

अतिआवश्यक

बिहार सरकार
सामान्य प्रशासन विभाग

प्रेषक,

शिव महादेव प्रसाद,
सरकार के अवर सचिव।

सेवा में,

आई.टी. मैनेजर,
राजस्व एवं भूमि सुधार विभाग/मद्य निषेध, उत्पाद एवं निबंधन विभाग/
श्रम संसाधन विभाग/शिक्षा विभाग/स्वास्थ्य विभाग/समाज कल्याण विभाग/
ग्रामीण विकास विभाग/कृषि विभाग/नगर विकास एवं आवास विभाग/ऊर्जा विभाग/
जल संसाधन विभाग/गृह विभाग/ पर्यावरण, वन एवं जलवायु परिवर्तन विभाग/ सूचना
एवं प्रावैधिकी विभाग।

पटना, दिनांक 28-3-19

विषय: बिहार प्रशासनिक सुधार मिशन सोसायटी के सभागार में बैठक में भाग लेने के संबंध में।

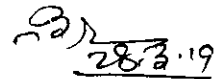
महाशय,

उपर्युक्त विषय के संबंध में कहना है कि प्रशासनिक सुधार और लोक शिकायत विभाग, भारत सरकार द्वारा विभिन्न राज्यों द्वारा प्रदान किये जा रहे सभी सेवाओं का मूल्यांकन कराया जा रहा है। इस क्रम में विभिन्न विभागों को उनसे संबंधित ई-गवर्नेंस प्रयोगों से जुड़े हुए विभिन्न प्रायल (parameters) से संबंधित सूचना प्रदान करना है।

2. भारत सरकार द्वारा उपरोक्त कार्य को अत्यंत गम्भीरता से लिया जा रहा है। अतः इस मूल्यांकन कार्य को पूर्ण करने के लिए बिहार प्रशासनिक सुधार मिशन सोसायटी के सभागार में दिनांक 29.03.2019 के 12:00 बजे मध्याह्न से एक कार्यशाला का आयोजन किया गया है उसमें आप सभी को लैपटॉप के साथ आना है। विभिन्न सेवाओं से संबंधित प्रपत्र सामान्य प्रशासन विभाग के वेबसाईट gad.bih.nic.in पर अपलोड कर दिया गया है, कृपया इसे नोटिस बोर्ड पर देखा जा सकता है।

कृपया कार्यशाला में आने से पूर्व संबंधित उपरिलिखित प्रपत्र को देख लें तथा तदनुसार आवश्यक जानकारी प्राप्त कर कार्यशाला में आयें।

विश्वासभाजन,



(शिव महादेव प्रसाद)

सरकार के अवर सचिव।

Letter No- ~~C-177~~ 383 (377)

RAHUL SINGH IAS
Secretary
Government of Bihar

Department of Information Technology
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Date :- 21/03.2019/Patna

To,

The Additional Chief Secretary/Principal Secretary/Secretary
Department of Revenue and Land Reforms/Prohibition, Excise & Registration/Labour
Resource/Education/Health/Social Welfare/Rural Development/Agriculture/Urban
Development/Energy/Water Resource /Home/Environment, Forest and Climate Change
Government of Bihar
Patna, Bihar


Subject: Request for data for e-service assessment

Sir/Madam,

As you are aware that DARPG, Government of India is making an assessment of e-service being provided by all the states. In the process every state has to provide informations based on various parameters with respect to the e governance applications concerned with your department as mentioned in the appended list. The list of services and set of questionnaire are also annexed herewith.

In order to complete the assessment, You are requested to provide the answers in form of YES or NO along with the screenshots, for each question. Since, the DARPG is reviewing the progress of this assesment exercise on regular basis, earliest response shall be appreciated.

