of all the masses.

Digital India aims to provide the much needed thrust to the nine pillars of growth areas, namely Broadband Highways, Universal Access to Mobile Connectivity, Public Internet Access Programme, e-Governance: Reforming Government through Technology, e-Kranti - Electronic Delivery of Services, Information for All, Electronics Manufacturing, IT for Jobs and Early Harvest Programmes. Each of these areas is a complex programme, and cuts across multiple Ministries and Departments. The pillars of Digital India can be accessed [here](#). A few such initiatives on e-participation and digital inclusion are mentioned below:

Mobile Governance (m-governance) aims to leverage wireless and new media technology platforms, mobile devices and applications for delivery of public information and services to all citizens and businesses. It aims at widening the reach of, and access to, public services to all citizens in the country, especially in the rural areas by exploiting the much greater penetration of mobile phones in the country. The overall strategy aims at making India a world leader in harnessing the potential of mobile governance for inclusive development. (mgov.gov.in)

The **Open Data platform** facilitates proactive release of datasets in an open format by the ministries / departments for use, reuse and redistribution. Online hosting of information & documents facilitates open and easy access to information for citizens. (data.gov.in)

The government is pro-actively engaging through social media and web-based platforms to inform and interact with citizens. Each Ministry has its official social media accounts/channels to facilitate two-way communication. **MyGov.in**, a platform for citizen engagement in governance, has been launched by the Hon'ble Prime Minister on 26th July 2014, as a medium to exchange ideas/ suggestions with Government. It will facilitate 2-way communication between citizens and Government to bring in good governance. MyGov.in is a frontrunner portal in inclusion of inputs of masses for various government schemes & policies. (mygov.in)

BharatNet is the world's largest rural broadband project to provide broadband connectivity to all the 2.5 Lakh Gram panchayats across the country. This is a major initiative towards digital inclusion and universalisation of internet access to all. (bnnl.nic.in)

Common Service Centres (CSCs) are the access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, education and agriculture services, apart from host of B2C services to citizens in rural and remote areas of the country. As on 31st March 2020, there are a total of 2,40,792 Common Service Centers (one in each gram panchayat), another milestone initiative towards digital inclusion (csc.gov.in)

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes, national e-government strategy refers to the security and electronic data preservation as the core principles. The Personal Data Protection Bill, 2019 has been prepared and the same is under the consideration of the Indian Parliament. The Personal Data Protection Bill, 2019 can be accessed [here](#).

The Non-personal data protection framework has also been worked out. On the data storage front, the Ministry of Electronics & Information Technology has also laid out the detailed policies for Government of India's Cloud known as **MeghRaj**. The details on this cloud computing initiative of the Government of India can be accessed [here](#).

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes, digital identity is one of the corner stone of Digital empowerment in India. More than 1.29 Billion people have been provided digital unique identity named Aadhar. The details can be accessed at <https://uidai.gov.in/>

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Yes, all e-transformation initiatives under Digital India do include digital-by-default & digital-first principles.

The **Open Data Government (OGD) platform** facilitates proactive release of datasets in an open format by the ministries / departments for use, reuse and redistribution. Online hosting of information & documents facilitates open and easy access to information for citizens on a single click. (data.gov.in)

Ministry of Electronics and Information Technology has undertaken an initiative to create the **Model RFP documents for e-Governance projects** which address issues & encourage the industry to partner with the Government in making India digital. The Model RFP documents have been developed through a consultative approach involving Government and industry stakeholders. The documents can be accessed [here](#).

With an aim to enable people from different regions in the country to access requisite data and web application with ease, the Government of India has initiated Localisation by default. The initiative provides guidelines that help developers to localise mobile and web applications, software products and services. The guidelines also benefit in better integration and interoperability of products. Various important topics like Inputting, storage and rendering Indian language data, Unicode migration from legacy data, Usage of Common Locale Data Repository (CLDR), Characters encoding for proper representation on various platforms, Unicode have been included. The document can be accessed [here](#).

As a part of the MeghRaj initiative, MeitY came out with the '**Cloud First**' policy under which all the departments are required to assess and adopt cloud computing for their current as well as new applications. To further enhance this adoption, MeitY also empaneled Cloud Service Offerings of private Cloud Service Providers (CSPs) which could be availed by the Government Departments under this initiative. The detailed document can be accessed [here](#). (Page 8 of 99)

Every Government Department is encouraged to adopt a '**Cloud-by-Default**' approach when designing a new IT service/ application or migrating or enhancing an existing application to reap both financial and non-financial benefits of cloud.

