



**Member States Questionnaire (MSQ) for the United Nations
E-Government Survey 2024**

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

REPUBLIC OF INDIA

Contact information

Your name*

Alkesh Kumar Sharma

Title*

Secretary to the Government of India

Organization*

Government of India, Ministry of Electronics and
Information Technology

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.*

Note: E-government and digital government are used interchangeably in this Questionnaire.

National Portal of India is the official e-government portal with an objective to provide a single window access to the information and services being provided by the Indian Government for citizens and other stakeholders. An attempt has been made through this portal to provide comprehensive, accurate, reliable and one stop source of information about India and its various facets. The current portal is a metadata driven site that links to the other Indian Government Portals/websites for most updated information.

Link: [National Portal of India \(https://www.india.gov.in\)](https://www.india.gov.in)

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

E-services or similar

The **National Government Services Portal** is a one stop portal for information on the online services provided by the Government of India.

The purpose of this portal is to facilitate the listing of online services provided by various government entities under one platform and ensuring standardization with respect to content architecture and classification of services. The services are listed in a well-categorised and searchable interface as well for ease of use by citizens.

Link: [Home | National Government Services Portal \(https://services.india.gov.in\)](https://services.india.gov.in)

E-participation or similar

MyGov is a citizen-centric platform that empowers citizens to connect with the Government and contribute to good governance. MyGov has been established as Government of India's citizen

engagement platform and collaborates with multiple government bodies and ministries to engage with citizens for policy formulation and seeks their opinion on issues and topics of public interest and welfare.

Link: [MyGov.in | MyGov: A Platform for Citizen Engagement towards Good Governance in India \(https://www.mygov.in\)](https://www.mygov.in)

Government of India also has a dedicated portal for citizens to share their ideas and suggestions directly with Prime Minister of India.

Link: [Interact with PM | Prime Minister of India \(https://www.pmindia.gov.in/en/interact-with-honble-pm/\)](https://www.pmindia.gov.in/en/interact-with-honble-pm/)

Open government data

Under its Open Data initiative, the Government of India has a dedicated Open Government Data platform, which is used by Indian government ministries, departments and their organisations to publish datasets, documents, services, tools, and applications collected by them for public use. It is aimed at increasing transparency in the functioning of the government and opening avenues for innovative uses of government data that may offer new perspectives.

Link: [Home | Open Government Data \(OGD\) Platform India \(https://data.gov.in\)](https://data.gov.in)

Public procurement

[Government e Marketplace \(GeM\) | National Public Procurement Portal, Government of India](#)

The Government e-Marketplace (GeM) is a dedicated portal for procurement of different goods and services by government ministries, departments, organisations and public sector enterprises. It aims to enhance transparency, efficiency and speed in public procurement.

[Central Public Procurement Portal | Home en | Tenders Portal of Government of India | Government eTenders \(eprocure.gov.in\)](https://gepnic.gov.in/)

<https://gepnic.gov.in/>

GePNIC is a one-stop portal to cater to the procurement and tendering requirements of the Government of India.

<p>The Central Public Procurement Portal caters to the electronic procurement and tendering requirements of Government of India departments and other organisations.</p> <p>Most of the state governments have their own procurement portals. Examples include the followings: State Government of Rajasthan: https://sppp.rajasthan.gov.in/ State Government of Assam: https://sppp.assam.gov.in/#/en State Government of Telangana: https://tender.telangana.gov.in/login.html</p>	
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Others (if any)

<p>Integrated Government Online Directory : Home (igod.gov.in)</p> <p>A one-point source to access Indian Government websites at all levels and from all sectors</p> <p>Sanchar Saathi</p> <p>Akam 2.0 Akam-Samaveshi Vikaas</p>

3. Please provide the 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 (https://www.meity.gov.in/)

4. Does your country have a national 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:

Name*	<input type="text" value="Alkesh Kumar Sharma"/>
Title*	<input type="text" value="Secretary to the Government of India"/>
Organization*	<input type="text" value="Government of India, Ministry of Electronics and Information Technology"/>
Email*	<input type="text" value="secretary@meity.gov.in"/>

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

National Level: Ministry of Electronics & IT (MeitY <https://www.meity.gov.in/>)- is the Central Ministry and coordinates with all the state IT departments across India to ensure ground level implementation. Additionally, each ministry also has their respective CIOs to manage the e-governance strategies.

Link: <https://www.meity.gov.in/content/key-roles-and-responsibilities-chief-information-security-officers-cisos>

Sub-National Level:

Each State/Union Territories (UTs), have their respective CIOs (Secretary, IT) who are responsible to manage the e-governance strategy at sub-national level, in alignment with national e-government strategy. A few state IT portals are given below for reference:

Delhi - <https://it.delhi.gov.in/>

Uttar Pradesh - <https://upite.gov.in/>

Haryana - <https://haryanait.gov.in/>

Odisha - <https://it.odisha.gov.in/>

Karnataka – <https://itbtst.karnataka.gov.in/english>

Telangana - <https://www.telangana.gov.in/departments/information-technology-electronics-and-communications>

Rajasthan - <https://doitc.rajasthan.gov.in/>

Andhra Pradesh - <https://apit.ap.gov.in/>

Sectoral agencies/departments/ministries

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

Planning/development

NITI Aayog (<https://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 ([होम | ग्रामीण विकास मंत्रालय | भारत सरकार \(rural.nic.in\)](#)) with 2 departments - Department of Land Resources ([मुख पृष्ठ | भूमि संसाधन विभाग | ग्रामीण विकास मंत्रालय | भारत सरकार \(dolr.gov.in\)](#)) and Rural Development and Panchayati Raj Department ([Department](#)

[of Rural Development | Ministry of Rural Development | Government of India](#) (rural.nic.in/en/department-rural-development)

2. Ministry of Housing and Urban Affairs ([आवासन और शहरी कार्य मंत्रालय, भारत सरकार \(mohua.gov.in\)](#))

Education

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

1. Department of Higher Education (https://www.education.gov.in/higher_education)
2. Department of School Education & Literacy (<https://dsel.education.gov.in/>)

Health

Ministry of Health and Family Welfare – <https://mohfw.gov.in/>

Ministry of Health and Family Welfare is responsible for health and family welfare related matters at the national level. The Ministry operates through various Departments and details are available on the MoHFW website.

Additionally, Ministry of AYUSH ([आयुष मंत्रालय, भारत सरकार \(ayush.gov.in\)](#)) 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 (<https://socialjustice.gov.in/>) 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 (<https://socialjustice.gov.in/>)
2. Department of Empowerment of Persons with Disabilities ([Department of Empowerment of Persons with Disabilities | MSJE | Government of India \(disabilityaffairs.gov.in\)](#))

Other related Ministries for social inclusion/welfare are:

1. Ministry of Tribal Affairs ([Ministry of Tribal Affairs - Government of India](#))
2. Ministry of Minority Affairs ([Ministry of Minority Affairs](#))
3. Ministry of Youth Affairs and Sports ([Home | Ministry of Youth Affairs and Sports | Government of India \(yas.nic.in\)](#))
4. Ministry of Women and Child Development ([Home | Ministry of Women & Child Development \(wcd.nic.in\)](#))
5. Ministry of Panchayati Raj ([Ministry of Panchayati Raj | सशक्त पंचायत सतत् विकास | India](#))

Employment and Labour

Ministry of Labour and Employment (<https://labour.gov.in/>) is responsible for various labour and employment related matters at the national level. The ministry has developed a National Career Service Portal (<https://www.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 (<https://msde.gov.in/>), responsible for skill development across industries.

Environment

Ministry of Environment, Forest, and Climate Change is responsible for all environment related matters at the national level [The Official Website of Ministry of Environment, Forest and Climate Change, Government of India \(moef.gov.in\)](#)

Justice

Ministry of Law and Justice (<https://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 ([Home | Department of Legal Affairs, MoL &J, GoI](#))
2. Department of Justice ([Department of Justice | Government of India | India \(doj.gov.in\)](#))
3. Legislative Department ([Legislative Department | Legislative Department | India](#))

India Code - It is a database of all Central enactments which are in force and their subordinate legislations made from time to time.
Link: <https://www.indiacode.nic.in/>

Economy/finance

Ministry of Finance ([Home](#) | [Ministry of Finance](#) | [Government of India \(finmin.nic.in\)](#)) is responsible for economy and finance related matters. The ministry has following six departments:

1. Department of Economic Affairs ([Home](#) | [Department of Economic Affairs](#) | [Ministry of Finance](#) | [Government of India \(dea.gov.in\)](#))
2. Department of Expenditure ([DEPARTMENT OF Expenditure](#) | [Ministry of Finance](#) | [Government of India \(doe.gov.in\)](#))
3. Department of Financial Services
([Home](#) | [Department of Financial Services](#) | [Ministry of Finance](#) | [Government of India](#))
4. Department of Revenue - <https://dor.gov.in/>
5. Department of Investment & Public Asset Management - <https://dipam.gov.in/>
6. Department of Public Enterprises - <https://dpe.gov.in/>

Industry/trade

Ministry of Commerce and Industry (<https://commerce.gov.in/>) is responsible for matters related to Industry and trade. This Ministry has following departments:

1. Department of Commerce ([Home -Mcommerce](#))
2. Department for Promotion of Industry and Internal Trade ([Department for Promotion of Industry and Internal Trade](#) | [MoCI](#) | [GoI](#) | [Ministry of Commerce and Industry](#) | [GOI \(dpiit.gov.in\)](#))

Sustainable Development Goals (SDGs) [NEW]

The SDG Vertical of NITI Aayog (<https://niti.gov.in>), in collaboration with Union Ministries and States/UTs, is the nodal agency for coordinating and monitoring the Sustainable Development Goals.

