S.No.	Assessment Parameters	State Portal Questionnaire	What is Evaluated	Proof Expected
1	Accessibility	Is the state portal url provided in this survey also listed in NGSP (https://services.india.gov.in/) portal?	Availablity of portal link on National Government Services Portal	Screenshot
2	Accessibility	Availability of feature for users to create personal login on the portal	Availability of users to create personal login	Screenshot
3	Accessibility	Availability of installable mobile applications for providing information and availing services of portal	Availability of Application in Google PlayStore, Apple AppStore, etc.?	Link of the App in Google Playstore, Apple AppStore, etc. / Screenshot
4	Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi Device Compability	Screenshots
5	Accessibility	Does the portal provide help desk/online support/call centre/help line numbers for users?	Availability of information	Screenshots
6	Accessibility	Has the tourist information been prominently linked and visible on the portal?	Availability of information	Screenshots
7	Accessibility	Has the Audio / video messages of key Government functionaries been uploaded during the last one month?	Availability of information	Screenshots
8	Accessibility	Is there any eSurvey / online polls being done on the portal currently?	Availability of information	Screenshots
9	Accessibility	How many services of the State is/are available on NGSP?	Provide the details of no. of services available	Screenshots
10	Accessibility	Availability of information about compatible browsers and best screen resolutions	Information about Portal Compatability	Screenshot
11	Accessibility	Is portal available both in English and local language	Multi Lingual Support	Screenshot
12	Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities	Differently abled accessibilty	Screenshot
13	Accessibility	Does the portal support audio and video playing?	The portal should have features to play audio/video within the page (embedded). If only a link is provided and if it re-directs to another site, then that won't be considered.	Screenshot
14	Accessibility	Clear Indication of W3C Compliance of the Portal on the Home page	W3C Compliance	Screenshot
15	Accessibility	Clear Indication Logo of GIGW of the Portal on the Home page	Availability of the logo on the portal/website	Screenshot
16	Content Availability	Is the State Holiday list provided on the portal?	Availability of information	Screenshots
17	Content Availability	Existence of a section providing the list of State Departments with contact details of Ministers & Senior officials?	Availability of the About Us information	Screenshots
18	Content Availability	Existence of a section providing the list of Districts with contact details of DM and senior officials?	Availability of the About Us information	Screenshot
19	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ) on the portal	Availabilty of FAQ	Screenshots
20	Content Availability	Availability of information of last updated Date-Time stamp on each page of the portal	Information on Time Stamps	Screenshot
21	Content Availability	Is last updated timestamp on each page of the portal as of current year	Information on Time Stamps	Screenshots

S.No.	Assessment Parameters	State Portal Questionnaire	What is Evaluated	Proof Expected
22	Content Availability	Availability of Statistics about website usage by users (no. of visitors/average time spent per visitor etc.)	Availabilty of Statistics	Screenshots
23	Content Availability	Information on availability of features to receive non-service SMS alerts and confirmations to users about portal activities, eParticipation activities, updates on portal, eGov Marketing etc.	Availability of features	Screenshots
24	Content Availability	Existence of a separate 'Contact Us' section on the Portal	Presence of a dedicated page for Contact Us	Screenshots
25	Content Availability	Presence of a "What's New" section on the portal	What's New Section	Screenshot
26	Content Availability	Availability of facility for user to provide feedback/comments	The portal should have feature to comment or give a feedback on/within the page	Screenshot
27	Content Availability	Information about results of user feedback/comment	The portal should have the feedbacks/commets posted on/within the page	Screenshot
28	Ease of Use	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?	Same as left	Screenshot
29	Ease of Use	Is portal easy to find in top search engines - use of search engine optimization technique?	The service link should be one among the top 5 search results.	Screenshot
30	Ease of Use	Availability of facility to log Grievances / Complaints on the Portal	Facility to Log Complaints	Screenshot of Search results of the search engine
31	Ease of Use	Availability of multiple portal navigation routes for services and information (Eg. A to Z services Index, State Department wise Service Groups, Service type groups etc.)	Ways in which the services could be availed	Screenshot
32	Ease of Use	Availability of search feature on the portal	Search Feautre	Screenshot
33	Ease of Use	Existence of a separate section for Help on the portal	Availabilty of Help Section	Screenshot
34	Ease of Use	Is the portal available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.	Availabilty on different end tools	Screenshot
35	Ease of Use	Availability of sitemap of the Portal	Availabilty of Site Map	Screenshots
36	Ease of Use	Does the State provide Unique Digital Identity for it's Residents / Users to avail the services?	Unique Usernames per resident/account	Screenshot
37	Information Security and Privacy	Clear indication of online security measures implemented on the web page through HTTPS, Lock Symbol on the browser, symbols for third party security alliances etc.	Security Measures	Screenshot
38	Information Security and Privacy	Availability of copyright statements on the Portal	Copyright Statements	Screenshot
39	Information Security and Privacy	Are copyright statements as of current year	Availability of copyright statement on the portal/website	Screenshots
40	Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online	User Privacy Policy	Links