Mobile First: Mobile access has become the default option for seeking of information or availing of a variety of services. Given the trends, a majority of websites and applications have been

designed/redesigned with an aim to deliver their services through the mobile device as the most preferred option. **M-Governance** (mgov.gov.in) initiative aims to leverage wireless and new media technology platforms, mobile devices and applications for delivery of public information and services to all citizens and businesses. It aims at widening the reach of, and access to, public services to all citizens in the country, especially in the rural areas by exploiting the much greater penetration of mobile phones in the country.

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

Yes, the best practices related to data once principle is a part of the national e-government strategy.

e-Pramaan is a standard based National e-Authentication framework, which facilitates authentication and security of users accessing various government services on mobile and fixed platforms. It is a unique mechanism providing unified log-in facility through SAML 2.0 based **Single Sign-On (SSO)** for national as well as state level applications in an integrated manner. e-Pramaan offers multi-factor authentication using (password, OTP, digital certificate and biometrics), with additional features comprising configurable chaining of authentication factors, web-site authentication, Aadhaar-based user identity verification and PAN-based identity verification. (epramaan.gov.in)

Unique Identification numbers (UID), named as "**Aadhaar**" have been provided as digital identification numbers to more than 124 crore residents of India. The 12-digit unique number (containing demographic and biometric details of the users) is used in many areas ranging from online identity authentication for purchase of SIM card to bank account opening, targeted subsidized food and kerosene delivery to Public Distribution System (PDS) etc. (uidai.gov.in)

People are facilitated to store their documents online in the Government cloud storage through DigilLocker. The stored documents can be accessed and shared with different Government and Private stakeholders as and when required on just one-click. (digilocker.gov.in)

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

Artificial intelligence (AI); link/detail:

1. **NITI Aayog** has published a discussion paper that outlines India's National AI Strategy as a roadmap to adopt AI. The document can be accessed at this [link](#).
2. **Centre of Excellence in Artificial Intelligence (CoE in AI)** has been setup by National Informatics Centre (NIC) which is a platform for innovative new solutions in AI space, a gateway to test and develop solutions projects undertaken by NIC at central and state level. The details can be accessed at this [link](#).
3. Government has begun the use of Artificial Intelligence on pilot basis for crop cutting and yield estimation under scheme **Pradhan Mantri Fasal Bima Yojana**. The article can be accessed at this [link](#).

4. **IndiaAI portal:** INDIAai is the National AI Portal of India - a central hub for everything AI in India and beyond. A joint initiative of MeitY, NeGD and NASSCOM (indiaai.gov.in)
5. **Technology Incubation and Development of Entrepreneurs (TIDE 2.0):** In May 2019, Ministry of Electronics and Information Technology (MeitY) approved a Technology Incubation and Development of Entrepreneurs (TIDE 2.0) scheme to be implemented by Innovation and IPR division of MeitY with a budget of INR 264.62 crore for a period of five years. The details can be accessed at this [link](#).
6. Recently **MyGov Corona Helpdesk** Chatbot bagged two awards under categories (1) “Best Innovation for Covid-19 – Society” and (2) “People’s Choice Covid-19 Overall Winner” at the recently held CogX 2020. CogX is a prestigious Global Leadership Summit and Festival of Artificial Intelligence & Emerging Technology held annually in London. The article can be accessed at this [link](#).
7. Recently, India joined the '**Global Partnership on Artificial Intelligence (GPAI)**' as a founding member to support the responsible and human-centric development and use of AI. (gpai.ai/)
8. **RAISE 2020 – ‘Responsible AI for Social Empowerment 2020’** was jointly organised by the NITI Aayog and the Ministry of Electronics and Information Technology (MeitY). The details can be accessed at this [link](#).