Through the approach of cooperative and competitive federalism, the Vertical works towards accelerated adoption, implementation, and monitoring of the SDG framework and related initiatives at the national and sub-national levels.

The Vertical works closely with key stakeholders—including the Government, civil society, private sector, academia, think tanks, research organisations, and multilateral organisations—to fast-track the achievement of SDGs in the country.

[Sustainable Development Goals | NITI Aayog](#)
<https://sdgindiaindex.niti.gov.in/#/ranking>

Climate Change [NEW]

The Ministry of Environment, Forest and Climate Change (<http://moef.gov.in/>) is the nodal agency in the administrative structure of the Central Government for the planning, promotion, co-ordination and overseeing the implementation of India's environmental and forestry policies and programmes.

The Ministry also serves as the nodal agency in the country for the United Nations Environment Programme (UNEP), South Asia Co-operative Environment Programme (SACEP), International Centre for Integrated Mountain Development (ICIMOD) and for the follow-up of the United Nations Conference on Environment and Development (UNCED)

[The Official Website of Ministry of Environment, Forest and Climate Change, Government of India \(moef.gov.in\)](#)

Others (Please specify)

Power - Ministry of Power - <https://powermin.gov.in/>
MSME – Ministry of Micro, Small and Medium Enterprises
<https://msme.gov.in/>
Energy – Ministry of Petroleum and Natural Gas -
<https://mopng.gov.in/en> ; Ministry of New and Renewable Energy
<https://mnre.gov.in/>
Climate, Weather, Hydrology etc.- Ministry of Earth Sciences -
<https://www.moes.gov.in/>
Transport – <https://morth.nic.in/>
Aviation - <https://www.civilaviation.gov.in/>
Agriculture - <https://agricoop.nic.in/> ; <https://pmkisan.gov.in/>

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details. [NEW]

Yes No

- I. Indian Computer Emergency Response Team (CERT-In), Ministry of Electronics & IT has formulated National Cyber Crisis Management Plan for countering cyber-attacks and cyber terrorism which provides framework for dealing with cyber related incidents for a coordinated, multi-disciplinary and broad based approach for rapid identification, swift response, mitigation and recovery.
- II. Classification of document is "restricted for circulation" and hence not available in public domain.
- III. Relevant Links:
 1. [Indian - Computer Emergency Response Team \(cert-in.org.in\)](http://cert-in.org.in) -> Cyber Security Assurance -> Cyber Crisis Management Plan
 2. <https://www.cybercrime.gov.in/> - This portal is an initiative of Government of India to facilitate victims/complainants to report cyber crime complaints online. This portal caters to complaints pertaining to cyber crimes only with special focus on cyber crimes against women and children.
 3. <http://i4c.mha.gov.in/> - I4C focuses on tackling all the issues related to Cybercrime for the citizens, which includes improving coordination between various Law Enforcement Agencies and the stakeholders, driving change in India's overall capability to tackle Cybercrime and to improve citizen satisfaction levels.
 4. <https://cytrain.ncrb.gov.in/> - Dedicated portal for capacity building focused on combating cybercrimes, impact containment and investigations.

NIDM provides Capacity Building support to various National and State level agencies in the field of Disaster Management & Disaster Risk Reduction. The Institute's vision is to create a Disaster Resilient India by building the capacity at all levels for disaster prevention and preparedness. Link - <https://nidm.gov.in/vision.asp>

NIDM Training Portal - <https://training.nidm.gov.in/>

Ministry of Electronics and IT has created a strategy on cloud security and Disaster Recovery practices in cloud computing. Link - <https://www.meity.gov.in/content/gi-cloud-meghraj>

The National Policy framework has been prepared keeping in view the National Vision to build a safe and disaster-resilient India by developing a holistic, proactive, multi-disaster and technology-driven strategy for DM. Link - [National DM Plan | NDMA, GoI](#)

<https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKewjQ47fEnN7-AhWFFlgKHbnXDrMQFnoECAsQAQ&url=https%3A%2F%2Fwww.cert-in.org.in%2FDownloader%3Fpageid%3D5%26type%3D2%26fileName%3DCIPS-2017-0121.pdf&usg=AOvVaw0GYD1v0wt69wCNQM04QwxB>

8. Is there a specific national portal addressing crisis/emergency *? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

1. Indian Computer Emergency Response Team (CERT-In) is a single point for addressing all digital crisis/emergency. It has been designated to serve as the national agency to perform the following functions in the area of cyber security:
 2. Collection, analysis and dissemination of information on cyber incidents.
 3. Forecast and alerts of cyber security incidents
 4. Emergency measures for handling cyber security incidents
 5. Coordination of cyber incident response activities.
 6. Issue guidelines, advisories, vulnerability notes and whitepapers relating to information security practices, procedures, prevention, response and reporting of cyber incidents.
 7. Such other functions relating to cyber security as may be prescribed.
8. CERT-In operate dedicated helpdesk 24X7 365 days. Helpdesk could be reached through toll free number, email, fax. Information related to same is available at CERT-In website portal.
9. Relevant Links:
10. [Indian - Computer Emergency Response Team \(cert-in.org.in\)](http://cert-in.org.in)
11. <http://i4c.mha.gov.in/> - I4C focuses on tackling all the issues related to Cybercrime for the citizens, which includes improving coordination between various Law Enforcement Agencies and the stakeholders, driving change in India's overall capability to tackle Cybercrime and to improve citizen satisfaction levels.
12. <https://cytrain.ncrb.gov.in/> - Dedicated portal for capacity building focused on combating cybercrimes, impact containment and investigations.

A national disaster alert portal for providing real time information pertaining to natural and manmade hazards has been hosted by NDMA as part of the project 'CAP based integrated Alert System Phase at

[SACHET - National Disaster Alert Portal \(ndma.gov.in\)](http://ndma.gov.in)

Emergency Response Support System (ERSS) is the vision of Govt. of India to launch an integrated emergency response system with a single emergency number 112, to address different emergencies of citizens. ERSS is designed to address all emergency signals received from citizens through voice call, SMS, e-mail, panic SOS signal, ERSS web portal etc. Link - <https://112.gov.in/>

National Emergency Response System (NERS) comprising an integrated Computer Aided Dispatch System for Emergency Response. Link - [Nationwide Emergency Response System\(NERS\) Guidelines \(mha.gov.in\)](http://mha.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 (<https://rti.gov.in/>)

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 Act, 2005 \(Amended\)-English Version.pdf](#))

Citizens can also file RTI application and receive response in digital format through online mode by visiting the RTI Online portal. ([Right to Information \(rti.gov.in\)](#))

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.

Link: [Information Technology Act 2000 | Ministry of Electronics and Information Technology, Government of India \(meity.gov.in\)](#)

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.

Link: [\[भाग II- खण्ड 3\(i\)\] भारत का राजपत्र : असाधारण 7 \(meity.gov.in\)](#)

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 - [The Information Technology Act, 2000\(3\).pdf \(meity.gov.in\)](#)

Currently, there is draft bill being developed specifically for the protection of digital personal data. The current version published for public consultation can be accessed at [The Digital Personal Data Protection Bill, 2022_0.pdf \(meity.gov.in\)](#)

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

Yes No

If yes, please provide link and detail.

Information Technology Act, 2000 – (<https://www.meity.gov.in/content/information-technology-act>)
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 at [India Code: Section Details](#)

Section 70A can be accessed at [India Code: Section Details](#)

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

Yes No

If yes, please provide link and detail.

The Government of India had introduced the Aadhaar Act in 2016 to establish a legal framework for digital identity in the country. Aadhaar is a 12-digit unique identification number issued by the Unique Identification Authority of India (UIDAI) to residents of India. It is considered the largest biometric identification program in the world. Aadhaar, has implemented a system called "e-KYC" (electronic Know Your Customer) which allows for remote verification of an individual's identity using Aadhaar.

The Aadhaar Act aimed to provide a unique identity to Indian residents and facilitate efficient delivery of government services. It established the legal basis for collecting and storing biometric and demographic information for individuals. The Act outlined the process for enrollment, authentication, and protection of Aadhaar data, as well as provisions for penalties for unauthorized disclosure of information.