S.No.	Assessment Parameters	State Portal Questionnaire	What is Evaluated	Proof Expected
41	Information Security and Privacy	Is the portal been assessed by TPA for the online security	TPA Security certification	Screenshots
42	Information Security and Privacy	Is password recovery & reset facility available for the user	Password Recovery	Links Policy Documents
43	Information Security and Privacy	Is the user intimated by email/SMS on password expiry, reset, change in password, change in user profile etc.	Password status Alerts	Certifications
44	Information Security and Privacy	Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.	Availability of the feature	Screenshot
45	Open Government Data	Does State have a dedicated portal on Open Government Data (OGD) ?	Availability of the portal	Screenshot
46	Open Government Data	Is the link of this OGD portal available on the State Portal?	Availability of the link	Screenshot
47	Open Government Data	Has State nominated a Chief Data Officer?	Availability of the Chief Data Officer details on the OGD portal	Screenshot
48	Open Government Data	Has State published datasets on the portal since 1st April 2022 which are accessible to the general public?	Availability of the datasets	Screenshot
49	Open Government Data	Has the State published datasets on the portal identified under atleast 4 focus sectors of NeSDA since 1st April 2022?	Availability of the information	Screenshot
50	Open Government Data	Does State provide facility to accept public requests for new data sets?	Availability of the feature	Screenshot
51	Open Government Data	Are the tutorials / guidance / videos for using the OGD portal available on the State/OGD portal?	Availability of the information	Screenshot
52	Open Government Data	Has State organized promotional campaigns / open data app competitions / hackathons to engage with developer community?	Availability of such events on the portal or official tweets / posts on social media / news articles related to hackathon	Screenshot
53	Open Government Data	Does the State provide the facility to download GIS maps / geospatial data?	Availability of the download feature	Screenshot
54	E-Participation	Does the State have a E-Participation policy?	Availability of E-Participation Policy on the State portal	Screenshot
55	E-Participation	Does the State have a dedicated portal / sub-site for E-Participation to invite and obtain public opinion ?	Same as left	Screenshot

S.No.	Assessment Parameters	State Portal Questionnaire	What is Evaluated	Proof Expected
56	E-Participation	Is the link of E-Participation portal available on the State Portal?	Same as left	Screenshot
57	E-Participation	Does the State publish outcomes of each E-Participation / E-Consultation online?	Availability of the such evidence on the portal	Screenshot
58	E-Participation	Does the State publish a calendar for upcoming E-Participation / E-Consultation activities	Same as left	Screenshot
59	E-Participation	Are the tutorials / guidance / videos for using the E-Participation portal available on the State/E-Participation portal?	Availability of the information	Screenshot
60	E-Participation	Has State organized promotional campaigns for regarding E-Participation / E-Consultation	Availability of such events on the portal	Screenshot
61	Leveraging Emerging Technologies	Does the State have a strategy on leveraging Artificial Intelligence	Same as left	Screenshot
62	Leveraging Emerging Technologies	Does the State have a specific strategy on leveraging other emerging technologies - Block Chain, Internet of Things (IoT), Big Data, Robotics, Augmented Reality, Virtual Reality, 5G, etc.?	Availability of Strategy Document / Note on the portal	Screenshot
63	Leveraging Emerging Technologies	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Same as left	Screenshot
64	Leveraging Emerging Technologies	Is AI based Chatbot service available both in English and local language?	Multilingual Support	Screenshot
65	Leveraging Emerging Technologies	Has the State adopted any other emerging technologies in its service delivery?	Availability of Report / Note on the portal	Screenshot

New Questions Added in NeSDA 2023