☒ Robotics; link/detail:

1. DRDO, Ministry of Defence, Government of India has launched **Centre for Artificial Intelligence and Robotics (CAIR)** which involved in research and development in the areas of artificial intelligence, robotics, command and control, networking, information and communication security leading to the development of mission-critical products for battlefield communication and management systems. The details can be accessed at this [link](#).
2. DRDO has developed a **Remotely Operated Vehicle (ROV) - ‘Daksha’**, which is an automated mobile platform for multi-purpose payloads. (drdo.gov.in/robotics)
3. DRDO has also developed an **Unmanned Aerial Vehicle (UAS) - ‘NETRA’**, for various surveillance applications. It is battery operated, silent and is equipped with a Day Camera with zoom for detailed surveillance. The details can be accessed at this [link](#).
4. **Mitra** is the first indigenously built humanoid robot, which is capable of interacting with humans smartly.
5. **Manav** is India’s first 3D-printed humanoid robot. The two kilo, two-foot tall robot has an inbuilt vision and sound processing capability which allows it to walk, talk and dance — just in response to human commands.

☒ Blockchains; link/detail:

1. National Informatics Centre (NIC), an attached office of the Ministry of Electronics and Information Technology, has set up the **Centre of Excellence in Blockchain Technology**. The CoE

centre focus on advancing blockchain technologies, platforms, assets and systems to develop industry understanding and implementation of blockchain technologies. (blockchain.gov.in/)

2. NITI Aayog, the policy think-tank of India has also issued the discussion paper on Blockchain in Jan'20. The document can be accessed at this [link](#)
3. Few State Governments including Goa, Karnataka, West Bengal are also implementing the blockchain based project in the area of GST, Excise, Drugs logistics etc. The details can be seen [here](#).

☒ 5G; link/detail:

For India, 5G provides an opportunity for industry to reach out to global markets, and consumers to gain with the economies of scale. Worldwide countries have launched similar Forums and thus, India has joined the race in 5G technologies.

1. **The Department of Telecom** has constituted a High-Level Forum for 5G India 2020. DoT has also released report on “**Making India 5G ready**”. The document can be accessed [here](#).
2. **The Department of Telecom (DoT)** has approved 5G trials’ permission to government and private mobile operators including Reliance Jio, Airtel, Vodafone Idea and MTNL. The details can be accessed [here](#).

☒ Internet of Things (IoT); link/detail:

Ministry of Electronics and Information Technology (MeitY) has established various **Centers of Excellence (CoE)** in collaboration with the National Association of Software and Service Companies (NASSCOM), Software Technology Parks of India (STPI) & Indian Institutes of Technology (IITs). The purpose of Centre of Excellence is to create the physical infrastructure labs for Emerging technology domain such as IoT, AI etc. for development and validation of solution from design to prototyping to democratise innovation in collaboration with Government, Industry, and academia. Some centers of excellence are mentioned below:

- NASSCOM Center of Excellence ([link](#))
- STPI Center of Excellence ([link](#))
- Industrial Research and Consultancy Centre - IIT Bombay ([link](#))
- National Center for Flexible Electronics - IIT Kanpur ([link](#))

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes, the e-government strategy is aligned with various global guidelines, recommendations and goals (e.g. United Nations, G20, BRICS).

Mentioned below are some examples of the Digital India initiatives as aligned with the respective global/multilateral recommendations:

S.No.	Digital India Strategy	Principles/Recommendations/ Agreement/Deliberations	Multilateral Forum
1.	Broadband Highways	Action Plan for the Asia-Pacific Information Superhighway (#Draft)	UNESCAP
		Affordable access connectivity to all by 2025 (Reference Link)	G20 Digital Economy Task Force, Germany
		STRATEGY FOR BRICS ECONOMIC PARTNERSHIP 2025 (Reference Link)	BRICS
2.	Public Internet Access Programme	Digital Tools for Public Service (#Draft)	G20 Italy
		STRATEGY FOR BRICS ECONOMIC PARTNERSHIP 2025 (Reference Link)	BRICS
3.	e-Governance (Reforming Government through Technology)	Digital Government (Reference Link)	G20 Digital Economy Ministerial Declaration Argentina
		Policies for digital future (Reference Link)	G20 Digital Economy Ministerial Declaration Germany
4.	eKranti - Electronic delivery of services	Digital Tools for Public Service (#Draft)	G20 Italy
5.	Electronics Manufacturing	Industry 4.0, Fourth Industrial revolution (Reference Link)	G20 Digital Economy Ministerial Declaration Argentina
6.	IT for Jobs	Digital Skills in vocational education and training (Reference Link)	G20 Digital Economy Ministerial Declaration Germany
		STRATEGY FOR BRICS ECONOMIC PARTNERSHIP 2025 (Reference Link)	BRICS

Along with the details mentioned herein above, the national e-government strategy (Digital India) is also aligned and mapped with the Sustainable Development Goals (SDGs) ratified by the United Nations. The details of the mapping can be viewed [here](#).