Aadhaar through its remote authentication feature allows individual to authenticate their identity remotely using their Aadhaar Number. Aadhaar can be used for authentication across various types of transaction or services not limited to any specific domain or sector thus, making it versatile and transaction agnostic.

Link for Act

https://uidai.gov.in/images/targeted_delivery_of_financial_and_other_subsidies_benefits_and_services_13072_016.pdf

https://uidai.gov.in/images/Aadhaar_Act_2016_as_amended.pdf

Features of Aadhaar Link - <https://uidai.gov.in/en/286-faqs/your-aadhaar/aadhaar-features,-eligibility/1934-what-are-the-features-and-benefits-of-aadhaar>

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

Yes No

If yes, please provide link and detail.

IT Act 2000 and amendments made thereof provide support to Digital Signature.
Link for supporting Act - [India Code: Information Technology Act, 2000 \(https://www.meity.gov.in/writereaddata/files/itbill2000.pdf\)](https://www.meity.gov.in/writereaddata/files/itbill2000.pdf)
IT (Amendment) Act 2008 made provision for Electronic Signature (that includes Digital Signature).
Link for supporting Act
https://www.meity.gov.in/writereaddata/files/it_amendment_act2008%20%281%29_0.pdf
Provision in IT Act, 2000 for electronic signature -
https://www.indiacode.nic.in/handle/123456789/1999?sam_handle=123456789/1362
Electronic Signature definition in Information Technology Act, 2000 - https://www.indiacode.nic.in/show-data?actid=AC_CEN_45_76_00001_200021_1517807324077§ionId=13013§ionno=3A&orderno=4
https://www.indiacode.nic.in/show-data?actid=AC_CEN_45_76_00001_200021_1517807324077§ionId=13015§ionno=5&orderno=6

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

Yes No

If yes, please provide link and detail.

Yes, General Financial Rules stipulates regarding e-procurement.
https://doe.gov.in/sites/default/files/GFR2017_0.pdf

Yes, Public procurement by Central government is governed in line with **General Financial Rules, 2017** published by the Government of India, Ministry of Finance, Department of Expenditure. Further, various state governments have their own procurement guidelines.

e-Procurement- As per **Rule 160** enlisted in the **General Financial Rules, 2017**, *"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)

Manual for procurement of Goods is a standard reference document for all officials involved in public procurement across all Ministries/Departments/Central Public Sector Enterprises etc. Details can be accessed in the given link – <https://doe.gov.in/> (Home Page)
<https://doe.gov.in/sites/default/files/Manual%20for%20Procurement%20of%20Goods%20%28Updated%20June%2C%202022%29.pdf>

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.

In terms of Article 112 –

(Reference Link

https://www.indiacode.nic.in/bitstream/123456789/15240/1/constitution_of_india.pdf#search=article%20112

), the President shall in respect of every financial year cause to be laid before both the Houses of Parliament, a statement of the estimated receipts and expenditure of the Government of India for that year, in this part referred to as the Annual Financial Statement.

Details of the government expenditures are digitally available at – [vol1.pdf \(indiabudget.gov.in\)](https://www.indiabudget.gov.in/vol1.pdf)

<https://www.indiabudget.gov.in/>

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

Yes No

If yes, please provide link and detail.

There are several policies notified by Government of India on data governance including data sharing / exchange / interoperability across government agencies. Some of the major policies facilitating interoperability among government institutions are as follows:

(1) Policy on Open Application Programming Interfaces (APIs) for the Government

Link for Policy

<https://www.meity.gov.in/writereaddata/files/Policy%20for%20API%20for%20GoI.pdf>

(2) National Logistic Policy, 2022

Link for Policy

https://dpiit.gov.in/sites/default/files/NationalLogisticsPolicy_2022_29September2022_0.pdf (Bilingual - Hindi and English)

(3) Policy On Collaborative Application Development by Opening the Source Code of Government Applications

Link for Policy

https://www.meity.gov.in/sites/upload_files/dit/files/policy_government_application.pdf (Bilingual - Hindi and English)

(4) National Data Sharing and Accessing Policy, 2012

Link for Policy

<https://dst.gov.in/sites/default/files/gazetteNotificationNDSAP.pdf> (Bilingual - Hindi and English)

[National Data Sharing and Accessibility Policy | Department Of Science & Technology \(dst.gov.in\)](https://www.dst.gov.in/national-data-sharing-and-accessibility-policy)

Data Sharing Policies notified by various Ministry/Departments/Organizations:

Department of School Education and Literacy:

https://dsel.education.gov.in/sites/default/files/update/DSP_Document.pdf

Department of Science and Technology: <https://dst.gov.in/sites/default/files/Final Approved Guidelines on Geospatial Data.pdf>

Securities and Exchange Board of India: https://www.ndrdgh.gov.in/NDR/?page_id=585

National Institute of Wind Energy:

<https://mnre.gov.in/img/documents/uploads/345c9baad1734e92816214239107292d.pdf>

Ministry of Road Transport and Highways:

<https://parivahan.gov.in/parivahan/sites/default/files/NOTIFICATION%26ADVISORY/8March 2019.pdf>

Ministry of Housing and Urban Affairs:

https://smartcities.data.gov.in/sites/default/files/SCMCityDataPolicy_Guidance_Nov2020.pdf

Central Water Commission, Department of Water Resources:

http://cwc.gov.in/sites/default/files/hddp2018_0.pdf

Customs & Central Excise: <https://www.cbic.gov.in/resources/htdocs-cbec/cbec-datasharing-policy.pdf;jsessionid=2CFC32EA17442084DA30B4A820A5F4D9>

GSI Data Sharing & Accessibility Policy:

<https://employee.gsi.gov.in/cs/groups/public/documents/document/b3zp/ndg5/~edisp/dcport1gsigovi489371.pdf>

National AIDS Control Organization: http://www.naco.gov.in/sites/default/files/NACO Data Sharing Guidelines December 2018_2.pdf

Directorate General of Hydrocarbons: https://www.ndrdgh.gov.in/NDR/pdf/data_policy.pdf

NITI Aayog: <http://niti.gov.in/sites/default/files/2020-04/Guidelines-for-sharing-of-Biospecimen-and-data-for-research-related-toCOVID-19..pdf>

Ministry of Mines: <https://ibm.gov.in/writereaddata/files/05092016152639DATA SHARING AND ACCESSIBILITY POLICY IBMV.pdf>

Indian Space Resource Organization: <https://bhuvan.nrsc.gov.in/forum/viewtopic.php?f=3&t=247>

ICMR: https://www.ncdirindia.org/Downloads/NCDIR_Policy.pdf

Indian Council of Social Science Research (ICSSR):

<http://www.icssrdataservice.in/flipbook/dataaccesspolicy/index.html>

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

Yes No

If yes, please provide link and detail.

The Open Government Data platform was made operational at <https://data.gov.in/>.

The enabling policy is National Data Sharing and Accessing Policy, 2012.

Link for Policy

<https://dst.gov.in/sites/default/files/gazetteNotificationNDSAP.pdf>

National Data Sharing and Accessibility Policy (NDSAP)

National Data Sharing and Accessibility Policy (NDSAP) is designed to share government datasets with various stakeholders.

The Policy can be access at: <https://dst.gov.in/national-data-sharing-and-accessibility-policy-0>

Note: Some of the States have their own data policy: (Refer to original ans)

The Smart Cities Mission (https://smartnet.niua.org/sites/default/files/resources/datasmart_cities.pdf)

Government Open Data License – India (GODL)

Government Open Data License – India (GODL) has been developed to give legal framework to the data consumers wishing to use and build on top of public data. License also gives assurance of what they legally can and can't do with the data, both commercially and non-commercially.

The License can be accessed at: https://data.gov.in/sites/default/files/Gazette_Notification_OGDL.pdf

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.

Government of India has enacted rules for some of the emerging technologies. For some emerging technologies, National Strategies have been worked out and published. For some emerging technologies, adoption framework and operational principles have been worked out and published.

Drone Rules, 2021

Link - <https://egazette.nic.in/WriteReadData/2021/229221.pdf>

Drone (Amendment) Rules, 2022

Link - <https://egazette.nic.in/WriteReadData/2022/233331.pdf>

National Strategy for Artificial Intelligence

Link - <https://niti.gov.in/sites/default/files/2019-01/NationalStrategy-for-AI-Discussion-Paper.pdf>

Responsible AI - AI4All, Part 1 – Principles for Responsible AI

Link - <https://www.niti.gov.in/sites/default/files/2021-02/Responsible-AI-22022021.pdf>

Responsible AI - AI4All, Part 2: Operationalizing Principles for Responsible AI

Link - <https://www.niti.gov.in/sites/default/files/2021-08/Part2-Responsible-AI-12082021.pdf>

Responsible AI - AI4All, Part 3: Adopting the Framework: A Use Case Approach on Facial Recognition Technology

Link - https://www.niti.gov.in/sites/default/files/2022-11/Ai_for_All_2022_02112022_0.pdf

National Strategy on Blockchain

Link - https://www.meity.gov.in/writereaddata/files/National_BCT_Strategy.pdf

National Strategy for Additive Manufacturing

Link - <https://www.meity.gov.in/writereaddata/files/Additive%20Manufacturing%20Booklet%2014.02.2022.pdf>

a) National Strategy on Artificial Intelligence: To set the direction and priorities of the country, NITI Aayog has published the National Strategy on Artificial Intelligence (NSAI) which focuses on five sectors that are envisioned to benefit the most from AI in solving societal needs: a) healthcare, b) agriculture, c) education, d) smart cities and infrastructure and e) smart mobility and transportation.

