

S.No.	Assessment Parameters	State Services Questionnaire	What is Evaluated	Proof Expected
1	Accessibility	Existence of the service link in state portal or national services portal - NGSP (https://services.india.gov.in/)	The accessibility of the particular service through the state portal	Screenshot
2	Accessibility	Is portal available both in English and local language	Multilingual Support	Screenshot
3	Accessibility	Are details to avail the service across channels (portal, mobile, Kiosk, others) available online	Availability of information	Screenshot
4	Accessibility	Availability of feature for users to create personal login on the portal	Availability of users to create personal login	Screenshot
5	Accessibility	For registered users, is there provision for the user to check details of previously availed services, transaction history etc.	Facilities to check the transaction history	Screenshot
6	Accessibility	Is the portal designed using auto-format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi device compatibility	Screenshot
7	Accessibility	Availability of information about compatible browsers and best screen resolutions	Availability of information about compatible browsers and best screen resolutions	Screenshot
8	Accessibility	Availability of features to enable access to portal for people with visual/audio/motor disabilities	Differently abled accessibility	Screenshot
9	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
10	Accessibility	Clear Indication Logo of GIGW of the Portal on the Home page	Availability of the GIGW logo on the portal/website	Screenshot
11	Accessibility	Clear Indication of W3C Compliance of the web page on the Home page	Compliance	Screenshot
12	Accessibility	Availability of installable mobile applications for providing information and availing services of portal	Availability of Application in Google PlayStore, Apple AppStore, etc.	Screenshot
13	Accessibility	Does the portal provide help desk/online support/call centre/help line numbers for users?	Same as left column	Screenshot
14	Content Availability	Existence of a section providing the contact information of State officials/ agency responsible for the provision of specific online services/queries	Accessibility to the key contacts	Screenshot
15	Content Availability	Existence of a separate 'Contact Us' section	Presence of a dedicated page for contact us	Screenshot
16	Content Availability	Availability of downloadable forms for availing the services for physical submission	Presence of downloadable forms	Screenshot
17	Content Availability	Availability of promotional campaigns to avail eServices	Availability of promotional campaigns to avail eServices	Screenshot
18	Content Availability	Availability of facility for user to provide feedback / comments regarding eServices	Availability of facility for user to provide feedback / comments regarding eServices	Screenshot
19	Content Availability	Information about results of user feedback about online services	Availability of the said information	Screenshot
20	Content Availability	Existence of a separate section on Frequently Asked Questions (FAQ)	Availability of FAQ	Screenshot
21	Content Availability	Availability of information of last updated Date-Time stamp on each page of the portal	Information on timestamps	Screenshot

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22	Content Availability	Is last updated timestamp on each page of the portal as of current year	Information on timestamps	Screenshot
23	Content Availability	Availability of Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.	Availability of statistics	Screenshot
24	Content Availability	Availability of Statistics about transaction count of services availed by users	Availability of statistics - Transaction Count statistics related to the service provided on the service portal	Screenshot
25	Content Availability	Information about how to avail electronic/ digital signature facility for availing the services?	Availability of the said information	Screenshot
26	Content Availability	Presence of a "What's New" section on the portal	Presence of a What's new section which details the changes in the website	Screenshot
27	Content Availability	Is the State holiday list provided on the portal?	Availability of information	Screenshot
28	Ease of Use	Availability of multiple portal navigation routes for services and information (E.g. A to Z services Index, Department wise Service Groups, Service type groups etc.)	Ways in which the services could be availed	Screenshot
29	Ease of Use	Availability of Single Sign On (SSO) feature for users to sign in through an integrated authentication initiative?	Availability of users to create personal login	Screenshot
30	Ease of Use	Existence of a separate section for Help on the portal	Availability of Help Section	Screenshot
31	Ease of Use	Availability of sitemap	Availability of sitemap	
32	Ease of Use	Are eServices available within 2-clicks from home page	Ease of use	
33	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 of Search results of the search engine
34	Ease of Use	Availability of procedures describing how to fill and submit downloadable forms for provisioning of services (How-to Guides, Audio/ Video Presentations etc.)	Availability of feature	Attachments
35	Ease of Use	Availability of search feature	Availability of feature	Screenshots
36	Ease of Use	Is the website available on different front end tools - IE, Chrome, Firefox, Mozilla, etc.	Availability of feature	screen shots of these features
37	Ease of Use	Does the website have built-in facility to populate content relevant to user's recent activity / interest	use of cookies if the person is not logged and use of personalization feature if the person log in and use the website	User Manual
38	Ease of Use	Does the service portal have a defined end to end online workflow to process a service request	These workflows may be either defined in one of the webpages or made available to citizens for download (e.g. User Manual)	User Manual
39	Ease of Use	Is the user manual available to guide the users?	Availability of user manual	Mobile alert screenshots
40	End-service delivery	Is end service available through email, online (downloadable)	Availability of end service through online	Screenshot
41	End-service delivery	Is end service available upon visit to respective centre/department etc.	Availability of end service through offline	Screenshot
42	End-service delivery	Is OTP facility available for user authentication during final service delivery	Availability of feature	Screenshot
43	End-service delivery	Does the web page provide any service delivery charters which includes service delivery timelines which are published	Presence of service delivery timelines	Screenshot
44	End-service delivery	Is the end service available through DigiLocker ?	Availability of the feature	Certifications