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Yes, the Government of India makes use of several data analytics tools in the roll-out of schemes and projects relating to digitization and e-transformation. For scenario planning, these data analytics tools are being used in the Mission Mode Projects (MMPs) under Digital India initiative. Specific dashboards have been developed to monitor these projects. These dashboards are accessible on the official websites of the concerned Government Departments / Ministries.

The National Centre of Geo-Informatics (NCoG) provides GIS based scenario planning, wherein, the automated identification and proposed location of future assets (viz. Check Dam, Primary Health Centre, impact of flood, mine encroachment, etc.) are enabled. The details can be seen at the link ncog.gov.in

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes, the Government of India has framework in place for regulatory sandboxes. The Government is working on several digital platforms.

As a part of National Digital Health Mission, the NDHM sandbox framework has been designed and guidelines have been issued. Sandbox for Digital Platform in Healthcare is developed, and Industry partners are being facilitated.

The link and details can be seen at <https://sandbox.ndhm.gov.in/>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

Digital Inclusion and Digital Empowerment of Citizens are the key to Digital India. Mobile, Internet connectivity, Aadhaar, Jan-Dhan Yojana, digital literacy, digital services, etc are a few initiatives of the Government of India aimed at covering the entire country.

A few examples can be viewed at:

- Online Services India <https://services.india.gov.in/>
- Unique Identity (Aadhar) <https://uidai.gov.in/>
- MyGov Portal <https://www.mygov.in/>

34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

The National e-participation platform of the Government of India, **MyGov** has its own Citizen Engagement Strategy Document that is available on the MyGov Portal (mygov.in) and also shared with all Ministries/Departments for their communication campaigns.

The MyGov Citizen Engagement Strategy is available on mygov.in/overview/. The document can also be accessed by clicking [here](#).

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The Government of India has taken various initiatives to ensure that women and other vulnerable groups get adequate access to e-government services:

1. **BharatNet** is the world's largest rural broadband project to provide broadband connectivity to all the 2.5 Lakh Gram panchayats across the country. The aim is to ensure that every single household in the villages in the country get access to internet connectivity and can therefore use e-services with ease. (bnnl.nic.in)
2. **Common Service Centres (CSCs)** are the access points for delivery of essential public utility services, social welfare schemes, healthcare, financial, education and agriculture services, apart from host of B2C services to citizens in rural and remote areas of the country. It is a pan-India network catering to regional, geographic, linguistic and cultural diversity of the country, thus enabling the Government's mandate of a socially, financially and digitally inclusive society. As on 31st March 2020, there are a total of 2,40,792 Common Service Centers (one is each gram panchayat). (csc.gov.in)
3. **Indian BPO Promotion Scheme (IBPS)** seeks to incentivize establishment of 48,300 seats in respect of BPO/ITES operations across the country. This would help in capacity building in smaller cities in terms of infra & manpower and would become basis for next wave of IT/ITES led growth. The scheme aims at employment generation for women, differently abled persons, people from other vulnerable groups. (ibps.stpi.in)

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

National Repository of Information for Women (NARI) portal is an initiative of the Ministry of Women and Child Development to provide women citizens with easy access to information on government schemes and initiatives for women. (nari.nic.in)

Mahila E-Haat is an initiative of the Government of India for meeting the aspirations and needs of women entrepreneurs. It is an online marketing platform for women, where participants can display their products. It is an initiative for women across the country as a part of 'Digital India' and 'Stand Up India' initiatives. (mahilaehaat-rmk.gov.in)

Swasthya is a one-stop solution presenting the health and nutrition status of the tribal population of India. It provides information and data as well as curates innovative practices, research briefs, case studies and best practices collected from different parts of India to facilitate the exchange of evidence, expertise and experiences with all stakeholders. (swasthya.tribal.gov.in)

Ministry of Tribal Affairs provides **financial assistance for Overseas education and Fellowships** to around 30 lakh Tribal students through DBT (Direct Benefit Transfer) mode. Students can apply for the National Overseas Scholarship at overseas.tribal.gov.in and National Tribal Fellowship at fellowship.tribal.gov.in