The detailed discussion document on National Strategy for Artificial Intelligence can be accessed here <https://niti.gov.in/sites/default/files/2019-01/NationalStrategy-for-AI-Discussion-Paper.pdf>.

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

IT Act, 2000, amendments thereof and its rules regulate the use of Information and Communication Technologies in India.

Links

<https://www.meity.gov.in/writereaddata/files/itbill2000.pdf>

https://www.meity.gov.in/writereaddata/files/it_amendment_act2008%20%281%29_0.pdf

Information Technology (Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 and amendments thereof makes intermediaries accountable and makes grievance redressal timebound by law.

Links-

<https://www.meity.gov.in/writereaddata/files/Information%20Technology%20%28Intermediary%20Guidelines%20and%20Digital%20Media%20Ethics%20Code%29%20Rules%2C%202021%20%28updated%2006.04.2023%29-.pdf>

<https://www.meity.gov.in/writereaddata/files/244980-Gazette%20Notification%20for%20IT%20Amendment%20Rules%2C%202023-%20relating%20to%20online%20gaming%20%26%20false%20information%20about%20Govt.%20business.pdf>

Government of India is also working on the proposed Act called Digital India Act, 2023, where, emerging technologies including Artificial Intelligence will be covered in specific and with more details.

Link - https://www.meity.gov.in/writereaddata/files/DIA_Presentation%2009.03.2023%20Final.pdf

Also, there is National Strategy for Artificial Intelligence, which has been published by Government of India. Also, operational principles and adoption framework have been published for ethical and responsible use of AI including use in public administration.

National Strategy for Artificial Intelligence

Link - <https://niti.gov.in/sites/default/files/2019-01/NationalStrategy-for-AI-Discussion-Paper.pdf>

Responsible AI - AI4All, Part 1 – Principles for Responsible AI

Link - <https://www.niti.gov.in/sites/default/files/2021-02/Responsible-AI-22022021.pdf>

Responsible AI - AI4All, Part 2: Operationalizing Principles for Responsible AI

Link - <https://www.niti.gov.in/sites/default/files/2021-08/Part2-Responsible-AI-12082021.pdf>

Responsible AI - AI4All, Part 3: Adopting the Framework: A Use Case Approach on Facial Recognition Technology

Link - https://www.niti.gov.in/sites/default/files/2022-11/Ai_for_All_2022_02112022_0.pdf

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

To transform India into a digitally empowered society and knowledge economy, Government of India has launched the Digital India programme based on three vision areas namely Digital Infrastructure as a utility to every citizen, Governance & Services on Demand and Digital Empowerment of Citizens.

(<https://digitalindia.gov.in/>) programme executed by the Ministry of Electronics & Information Technology, Government of India and its vital component 'e-Kranti' (<https://www.meity.gov.in/content/e-kranti>) are the components of national e-government strategy.

Some of the major projects of Digital India

Aadhaar (uidai.gov.in)

DigiLocker (digilocker.gov.in)

Ayushman Bharat(pmjay.gov.in)

Jan Dhan Yojana (pmjdy.gov.in)

Common Services Centres (csc.gov.in)

PM-KISAN (pmkisan.gov.in)
mKISAN (mkisan.gov.in)
SWAYAM (swayam.gov.in)
UMANG (web.umang.gov.in)
National Centre of Geo-informatics (NCoG) (ncog.gov.in)
MyGov (mygov.in)
Aarogya Setu (aarogyasetu.gov.in)
Co-WIN (cowin.gov.in)
e-Hospital-Online Registration Framework (ORF)(ehospital.gov.in)
PRAGATI 2.0(Pro-Active Governance And Timely Implementation) https://pragati.nic.in/en/
Mobile Seva (mgov.gov.in)
UTTARA(myScheme) (myscheme.gov.in)
Digital Village(digital-village.in)

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

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

Other : Broadly the projects under the Digital India programme are designed to be implemented within a period of 3 to 5 years. However, on periodic basis the plan is reviewed with respect to scope, processes, emerging technologies, & socio-economic priorities. The necessary course correction measures are taken and corresponding change in implementation is carried out. New initiatives are planned, designed, and rolled out.

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.

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

The Estimated Budget Expenditure for GOI 2023-2024 is INR 4503097 Cr and budget allocated for Communications in FY 2023-2024 is INR 1.23 Lakh Cr. Hence, the percentage compared to national government expenditure is 2.73%

Relevant Link to access the key features of the GOI Budget for FY 2023-2024 -

<https://www.indiabudget.gov.in/doc/bh1.pdf>

Please visit this link <https://www.indiabudget.gov.in/> for complete information on GOI Budget FY 2023-2024

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

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 <https://www.niti.gov.in/verticals/sustainable-dev-goals>

AMRIT KAAL- BLUE PRINT FOR AN EMPOWERED AND INCLUSIVE ECONOMY:

<https://pib.gov.in/PressReleaselframePage.aspx?PRID=1895313>

Digital India programme is mainly targeted towards inclusive and equitable development and for ushering in ease of living and ease of doing business. In this regard, several initiatives have been taken under Digital India programme. A glimpse of the major initiatives and their progress status (including economic impact) can be seen at the below link:

Link - <https://pib.gov.in/PressReleaselframePage.aspx?PRID=1885962>

A report based on study of Digital India Initiatives and its role in creating Trillion Dollar Digital Opportunity -

Link - https://www.meity.gov.in/writereaddata/files/india_trillion-dollar_digital_opportunity.pdf

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

Yes No

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 at [Mapping of the Ministries for Goals and Targets | NITI Aayog](#)

Digital India Programme is aligned with SDGs. In this regard, the report based on study was prepared in partnership with the expert from United Nation.

Link - [SDG-Vision-for-Digital-India.pdf \(digitalindia.gov.in\)](#)

Also, India monitors the progress made on SDG targets and indicators. India has created Sustainable Development Goals (SDG) India Index to monitor the progress made by States and Union Territories. The details can be seen at:

Link - <https://niti.gov.in/sdg-india-index>

25. 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 No

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 <https://www.meity.gov.in/content/e-kranti>

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 <https://www.meity.gov.in/content/e-kranti> ([Implementation strategy of e-Kranti](#) (Table 3))

The status of implementation of central, integrated and state Mission Mode Projects in Digital India initiative can be accessed at <https://www.meity.gov.in/content/e-kranti> ([presentation on e-Kranti](#))

There is alignment at implementation strategy at national, sub-national and local government level. The design of the programme defines the role of Central and State Governments.

Link - <https://www.meity.gov.in/writereaddata/files/Implementation%20Strategy%20of%20e-Kranti.pdf>

The periodic assessment of e-governance initiatives at nation, sub-national and local government is also carried out for monitoring the progress and alignment.

Link - https://nesda.gov.in/publicsite/about_nesda.php

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

Yes No

Digital India Program is the National eGovernance Strategy which has vision of Digital Empowerment of Citizens including Collaborative digital platforms for participative governance.

(https://www.meity.gov.in/sites/upload_files/dit/files/Digital%20India.pdf)

MyGov is the key component under India's "Information to All" Platform under Digital India Program. **MyGov** is a citizen engagement platform that is developed to facilitate participatory governance.

Link: <https://www.mygov.in/overview/>

CSC Portal - Common Services Centers (CSC) are one of the crucial enablers of the Digital India Programme. They are the access points for delivery of various e-governance and business services to citizens in rural and remote areas of the country. Link : <https://digitalseva.csc.gov.in/>

Digital India Programme in its vision area 'Digital Empowerment of Citizens' have explicitly mentioned about Collaborative digital platforms for participative governance. For this purpose, MyGov Platform has been made operational for 2 ways communication between Citizens and Governments.

Link

<https://digitalindia.gov.in/vision-vision-areas/> (**Participatory Governance**)

<https://www.mygov.in/overview/> (**Citizen Engagement Portal**)

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

Yes No

The e-Kranti (National E-Governance Plan 2.0 - <https://labour.gov.in/e-kranti#:~:text=The%20main%20objective%20of%20e,governance%20to%20transform%20governance%2C%20t he>) explicitly mentions about electronic databases and workflow automation, process reengineering, integrated and interoperable services, which are based on data sharing and have data governance in place. Also, Government of India has published **Policy on Open API** at <https://www.meity.gov.in/writereaddata/files/Policy%20for%20API%20for%20GoI.pdf> ,

The National Data Governance Framework Policy is currently at its advanced stages of formulation. Objectives of National Data Governance Policy – To transform and modernize Government data collection and management processes and systems through standardised guidelines, rules and standards for the collection, processing, storage, access, and use of Government Data – with the objective of improving governance through a whole-of government approach towards data-led governance.