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45	Information Security and Privacy	Are alerts (SMS/email) available for unauthorized access to user profile, password changes etc.	Availability of feature	Screenshots
46	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.	https protocol	emails generated screenshots
47	Information Security and Privacy	Is the personal data of the citizens been safeguarded through the security policy of the government	The portal/website should have the details and reference of the security policies which are considered in their site for safeguarding the personal data of an individual. If such is available in the portal/site, the evidence of the same needs to be submitted to validate the same.	Downloaded Documents Screenshots
48	Information Security and Privacy	Is the web page been assessed by TPA for the online security	TPA Security Certification	Scanned copy of end services received from centre/department
49	Information Security and Privacy	Has the web page mandated 3 factor authentication for username & password	Availability of feature	Screenshot
50	Information Security and Privacy	Is the user intimated by email on password expiry, reset, change in password, change in user profile etc.	Availability of feature	Screenshot
51	Information Security and Privacy	Availability of copyright statements on the Portal	Copyright Statements	Screenshot
52	Information Security and Privacy	Are copyright statements as of current year	Availability of copyright statement on the portal/website	Screenshot
53	Information Security and Privacy	Is there a disclaimer & privacy policy for user data available online	Availability of information	Screenshot
54	Information Security and Privacy	Is password recovery & reset facility available for the user	Password Recovery	Screenshot
55	Integrated service delivery	Availability of facility to make Online payments	Ability to make online payments	Screenshot
56	Integrated service delivery	Is digital signature facility available for approving officials	Availability of digital signature facilities for State submission	Screenshot
57	Integrated service delivery	Does the website allow multiple channel access for services at different levels (registration and application on website, payments on mobile etc.)	Availability of feature	Screenshot
58	Integrated service delivery	Single payment gateway for all channels	Availability of single payment gateway	Self certification

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59	Integrated service delivery	Can the service be availed without the need for a physical touch point for document submission and verification ?	Facility to avail service completely through online	Screenshots
60	Integrated service delivery	Are the available citizen services linked to Digital Locker	Availability of feature	Screenshot
61	Integrated service delivery	Availability of facility to make online payment towards services availed on web page using mobile device	Availability of feature	Relevant uploads Screenshots
62	Integrated service delivery	Does the web page provide for various payment options like credit, debit, cash card, internet banking, mobile wallet, specific payment methods such as Rupay, BHIM etc. for availing a service	Availability of feature	Documentation
63	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and auto-populated/auto-calculations while submitting service application details online.	Availability of feature	Screen shots of these features
64	Integrated service delivery	Has the webpage been integrated with Social Media Apps like Twitter, Facebook, Instagram, Koo, etc.	Social Media Integration	App Screenshots Link of the App in Google Playstore Apple AppStore etc.
65	Integrated service delivery	Does the service have a mandate that all applications are submitted online ?	Mandatory submission of documents through the website	Screenshots
66	Integrated service delivery	Does the Resident / User use State's Unique Digital Identity to apply for this service?	Unique Usernames per resident/account	Screenshot
67	Status and request tracking	Availability of feature to track Service Applications/ Requests online	Ability to track requests	Screenshot
68	Status and request tracking	Availability of facility to log Grievances / Complaints	Facility to log complaints	Screenshot
69	Status and request tracking	Availability of Ticket / Complaint No. for status tracking and future follow-ups	The ability to generate and share tickets	Screenshot
70	Status and request tracking	Are service update alerts sent through SMS/emails	Availability of SMS alerts	Emails/SMS generated screenshots
71	Status and request tracking	Information on availability of alerts (SMS/calls/emails) to the citizen on each stage of Service Lifecycle (Service Request Receipt, Status Update, Service fulfilment etc.)	Availability of the feature	Emails/SMS generated screenshots
72	Status and request tracking	Does the user get feedback on their complaints like email, call back, SMS, etc.	Feedback Mechanism	Screenshot
73	Status and request tracking	Availability of Information about helpline for issues regarding online payments through web page	Availability of Information	Screenshot

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74	Status and request tracking	Is the portal integrated with instant messaging applications like WhatsApp, Telegram, Signal, etc. to provide service update related alerts, Grievance/Complaints related alerts	Availability of the feature	Screenshot
75	Status and request tracking	Are Grievance/Complaints related alerts sent through SMS/emails	Availability of the feature	Emails/SMS generated screenshots
76	Status and request tracking	Information on availability of alerts (SMS/calls/emails) to the citizen on each stage of Grievance/Complaints (Complaint Receipt, Status Update, Complaint redressal etc.)	Availability of the feature	Emails/SMS generated screenshots
77	Leveraging Emerging Technologies	Does the State have a strategy on leveraging Artificial Intelligence	Availability of Strategy Document / Note on the portal	Screenshot
78	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
79	Leveraging Emerging Technologies	Is AI based Chatbot service available on the portal to assist the users? (AI - Artificial Intelligence)	Availability of the feature	Screenshot
80	Leveraging Emerging Technologies	Is AI based Chatbot service available both in English and local language?	Multi Lingual Support	Screenshot
81	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