The government is running various schemes for the welfare of Minority community like **Nai Manzil** (education and livelihood initiative), **Nai Roshni** (a Leadership development programme to empower and instill confidence among minority women), **Nai Udaan** (A scheme to support minority students for preparation of Competitive exams), **Ustad** (a scheme to preserve heritage of traditional arts and crafts of minority communities). Beneficiaries can avail these schemes through registered NGOs wherein application can be made online on minorityaffairs.gov.in

National Scholarships Portal is one-stop solution through which various services starting from student application, application receipt, processing, sanction and disbursement of various scholarships to Students are enabled. This initiative aims at providing a Simplified, Mission-oriented, Accountable, Responsive & Transparent 'SMART' System for faster & effective disposal of Scholarships applications and delivery of funds directly into beneficiaries account without any leakages. (scholarships.gov.in)

Platform for Effective Enforcement for NO Child Labour (PENCIL) is an electronic portal that aims at involving Centre, State, District, Governments, Civil Society and the general public in achieving the target of child labour free society. In-line with the Sustainable Development Goals, one of the initiatives is to eliminate child labour by 2030. The PENCIL Portal has various components like Child Tracking System & Complaint Corner. (pencil.gov.in)

Swavlamban Card (Unique ID for Persons with Disabilities) project is being implemented with a view of creating a National Database for PwDs, and to issue a Unique Disability Identity Card to each person with disabilities. The project will not only encourage transparency, efficiency and ease of delivering the government benefits to the person with disabilities, but also ensure uniformity. The project will also help in stream-lining the tracking of physical and financial progress of beneficiary at all levels of hierarchy of implementation from village to National level. The Persons with Disability can apply for the UID PwD online on the official portal. (swavlambancard.gov.in)

With an aim to ensure that the vulnerable groups (specifically Persons with Disabilities) are able to access all types of e-services provided by the Government of India, it is mandatory for all Government of India portals to be compliant with **Guidelines for Indian Government Websites (GIGW)** prepared by National Informatics Centre, Ministry of Electronics and Information Technology. (web.guidelines.gov.in)

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

E Participation is enabled through MyGov (mygov.in) which is the citizen engagement platform of Government of India which provides equal opportunities to all for participative Governance. MyGov engages with citizens through its web portal, Mobile App as also presence on all social media platforms. Citizens engage with Government and contribute to policy making and discussion forum on various issues. MyGov also enables an IVRS line for getting citizen inputs on policy making for those who don't have access to Internet or smart devices. All citizens from across India, irrespective of age, gender, demography engage with the governance process through MyGov. Women constitute a significant contributor to discussion forums relating to social sectors like education, nutrition, and healthcare. MyGov also organises campaigns and programs in collaboration with Ministry of Women & Child Development, UN Women and National Commission for Women which are specifically designed for women. Some of the recent activities are listed below:

- **Shri Shakti Challenge:** In order to support and promote women entrepreneurs and women led start-up's as also solutions by entrepreneurs impacting a large number of women, UN Women partnered with MyGov for the COVID-19 Solution Challenge.

The details of the challenge are available at: innovate.mygov.in/shrishakti/
The blog for declaration of results is available [here](#).

- **Empowering Women through Entrepreneurship Program:** National Commission for Women aims to create a lasting impact for women across the country by providing women entrepreneur's access to knowledge and skills required to grow and sustain their entrepreneurial ventures. To this end, National Commission for Women joined hands with Indian Institute of Management Bangalore and India SME Forum and has envisioned a collaborative online training programme to support and sponsor digital learning of 5,000 aspiring women entrepreneurs.

The last date for application is 15th June, 2021 and applicants can refer the following link for details: innovateindia.mygov.in/ncw-challenge/

- **Share Real Life Stories on #BetiBachaoBetiPadhao:** In the spirit of celebrating International Day of the Girl Child, Ministry of Women and Child Development in collaboration with MyGov organized an Online Real-life story-sharing contest in the field of 'Beti Bachao Beti Padhao'. The concept of this campaign was to promote the value of Girl Child by sharing real life stories. The story must have had a long-lasting impact and should have led to a change in the mindset in the community at large. The objective of the contest was to engage with larger audience and to generate awareness on the issue of declining Child Sex Ratio (CSR) and create a positive environment for valuing the girl child.