Link to access Policy- <https://www.meity.gov.in/writereaddata/files/National-Data-Governance-Framework-Policy.pdf> and **Data Protection Framework** at <https://www.meity.gov.in/data-protection-framework>.

Other Links

<https://www.meity.gov.in/writereaddata/files/Implementation%20Strategy%20of%20e-Kranti.pdf>

<https://data.gov.in/about> (Open Government Data Platform)

<https://apisetu.gov.in/home/about> (API based data exchange)

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

Yes No

The national e-government strategy- Digital India make specific reference to national digital identity

Link

<https://digitalindia.gov.in/vision-vision-areas/> (Explicit linkage to Digital Identity)

Unique Identification Authority of India (UIDAI)- UIDAI was created to issue Unique Identification numbers (UID), named as "Aadhaar", to all residents of India. <https://uidai.gov.in/> (Digital Identity in India)

Aadhaar No Definition - https://www.indiacode.nic.in/show-data?actid=AC_CEN_37_85_00001_201618_1517807328460§ionId=3580§ionno=2&orderno=2

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

Mobile First, Cloud By Default, Privacy & Security by designs are the stated policies of Government of India. On Digital by design, Digital Service Standard has been worked out and published by Government of India.

Links

<https://egovstandards.gov.in/sites/default/files/2021-07/Digital%20Service%20Standard%20Version%201.0.pdf>

<https://www.meity.gov.in/writereaddata/files/Office%20Memorandum%20on%20e-Kranti.pdf>

Digital First that inter-alia includes Digital ID, Cloud First, Mobile First, Privacy by Design, Security By Design etc are the stated technology principles for India Digital Ecosystem Architecture.

Link:

https://www.meity.gov.in/writereaddata/files/InDEA%20_0%20Report%20Draft%20V6%2024%20Jan%2022_R ev.pdf

Digital Service is differentiated from e-service and end-to-end digital interaction is emphasized for digital service. And, the standard for Digital Service has been published.

Link - <https://egovstandards.gov.in/sites/default/files/2021-07/Digital%20Service%20Standard%20Version%201.0.pdf>

MeitY notified the Open API Policy in 2015 and National Data Highway project was initiated to implement the said policy. The key objective of the project is to set up an ecosystem for publishing of APIs on NDH platform (“API Setu”) by government organizations and enable quick and transparent software integration with other e-governance applications and systems. To facilitate the departments, API Implementation Guidelines were published wherein ‘API first’ approach has been recommended for bringing inconsistencies in design and access by other applications, upfront significantly increasing reusability both in India and globally.

(please refer para 3 of page 8 of the guidelines - https://egovstandards.gov.in/sites/default/files/2021-07/Implementation%20Guidelines%20for%20Open%20API%20Policy%20for%20e-Governance%20%20%28National%20Data%20Highway%29%20V1.0_0.pdf

¹ To provide link or description

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

India Digital Ecosystem Architecture refers to SSoT and System of Records.

<https://www.meity.gov.in/writereaddata/files/InDEA%2020%20Report%20Draft%20V6%2024%20Jan%2022%20Rev.pdf>

The government has launched several initiatives and platforms to establish a single source of truth for various services, and it promotes data sharing and standardization to improve data quality and accessibility. Examples include Aadhaar for the digital identity, Unified Payments Interface (UPI) for financial transactions, the National Academic Depository (NAD) for academic records, the National Health Stack (NHS) for health data management, the Goods and Services Tax Network (GSTN) for tax filings and payments, DigiLocker for the digital documents etc. Few Egs:

Digilocker - DigiLocker aims at 'Digital Empowerment' of citizen by providing access to authentic digital documents to citizen's digital document wallet. Link - <https://www.digilocker.gov.in/>

API Setu - An API platform to enable swift, transparent, safe and reliable information sharing across applications and to promote innovation by linking systems and data. Link - <https://www.apisetu.gov.in/>

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

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

Life events and life cycle approach for digital services are emphasized. There is a 4-phase life-cycle of a typical digital service depicted in the link below:

Link:

<https://egovstandards.gov.in/sites/default/files/2021-07/Digital%20Service%20Standard%20Version%201.0.pdf>

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion- by-design² or similar? Please provide link and detail. [NEW]

Yes No

Mandatory inclusion has been emphasized. Inclusion is meant to meet the requirements of people with varying levels of literacy, digital literacy, special language requirements, poor infrastructure and above all, the needs of the differently abled persons. More details in link below:

Link:

<https://egovstandards.gov.in/sites/default/files/2021-07/Digital%20Service%20Standard%20Version%201.0.pdf>

² To provide link or description

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

India aims for 100% digital enablement of public services and the same is reflected under Digital India and its key component E-Kranti. The key focus is to ensure a government wide transformation by delivering all government services electronically to the citizens through integrated and interoperable systems via multiple modes, while ensuring efficiency, transparency, and reliability of such services at affordable cost.

Relevant Links:

<https://www.meity.gov.in/writereaddata/files/Office%20Memorandum%20on%20e-Kranti.pdf>

<https://www.meity.gov.in/divisions/national-e-governance-plan>

One such initiative of the Government is UMANG which is a single unified platform for availing major public services anytime, anywhere. UMANG, which strives to offer services end-to-end digitally, is supporting digitalization of services and fast tracking the e-governance/m-governance in the country.

Link - <https://web.umang.gov.in/>

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

Artificial intelligence (AI); link/detail: - <https://indiaai.gov.in/>

National Strategy for Artificial Intelligence emphasizes on the use of AI for several societal areas.

Link

<https://niti.gov.in/sites/default/files/2019-01/NationalStrategy-for-AI-Discussion-Paper.pdf>

Also, India Digital Ecosystem Architecture makes the case for the use of AI.

Link

https://www.meity.gov.in/writereaddata/files/InDEA%200%20Report%20Draft%20V6%2024%20Jan%2022_R ev.pdf

- a) **Artificial Intelligence Committees Reports:** The Government of India has envisioned to support research and development and adoption of such technologies. In view of the possible impact of AI on the economy and society and to come out with a policy framework on AI, Ministry of Electronics & IT (MeitY) constituted four committees on AI. Reports given by them are available on the MeitY website (<https://www.meity.gov.in/artificial-intelligence-committees-reports>)
- b) **Design, Development, and Deployment of National AI Portal (INDIAai):** The National AI Portal of India (INDIAai) is a joint venture by MeitY, NeGD and NASSCOM that has been set up to prepare the nation for an AI future. The portal has plethora of research reports, datasets, case studies, educational institutes, courses, and articles about the ever-growing field of Artificial Intelligence. (<https://indiaai.gov.in>)

(Note: Nasscom is focused on building the architecture integral to the development of the technology sector through policy advocacy, and help in setting up the strategic direction for the sector to unleash its potential and dominate newer frontiers).

- c) **Global Partnership on Artificial Intelligence:** The Global Partnership on Artificial Intelligence (GPAI) is an international and multi-stakeholder initiative to guide the responsible development and use of AI, grounded in human rights, inclusion, diversity, innovation, and economic growth. India is a founding member of GPAI, having joined the multi-stakeholder initiative on June 15, 2020. (<https://gpai.ai/>)

Robotics; link/detail:

Government of India has established a dedicated division for development of Robotics Ecosystem in the country with the focus to further strengthen end-to-end ecosystem centred on robotics including research, design, manufacturing, prototyping and utilization in manufacturing.

<https://www.meity.gov.in/emerging-technologies-division>

Blockchains; link/detail:

National Strategy on Blockchain emphasizes on the use of blockchain in E-Governance domains.

Link - https://www.meity.gov.in/writereaddata/files/National_BCT_Strategy.pdf

Additionally, a Centre of Excellence on Blockchain Technology has also been established at Gurugram and efforts are being made to expand it to other locations as well: . (<https://stpi.in/en/centre-of-entrepreneurship/>)

5G; link/detail: ____

Government has worked out the plan for making India 5G ready and has already rolled out 5G in various cities.

(Include 5G and 6G stack details)

Link - <https://dot.gov.in/sites/default/files/5G%20Steering%20Committee%20report%20v%2026.pdf>

Internet of Things (IoT); link/detail:

Government has a concrete plan and has come up with a draft IoT Policy and it emphasises use of IoT for societal areas such as smart cities, water, environment, healthcare, waste management, agriculture, supply chain, etc.

Link - https://www.meity.gov.in/sites/upload_files/dit/files/Draft-IoT-Policy%20%281%29.pdf

Invisible/anticipatory/proactive/seamless services³ [NEW]:

India Digital Ecosystem Architecture has been prepared, which focuses on proactive and seamless services and by virtue of digital, proactive, integrated services, relevant services would be invisible and anticipatory.