The details of the contest are available [here](#).
The winner announcement blog is available [here](#).

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

1. **PM Grameen Digital Saksharta Abhiyaan (PMG Disha)** is an initiative of the Government of India to make at least one person in each family digitally literate. The scheme digitally empowers the citizens in rural areas by training them to operate computer or digital access devices (like tablets,

smart phones etc.), send and receive e-mails, browse Internet, access Government services, search for information, undertake digital payment etc. and hence enable them to use the Information Technology and related applications especially Digital Payments to actively participate in the process of nation building. The Scheme aims to bridge the digital divide, specifically targeting the rural population including the marginalised sections of society like Scheduled Castes (SC) / Scheduled Tribes (ST), Minorities, Below Poverty Line (BPL), women and differently abled persons and minorities. (pmgdisha.in)

2. **National Skill Development Corporation (NSDC)** aims to promote skill development by catalysing creation of large, quality and for-profit vocational institutions. Further, the organisation provides funding to build scalable and profitable vocational training initiatives. Its mandate is also to enable support system which focuses on quality assurance, information systems and train the trainer academies either directly or through partnerships. NSDC acts as a catalyst in skill development by providing funding to enterprises, companies and organizations that provide skill training. It also develops appropriate models to enhance, support and coordinate private sector initiatives. The differentiated focus on 37 sectors under NSDC's purview and its understanding of their viability will make every sector attractive to private investment. (nsdcindia.org)
3. **Skill Council for Persons with Disability (SCPwD)** is a dynamic organization with a National Vision and focus of offering Persons with Disabilities meaningful, industry relevant, skill-based training. Functioning under the aegis of Ministry of Skill Development and Entrepreneurship and Ministry of Social Justice and Empowerment, it targets skill development of People with Disabilities as per industry needs which can help them to be gainfully employed and contribute to India's growing economy. (scpwd.in)
4. **Skill Acquisition and Knowledge Awareness for Livelihood Promotion (SANKALP)** is a programme of the Ministry of Skill Development. It aims to improve short term skill training qualitatively and quantitatively through strengthening institutions, bring in better market connectivity and inclusion of marginalised sections of the society. (sankalp.msde.gov.in)
5. **Jan Shikshan Sansthan (JSS)** scheme aims at setting-up of institutions to train and improve the occupational skills and technical knowledge of the non/neo-literates and persons having rudimentary level of education to raise their efficiency, increase productive ability and enhance their livelihood opportunities. At present there is a network of 248 Jan Shikshan Sansthans across the country with 83 more coming up in near future. (jss.gov.in)

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The Government of India has a significant presence on all major social media platforms. **MyGovIndia** is amongst the most followed handle on social media platforms like Instagram, Facebook, Twitter, YouTube, WhatsApp, Telegram, Koo, Sharechat, Chingari, Roposo etc.

All major announcements by Government, consultations hosted on MyGov are posted on the social media handles of MyGov. Social media is used for information, consultation and also decision making.

Some of the recent links are listed below:

- **Guidelines and SoPs for travel:** twitter.com/mygovindia/status/1403004023763095553
 - **Suggestion for Live Streaming and Recording of Court Proceedings:** twitter.com/mygovindia/status/1402614427329855488
- i) **E-Information** about COVID 19: mygov.in/covid-19
- ii) **E-Consultation** about Ideas and Suggestions for **Mann Ki Baat** – Prime Minister of India’s Monthly Radio address: <https://www.mygov.in/group-issue/inviting-ideas-mann-ki-baat-prime-minister-narendra-modi-27th-june-2021/>
- iii) **E-Decision Making** – Inviting suggestions for the **Union Budget 2021-22:** <https://www.mygov.in/mygov-survey/inviting-suggestions-budget-2021-22/>

Please include any guidelines for government officials/institutions on the use of social media.

In order to encourage and enable government officials/institutions/agencies to make best use of social media as a medium of interaction, a Framework and Guidelines for use of Social Media by government agencies in India has been formulated. These guidelines will enable the various officials/agencies to create and implement their own strategy for the use of social media. The document will help them to make an informed choice about the objective, platforms, resources, etc. to meet the requirement of interaction with their varied stakeholders.