Link

https://www.meity.gov.in/writereaddata/files/InDEA%20_0%20Report%20Draft%20V6%2024%20Jan%2022_Rev.pdf

Others; link/detail:

India has embarked on its 6G journey and has worked out 6G vision for the country.

Link - <https://dot.gov.in/sites/default/files/Bharat%206G%20Vision%20Statement%20-%20full.pdf>

The GI Cloud strategic direction paper and implementation roadmap provides the strategies and directions for the Cloud First approach. The link for documents is available at: <https://www.meity.gov.in/content/gi-cloud-meghraj>

35. 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 No

India being the member of respective multi-lateral organisations aligns Digital Government initiatives with the organisational goals and recommendations and contributes therein. India is the Chair of UN ESCAP's Asia-Pacific Information Superhighway's Working Group 2 on the use of digital technologies and applications for socio-economic development. India contributed to the objectives of the Policy Brief, which are to facilitate sharing of countries' practices on digital technologies and applications with other Asia Pacific economies, as well as highlighting the aspirations of the Working Group 2 bureau members on future work for collaboration.

Link

<https://www.unescap.org/kp/2022/digital-technology-and-applications-insights-bureau-working-group-2-asia-pacific>

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

³ To explain

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	G20 Digital Economy Task Force, Germany
		STRATEGY FOR BRICS ECONOMIC PARTNERSHIP 2025	BRICS
2.	Public Internet Access Programme	Digital Tools for Public Service (#Draft)	G20 Italy
		STRATEGY FOR BRICS ECONOMIC PARTNERSHIP 2025	BRICS
3.	e-Governance (Reforming Government through Technology)	Digital Government	G20 Digital Economy Ministerial Declaration Argentina
		Policies for digital future	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	G20 Digital Economy Ministerial Declaration Argentina
6.	IT for Jobs	Digital Skills in vocational education and training	G20 Digital Economy Ministerial Declaration Germany
		STRATEGY FOR BRICS ECONOMIC PARTNERSHIP 2025	BRICS

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

Yes No

The Government of India makes use of data driven tools for decision making. It also makes use of GIS based decision support system for scenario planning, for design and for monitoring the progress of implementation and post-implementation assessment.

Performance of Digital India Initiatives are monitored for key performance indicators through dashboard. National Centre of Geo-Informatics support 550+ GIS applications and provides over 600+ GIS layers. PM Gati Shakti, a digital platform, has brought 20+ Ministries including Railways and Roadways together for integrated planning and coordinated implementation of infrastructure connectivity projects.

Links

Performance dashboard: <https://meity.dashboard.nic.in/login.aspx>

GIS based decision support system: <https://ncog.gov.in/>

PM Gati Shakti: <https://pmgatishakti.gov.in/pmgatishakti/login>

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

Yes No

There are many sandboxes facilitated by government of India. Some of these are as follows:

Ayushman Bharat Digital Mission (ABDM)- <https://sandbox.abdm.gov.in/>

India Urban Data Exchange - <https://sandbox.iudx.org.in/>

Unique Identification Authority of India (UIDAI) - <https://www.uidai.gov.in/en/notification-latest/13688-uidai-sandbox-for-developer-community-and-fintechs.html>

Ministry of Housing & Urban Affairs (MoHUA) - <https://nudm.mohua.gov.in/sandbox/>

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 [NDHM Sandbox \(abdm.gov.in\)](https://ndhm.gov.in)

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

[Login | eSamikSha](#) : eSamikSha is a Digital Governance Platform for Easy, Instant and Secure Exchange of Information

[PM launches PRAGATI: a multi-purpose, multi-modal platform for Pro-Active Governance And Timely Implementation | Prime Minister of India \(pmindia.gov.in\)](#)

[Performance dashboard - Transforming India \(mygov.in\)](#)

[Central Government Monitoring Dashboards | DMEO | Development Monitoring and Evaluation Office | Attached office under NITI Aayog](#)

India has developed tools and mechanism to monitor the progress of implementation. The digital services, its usages in terms of transactions (by quantity and quality) are measures.

Links

<https://etaal.gov.in/> (for measuring the services, its transactions on dynamic and almost real-time basis)

<https://ras.gov.in/> (for measuring quality of services)

E. Digital Inclusion and E-Participation

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

39. 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.

The Government of India has approved a scheme titled “Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)” to usher in digital literacy in rural India by covering rural households.

Digitally literate persons can operate computers/digital access devices (like tablets, smart phones, etc.), send and receive emails, browse internet, access Government Services, search for information, undertake cashless transactions, etc. and hence use IT to actively participate in the process of nation building.

Weblink: www.pmgdisha.in

CSC Portal - Common Services Centers (CSC) are one of the crucial enablers of the Digital India Programme. They are the access points for delivery of various e-governance and business services to citizens in rural and remote areas of the country. Link : <https://digitalseva.csc.gov.in/>

MyGov Portal - The citizen-centric platform empowers people to connect with the Government & contribute towards good governance. Link: <https://www.mygov.in/>

Bhashini aims to enable all Indians easy access to the internet and digital services in their own language and increase the content in Indian Languages. Bhashini harnesses natural language technology to enable a diverse ecosystem of contributors, partnering entities, and citizens (thus including women and all sections of vulnerable groups) for the purpose of transcending language barriers thereby ensuring digital inclusion and digital empowerment in an AatmaNirbhar Bharat.

Link - <https://bhashini.gov.in/en>

The policy National Policy on Universal Electronic Accessibility has been published on 25th October 2013 by MeitY, in order to facilitate equal and unhindered access to Electronics and ICT products and services to differently abled persons. The link is available at:

<https://www.meity.gov.in/writereaddata/files/National%20Policy%20on%20Universal%20Electronics%281%29.pdf>

40. 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, i.e., MyGov has its own Integrated Citizen Engagement Platform (InCEP) detailed project report. The MyGov Citizen Engagement overview is available on <https://www.mygov.in/overview/>.

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

Yes No

If yes, please provide link and detail.

India has implemented several Digital Public Infrastructure including Aadhaar, Unified Payment Interface, Digilocker, UMANG, API Setu, CoWin Vaccination Platform, Government e-Market Place (GeM), DIKSHA, Ayushman Bharat Digital Health Mission, etc.

IndiaStack is a set of APIs that allows governments, businesses, startups and developers to utilise a unique digital Infrastructure to solve India's hard problems towards presence-less, paperless, and cashless service delivery.

Link -<https://www.indiastack.global/>

Common Services Centres (CSCs) are the assisted kiosk or access points for delivery of citizen centric e-services to all sectors of citizens including women and vulnerable groups. Over 400 services are being delivered through CSCs, including government services, financial services and services related to Aadhaar, various social welfare schemes, education, telemedicine, travel bookings, utility payments, etc. (<https://csc.gov.in/>)

DoT's mandate is to provide universal, affordable and quality telecom connectivity. While there are Special Schemes/Projects on providing telecom infrastructure and augmenting connectivity, these are not targeted/focused on community/population groups but on geographical areas/units such as villages, GPs, districts, border/remote/LWE/rural areas. Consequently, the connectivity benefits accruing in these areas benefit the entire local population, including women and other vulnerable groups residing in those areas.

(<https://dot.gov.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. 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. (<https://bbnl.nic.in/>)

Bhashini aims to harness natural language technology to enable a diverse ecosystem of contributors, partnering entities, and citizens (thus including women and all sections of vulnerable groups) for the purpose of transcending language barriers thereby ensuring digital inclusion and digital empowerment in an AatmaNirbhar Bharat.

Link - <https://bhashini.gov.in/en>

Bhashini also helps to build an open repository of data to digitally enrich the Indian languages.

Link - <https://bhashini.gov.in/bhashadaan/en/home>

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

Yes No

If yes, please provide link and detail.

The GoI provides many general as well as specific digital services for women and other vulnerable groups. Some of the major services are as follows:

- Through Poshan Mission (Abhiyan), nutrition and vaccinations are provided to the expectant and lactating mothers and children up-to the age of 6 years.
- Khoya Paya Portal is made operation to find lost children and check trafficking of children.
- Under National Food Security Act (NFSA), ration is provided to economically disadvantaged section of the society that inter-alia includes specially abled, homeless, deprived, rag pickers, migrants, domestic helps, etc. It is facilitated through One Nation One Ration Card Platform. It serves over 796 Million people.

Links:

Poshan Tracker: <https://www.poshantracker.in/>

Khoya Paya Portal: <http://khoyapaya.gov.in/mpp/home>

NFSA: <https://nfsa.gov.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.

(<https://rmk.nic.in/>)

Swasthya is a one-stop solution presenting the health and nutrition status of the tribal population of India

(<http://swasthya.tribal.gov.in/>)

Ministry of Tribal Affairs provides **financial assistance for Overseas education and Fellowships** Tribal students through DBT (Direct Benefit Transfer) mode. Students can apply for the National Overseas Scholarship at

<https://overseas.tribal.gov.in/> and National Tribal Fellowship at <https://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 <https://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. (<https://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.

(<https://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 Persons with Disability can apply for the UID PwD online on the official portal.

(<https://swavlambancard.gov.in/>)

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

Yes No

If yes, please provide link and detail.

E Participation is enabled through MyGov (<https://www.mygov.in/>) which is the citizen engagement platform of Government of India. MyGov engages with citizens through its web portal, Mobile App and has presence on all social media platforms. Citizens engage with Government and contribute to policy making and discussion forum on various issues. 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:

- **Manthan- empowering women entrepreneurs:** MyGov is running an open discussion for sharing inputs from citizens on the role of Manthan in empowering women entrepreneurs and startups to scale up innovation for a larger social impact.
The details of the challenge are available at: www.mygov.in/group-issue/share-your-inputs-role-manthan-empowering-women-entrepreneurs-and-startups-scale/
- **Empowering Women Through Entrepreneurship Programme:** This is a hands-on, action-oriented business and management course that introduces women participants to a systematic, scientific and an easy process of testing your ideas and opportunities.
The details of the course are available at: <https://innovateindia.mygov.in/empowering-women/>
- **Share Inspiring Stories on #BetiBachaoBetiPadhao:** The concept of this campaign is to promote the value of Girl Child by sharing stories about real life in the field of Beti Bachao Beti Padhao. The objective of the contest was to engage with larger audience and to generate awareness on the issue of Child Sex Ratio (CSR) and create a positive environment for valuing the girl child.
The details of the contest are available: <https://www.mygov.in/task/share-inspiring-stories-betibachaobeti padhao/>
- **Inviting Comments/Suggestions on Simplifying Process of Issue of Certificate of Disability and UDID Card:** <https://www.mygov.in/group-issue/inviting-commentsuggestions-simplifying-process-issue-certificate-disability-and-udid-0/>
- **Department of Empowerment of Persons with Disabilities (DEPwD)** launched Accessible India Campaign (Sugamya Bharat Abhiyan) as a nation-wide Campaign for achieving universal accessibility for Persons with Disabilities (PwDs) <https://disabilityaffairs.gov.in/content/page/accessible-india-campaign.php>

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

Yes No

If yes, please provide link and detail.

Reply: To enhance digital adoption, the Government is focusing on providing digital literacy to citizens across the country. The steps taken by the Government to improve digital literacy in the urban and rural areas of the country are given below:d

- i. Government of India had implemented two Schemes on providing digital literacy to the masses namely "National Digital Literacy Mission (NDLM)" and "Digital Saksharta Abhiyan (DISHA).
- ii. Government approved a Scheme titled "Pradhan Mantri Gramin Digital Saksharta Abhiyan (PMGDISHA)" to usher in digital literacy in rural India. 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), Below Poverty Line (BPL), Women, differently abled persons, and minorities.

So far, a total of 2.52 crore women beneficiaries are certified which is around 57% of the total certified beneficiaries under the PMGDISHA Scheme. For more details kindly visit <https://www.pmgdisha.in/> .

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. (<http://jss.gov.in/>)

IT for masses - The objectives of the programme are to initiate/promote activities in ICT for focused groups and beneficiaries residing in focused areas for inclusive growth of the IT Sector.

Link: <https://www.meity.gov.in/content/it-masses>

HRD activities of MeitY are targeted to ensure availability of trained human resources for the manufacturing & service sectors of electronics and IT industry.

Link: <https://www.meity.gov.in/content/hrd-division>

45. 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

Yes, the Government of India actively utilizes social media platforms for various purposes, including e-information, e-consultation, and e-decision making.

E-Information:

The government employs social media platforms to disseminate important information and updates to the public. It serves as a channel to communicate news, policies, initiatives, and progress in different sectors. Citizens can access official government pages on platforms such as Twitter, Facebook, and Instagram to stay informed about the latest developments.

Link:

Ministry of Information and Broadcasting Social Media Handles - https://twitter.com/MIB_India?t=SZJ7vYzyUuCGnDnWPe6fEQ&s=09
PIB Social Media Handles https://twitter.com/PIB_India?t=fs0ubGIQeTjAb2xmGFY6Nw&s=08 ;
<https://pib.gov.in/indexm.aspx>
MyGov Social Media Handles

E-Consultation:

Social media platforms are utilized for e-consultation, enabling citizens to provide their inputs and feedback on government policies and initiatives. Platforms like MyGov India, which have a significant following, facilitate public participation through surveys, polls, and discussions. These engagements help in gathering public opinion and shaping policy decisions.

Link:

TRAI: <https://www.trai.gov.in/> ; <https://www.trai.gov.in/release-publication/consultation>

MyGov: <https://www.mygov.in/>

E-Consultation about Ideas and Suggestions for 100th Mann Ki Baat – Prime Minister of India’s Monthly Radio address: <https://www.mygov.in/group-issue/inviting-ideas-celebrate-100th-episode-mann-ki-baat/>

1. https://twitter.com/mygovindia/status/1460634214617866249?t=PoziB6T_i721yvPRbvATuA&s=19
2. <https://twitter.com/mygovindia/status/1534463434917806082?t=MNxNqK0PkssvG9JLO1rWA&s=19>
3. <https://twitter.com/mygovindia/status/1573355373376978945?t=vvlqsa5WaAHwLx1AGmvtsw&s=19>
4. <https://twitter.com/mygovindia/status/1599358573632684035?t=1KaEjVSJ2N0HyLtc5Vvbpg&s=19>
5. <https://twitter.com/mygovindia/status/1575831787267190785?t=dvK-viDY2UMQ-OGVVs2S6w&s=19>
6. https://twitter.com/mygovindia/status/1540292354703097857?t=9DGRX_TTXF6Yh2IMdxrOxw&s=19

E-Decision Making:

The Indian government utilizes social media as a means for e-decision making. It involves soliciting suggestions, ideas, and opinions from citizens through online platforms for effective policy making. Government officials and representatives actively engage with the public, discussing issues, and seeking inputs to enhance transparency and inclusivity in the decision-making process.

Link: Inviting suggestions for the Union Budget 2023-24: <https://www.mygov.in/group-issue/inviting-ideas-and-suggestions-union-budget-2023-2024/>

Official Government of India Social Media Links:

Twitter: <https://twitter.com/PMOIndia>

Facebook: <https://www.facebook.com/PMOIndia>

Instagram: <https://www.instagram.com/narendramodi/>

It may be noted that all central government ministries are present on the social media platforms and provide citizens with access to reliable information, opportunities for engagement, and avenues for e-participation in governance matters.

If yes, please include any guidelines for government officials/institutions on the use of social media.

Framework & Guidelines for Use of Social Media for Government Organisations

https://www.meity.gov.in/writereaddata/files/Approved%20Social%20Media%20Framework%20and%20Guidelines%20_2_.pdf

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

Yes No

If yes, please provide link and detail.

CPGRAMS - Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG

Link: <https://pgportal.gov.in/>

<https://www.mygov.in/group-issue/inviting-comments-draft-bill-indian-institute-foreign-trade-bill-2022>

Various Departments and Ministries of the Government of India, through MyGov, consult citizens before finalization of policies.

For e.g.

1. Ministry of Education used MyGov to crowdsource ideas for framing the New Education Policy.

<https://www.mygov.in/group/new-education-policy/>

2. Ministry of finance seeks inputs from citizens before annual budget every year through MyGov.

<https://www.mygov.in/group-issue/inviting-ideas-and-suggestions-union-budget-2023-2024/>

MyGov and Ministries regularly publish the success stories that led to the formation of the policies as well as those that impacted implementation of a policy.

F. Usage, User Satisfaction and Evaluation

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

Yes No

If yes, please provide link and detail.