The **Framework & Guidelines for Use of Social Media for Government Organizations 2021** can be accessed [here](#).

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

Various Departments and Ministries of the Government of India, through MyGov, consult citizens before finalization of policies. For e.g. Ministry of Education used MyGov to crowdsource ideas for framing the New Education Policy. Ministry of Finance seeks inputs from citizen before the annual budget every year. The participants for the same in the last 2 years have received a personalized thank you mail from the Hon’ble Minister Smt. Nirmala Sitharaman. MyGov and Ministries regularly publish success stories that led to the formation of the polices as well as those that impacted implementation of a policy.

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

Yes, The Government of India monitors the usage statistics of e-government services through an electronic portal named eTaal.

Electronic Transaction Aggregation & Analysis Layer (eTaal) is an electronic portal that provides a real-time aggregated view of e-services and e-transactions for all the e-governance projects across the nation. The portal automatically pulls the e-transactions statistics from integrated applications using Web Services and Web API technology and facilitate quick analysis and better decision making by the stakeholders.

The portal was established for providing a real-time aggregated view of volume of e-services being delivered across different agencies of the Central, State and Local governments in India.

eTaal portal displays the number of 'end-to-end electronic transactions' as the indicator for measuring the performance of G2C, G2B and B2C e-Services.

- ❖ **Layer** providing consolidated view of e-transactions through e-governance applications.
- ❖ **Aggregates** e-transactions through e-governance applications and provides a consolidated view of e-transactions and e-services
- ❖ Performs **analysis** of e-transactions received from various applications in tabular and graphical formats
- ❖ Enables **Ministries/Departments/ States/ UTs** to have consolidated view of e-transaction statistics & visualize their utilization status for efficient decision making

Current Status:

Total **3,967 e-services** are integrated with eTaal portal which reports **25,283.68 Cr.** E-transactions corresponding to the integrated e-governance services.

Timeline Analysis:

Sr. No.	Year	No. of e-transactions (in Crores)	Avg. Transactions per day (in Crores)
1.	2013	241.76	0.64
2.	2014	357.70	0.96
3.	2015	761.32	2.06
4.	2016	1,090.13	2.96
5.	2017	3,085.16	8.43
6.	2018	4,265.88	11.66
7.	2019	5,306.54	14.51
8.	2020	7,203.76	19.66
9.	2021 *	2,977.38	21.71

*Data of Year 2021 is till 19th May 2021

Link: etaal.gov.in

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Yes, the Government of India does measure the user satisfaction of e-government services through a portal named Rapid Assessment System (RAS). Under the aegis of Digital India, National e-Governance

Division of Ministry of Electronics and Information Technology, has developed a Rapid Assessment System (RAS) for continuous feedback for e-services delivered by Government of India and State Governments. This system has multiple channels for receiving feedback and is backed by analytics. These analytics help integrated departments for continuous system improvement and better governance. RAS provides an online mechanism for getting feedback from citizens on e-services provided by Governments across the country. Also, it facilitates analysing the feedbacks and generating knowledge out of it, which in turn, helps in improving the users/ citizens' experience in availing public services. (ras.gov.in)

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

Ministry of Electronics & Information Technology (MeitY) has been deliberating various issues of ICT and digital economy including connectivity, data flows, privacy, protection, emerging technologies including AI, e-Government, smart cities, etc. on different multilateral fora including G20 Digital Economy Task Force, G7, Shanghai Cooperation Organization (SCO), BRICS, APCICT/ UNESCAP, ASEAN etc.

The Ministry is interacting with various multilateral forums like WTO, UN and its Bodies (UNESCO, UNCTAD, UNDP, ECOSOC, ESCAP etc.), G20, RCEP, Commonwealth, SAARC, ASEAN, World Bank and Asian Development Bank (ADB) etc. to showcase India's strength in ICT sector, protect its interests and to explore new business opportunities for the Indian IT and Electronics industry.

The Ministry of Electronics and Information Technology is actively involved in the on-going negotiations in WTO for trade in Information Technology and Services (Computer and Related Services) under GATS and for trade in Electronics Goods through the system of Non Agricultural Market Access (NAMA) under GATT. Ministry is also providing inputs on the E-Commerce issues.

The Ministry of Electronics and Information Technology has been actively involved in the United Nation ICT Task Force and the WSIS and is also engaged in the efforts of Global Alliance for ICT and Development (GAID).

India has been member of the Governing Council (GC) of APCICT since its inception and attending the GC meetings. The Ministry has been funding UN APCICT to the tune of US\$ 20,000 per annum. Indian participants have been attending the training programs/workshops/etc organized by APCICT.

MeitY has also been engaged bilaterally with various countries in the field of Innovation and Start-up ecosystem, Hardware manufacturing, emerging technologies including AI, HPC, e-Government and various other digital bilateral cooperation.

More details can be accessed at <https://www.meity.gov.in/content/multilateral-cooperation>

44. Please provide any other information related to e-government development in your country.

Government of India Directory is a single point repository of all Indian Government Websites at all levels and from all sectors (goidirectory.nic.in)

The **farmer portal** helps farmers get all relevant information on specific subjects around their village/block /district or state in the form of text, SMS, email and audio/video in the language they understand. (farmer.gov.in)

National Knowledge Network (NKN) is a multi-gigabit national research and education network, aimed at providing a unified high-speed network backbone for educational institutions in India. (nkn.gov.in/en/)

Vikaspedia is a knowledge portal targeting specific country needs in the domain of social development. This multilingual portal is developed as a single-window access to information, products and services, with specific objective of reaching the 'unreached' communities of India, especially poor. It catalyses the use of ICT tools for knowledge sharing, leading to development. Users can find information on this portal about agriculture sector, health, education, social welfare, energy, e-Governance, etc. (vikaspedia.in)

National Agriculture Market (eNAM) is an online trading platform for agricultural commodities in India. The e-market facilitates farmers, traders and buyers with online trading in commodities. The market is helping in better price discovery and providing facilities for smooth marketing of their produce. (enam.gov.in)

The **eCourts Project** is conceptualized with a vision to transform the Indian Judiciary by ICT enablement of Courts. The project has e-transformed the judiciary from National to the Sub-division level. (ecourts.gov.in)

Inter-operable Criminal Justice System (ICJS) is a common platform for information exchange and analytics of all the pillars of the criminal justice system comprising of Police, Forensics, Prosecution, Courts & Prisons. (ecommitteesci.gov.in/icjs)

The **Crime and Criminal Tracking Networks and Systems (CCTNS)** aims at creating a comprehensive and integrated system for enhancing the efficiency and effective policing at all levels and especially at the Police Station level through adoption of principles of e-Governance, and creation of a nationwide networked infrastructure for evolution of IT-enabled state-of-the-art tracking system around "investigation of crime and detection of criminals" in real time, which is a critical requirement in the context of the present day internal security scenario. (ncrb.gov.in/en/crime-and-criminal-tracking-network-systems-cctns)

eOffice software aims to support governance by ushering in more effective and transparent inter and intra-government processes. The vision of e-Office is to achieve a simplified, responsive, effective and transparent working of all government offices. (eoffice.gov.in)

Goods and Services Tax (GST) Portal enables the users to pay the indirect tax of goods and services online hassle-free. (gst.gov.in)

Indian Visa Online portal allows the registration and tracking of foreigners who wish to visit India and apply for the visa. (indianvisaonline.gov.in)

Passport Seva Online Portal allows online registration, application, payment, appointment booking, tracking and delivery of the Passport in a timely, transparent, more accessible and reliable manner to the citizens. (passportindia.gov.in)

National Voters' Service Portal is an endeavour of the Election Commission of India (ECI) for providing all possible support services to electors with the help of IT tools. It provides single window services to electors across the country. (nvsp.in)

National Teleconsultation Service (eSanjeevani) is a first of its kind online OPD service offered by the government to its citizens. National Teleconsultation Service aims to provide healthcare services to patients in their homes. Safe & structured video based clinical consultations between a doctor in a hospital and a patient in the confines of his home are being enabled. (esanjeevaniopd.in)

National Programme on Technology Enhanced Learning (NPTEL) is an Indian online learning platform for university-level science, technology, engineering, and mathematics subjects. (nptel.ac.in)

PARIVESH (Pro Active Responsive facilitation by Interactive and Virtuous Environmental Single Window Hub) is a single window platform for online Environment, Forests and Wildlife and Coastal Regulation Zone (CRZ) Clearances. (parivesh.nic.in)

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>