Rapid Assessment System platform is designed and developed by Ministry of Electronics and IT to **improve Government's overall interface with its citizens** by improving quality of Government service delivery - online and offline, it's websites and applications. The link is available at:

<https://ras.gov.in/v2#howitWorks>

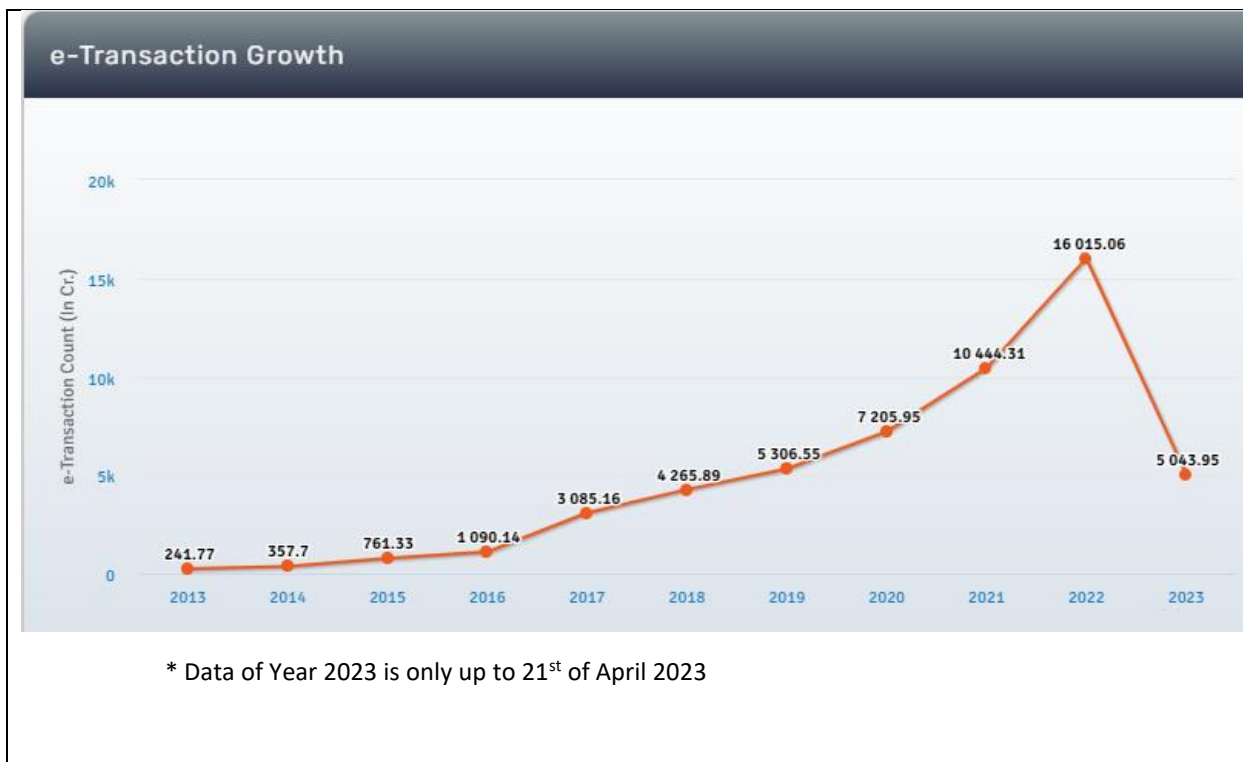
<https://etaal.gov.in/> (e-taal is for measuring the services, its transactions on dynamic and almost real-time basis and to give quick view of transactions done by various e-governance projects)

eTaal is a tool which effectively measures and monitors the performance of G2C/B2C/G2B eServices across Central Ministries/Departments and States/UTs and empowers them to take necessary corrective actions. It consolidates eTransaction count of various eServices automatically from respective servers of various eServices and renders graphical and tabular analysis.

There have been 4043 eServices are integrated so far. In Year 2023, total 5,044 Cr. Of eTransactions count is recorded that leads to an average of 45.44 Cr. eTransactions per day.

Year wise eTransaction Count

#	Year	No. of e-Transactions (in billion)
1	2013	2.41
2	2014	3.57
3	2015	7.61
4	2016	10.9
5	2017	30.85
6	2018	42.65
7	2019	53.06
8	2020	72.05
9	2021	104.44
10	2022	160.12
11	2023	50.44



48. Does the Government measure usage data with dis-aggregation by gender?*

Yes, Indian government has taken significant steps to measure usage data with disaggregation by gender. Recognizing the importance of gender-disaggregated data for promoting gender equality and inclusive digital development, the government has implemented several initiatives to capture and analyze gender-specific usage patterns. One such key metric is Aadhar enrolment data and the link is given below :

https://uidai.gov.in/aadhaar_dashboard/india.php
<https://mospi.gov.in/publication/women-men-india-2022>

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

Yes No

If yes, please provide link and detail.

Yes, the Government of India measures all transaction related to e-government services availed by its citizens on a real-time basis on e-Taal [eTaal | Electronic Transaction Aggregation and Analysis Layer](#).

The user satisfaction is subsequently measured after availing any e-service by the citizen through a Rapid Assessment system (RAS) wherein, each user receives a call/message and is requested for a feedback. The Rapid Assessment System is a **configurable, performant, scalable** and **secure** platform. It collects the feedbacks from citizens through **surveys, polls** etc. Feedback collection is supported by **built-in analytics** to provide insights at a granular level. The platform supports **Role Based Access Control (RBAC)** for all functionalities making it an end-to-end solution for feedback requirements by Government departments.

The link is available at: <https://ras.gov.in/v2#features>

(Eg. - During COVID, the analysis and user satisfaction data collected at - <https://analytics.ras.gov.in/dashboard/cowin>)

It may be noted that the number of grievances raised by the citizens on the dedicated grievance portal – CPGRAMS (<https://pgportal.gov.in/>) vis-a-vis the number of e-services being availed by the citizens is negligible. This indicates that the overall user satisfaction is high, and the Government of India continues to put efforts to further analyse the satisfaction to improve its public service delivery to all citizens.

CPGRAMS - Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

Status of Grievances Department-wise for all ministries/departments. Link: [Dashboard \(pgportal.gov.in\)](#) , <https://pgportal.gov.in/>

Does the Government collect user satisfaction data with dis-aggregation by gender?*

The Government of India recognizes the importance of collecting user satisfaction data with a dis-aggregation by gender to ensure inclusive and equitable service delivery. Various governmental bodies and departments, as well as independent organizations, conduct surveys and studies to gauge user satisfaction across different sectors. While the exact scope and coverage of disaggregated gender data collection may vary across these initiatives, efforts are being made to capture gender-specific feedback and insights.

One key source of user satisfaction data in India is the National Sample Survey Office (NSSO), which periodically conducts surveys on various socio-economic aspects. The NSSO collects data on multiple dimensions, including access to public services, and endeavors to capture gender-specific feedback. You can find more information

about the NSSO and their surveys on their official website: <https://www.mospi.gov.in/national-sample-survey-officensso>

Additionally, the Ministry of Statistics and Program Implementation (MoSPI) plays a vital role in data collection and analysis in India. They collaborate with different ministries and departments to ensure gender-disaggregated data is collected and utilized effectively. MoSPI's website provides access to various reports and datasets, including those related to user satisfaction and gender disaggregation: [MoSPI Official Website](#)

Furthermore, the National Institution for Transforming India, also known as NITI Aayog, actively engages in policy formulation and evaluation. NITI Aayog emphasizes the importance of gender-disaggregated data in measuring the impact of government programs and policies. They publish reports and studies that incorporate gender-specific perspectives and user satisfaction indicators. You can explore their publications and reports on the NITI Aayog website: [NITI Aayog Official Website](#)

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP): India is the member of Governing Council of Asian and Pacific Training Centre for Information and Communication Technology for Development (APCICT) on capacity building.

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.

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>

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

G20 Digital Economy Working Group (DEWG): Ministry of Electronics and Information Technology (MeitY) is the Nodal Ministry for the G20 Digital Economy Working Group (DEWG) since its establishment in 2016 under the Chinese Presidency.

DEWG Mandate: The mandate of the DEWG is to address how to leverage digital technologies, through the sharing of information and views, and seeking an understanding on policies, to enable the digital economy for resilient, sustainable and inclusive growth and development, with a safe, secure and connected digital environment, while mitigating the challenges and risks of digitalisation.

SCO Special Working Group (SWG) on Modern Information & Telecommunication Technologies (MITT): Ministry of Electronics and Information Technology (MeitY) is the nodal ministry for various matters related to Information and Communications Technology (ICT), Digital Transformation & Digital Economy

BRICS Working Group on ICT & HPC: Ministry of Electronics and Information Technology (MeitY) is the nodal ministry along with Department of Science & Technology (DST) to discuss Information and Communications Technology (ICT) issues.

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

Additionally, the following links cover various facets of e-government development across India:
<https://ndap.niti.gov.in/> - The National Data and Analytics Platform (NDAP) facilitates and improves access to Indian government data.
<https://www.bhashini.gov.in/en/>
<https://www.pmindia.gov.in/en/>
<https://dishadashboard.nic.in/>
[India Code: Home](#)
<https://nrlm.gov.in/dashboardForOuter.do?methodName=dashboard>
<https://www.nsws.gov.in/> - One stop portal to explore, apply and get all the approvals required to start business in India
<https://indianvisaonline.gov.in/evisa/>
[Home :: Pradhan Mantri Adarsh Gram Yojana\(PMAGY\) Ministry of Social Justice and Empowerment Government of India Dashboard](#)
<https://serviceonline.gov.in/>
<https://goicharters.nic.in/public/website/home> - A Citizens' Charter represents the commitment of the Organisation towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency, and accountability. Aim is to provide more responsive and citizen-friendly governance.
<https://abhinavpahal.nic.in/> - Aim is to establish a vibrant platform for sharing and dissemination of best practices. To promote and enhance innovative capabilities amongst the public administrators.

Consent to publish this Questionnaire

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

Yes No

Yes

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