Your Sincerely


Rahul Singh
Secretary

S.No.	Evaluation Area	State Services Questionnaire	What is Evaluated	Proof Expected
1	Accessibility	Existence of the service link in state portal or national services portal	The accessibility of the particular service through the state portal	Screenshot Link
2	Accessibility	Is service available both in English and local language	Multilingual Support	Link
3	Accessibility	Information about the eGovernment/IT department/ respective department	Availability of information	Screenshot Link
4	Accessibility	Contact Information of government officials/ agency responsible for the provision of specific online services/queries	Accessibility to the key contacts	Screenshot Link
5	Accessibility	Existence of a separate 'Contact Us' section	Presence of a dedicated page for contact us	Screenshot Link
6	Accessibility	Availability of downloadable forms for provisioning of services which cannot be submitted online	Availability of offline Support function	Screenshot Link
7	Accessibility	Availability of multiple navigation routes for services and information (like A to Z services Index, Category wise service groups, etc.)	Ways in which the services could be availed	Links
8	Accessibility	Does the web page provide any service delivery charters which are published	Availability of detailed service delivery charter.	Screenshot Link
9	Accessibility	Availability of feature for users to create personal login profiles OR sign in through an integrated authentication initiative such as Aadhaar	Ease of profile creation and sign-in	Screenshot Link
10	Accessibility	Availability of promotional campaigns to avail eServices	Availability of promotional campaigns to avail eServices	Screenshot Link
11	Accessibility	Are details to avail the service across channels (portal, mobile, Kiosk, others) available online	Availability of information	Screenshot Link
12	Accessibility	Availability of facility for users to register/ log in online	Presence of register/log in	Screenshot Links
13	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 Links
14	Accessibility	Has the website been designed using auto format to adjust to various mobile devices like tab, iPad, mobile phones etc.	Multi device compatibility	Screenshot Links
15	Accessibility	Availability of information about compatible browsers and best screen resolutions	Availability of information about compatible browsers and best screen resolutions	Screenshot Links

S No	Evaluation Area	State Services Questionnaire	What is Evaluated	Proof Expected
16	Accessibility	Availability of features to enable access for people with physical disabilities	Availability of features to enable access for people with visual disabilities	Screenshot Links
17	Accessibility	Does the portal support audio and video playing?	Requirement of additional software's	Screenshot Links
18	Accessibility	GIGW compliant	Compliance	Screenshot
19	Accessibility	No. of transactions	Statistics	Self-certification
20	Content Accuracy	Availability of facility for user to provide feedback / comments regarding eServices	Availability of facility for user to provide feedback / comments regarding eServices	Screenshot Link
21	Content Accuracy	Does the website support open data policy	Open data policy support	Self-certification
22	Content Accuracy	Information about results of user feedback about online services	Availability of the said information	Screenshots Links
23	Content Accuracy	Existence of a separate section for Help	Availability of Help Section	Screenshots Links
24	Content Accuracy	Existence of a separate section on Frequently Asked Questions (FAQ)	Availability of FAQ	Screenshots Links
25	Content Accuracy	Availability of sitemap	Availability of sitemap	Screenshots Links
26	Content Accuracy	Availability of information of last updated timestamp on each page of the website	Information on timestamps	Screenshots Links
27	Content Accuracy	Is last updated timestamp as of current year	Availability of the said information	Screenshots Links
28	Content Accuracy	Does the website have relevant and updated contents?	Relevance and freshness of content	Screenshots Links
29	Content Accuracy	Availability of Statistics about website usage by users (no. of visitors/ average time spent per visitor etc.	Availability of statistics	Screenshots Links
30	Content Accuracy	Availability of Statistics about transaction count of services availed by users	Availability of statistics	Screenshots Links
31	Content Accuracy	Information about how to avail electronic/ digital signature facility for availing the services?	Availability of the said information	Screenshots Links

S.No.	Evaluation Area	State Services Questionnaire	What is Evaluated	Proof Expected
32	Ease of Use	Can service application forms be downloaded online	Availability of feature	Screenshots Links
33	Ease of Use	Are eServices available within 2-clicks from home page	Ease of use	Links
34	Ease of Use	Presence of a What's new section which details the changes in the website	Presence of a What's new section which details the changes in the website	Links
35	Ease of Use	Is website easy to find in top search engines (amongst the top 5 results preferably)	Availability of feature	Google search results snapshot
36	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 Links
37	Ease of Use	Availability of search feature	Availability of feature	Screenshots Links
38	Ease of Use	Is the website available on different front end tools - IE, Chrome, Firefox, Mozilla etc.	Availability of feature	Screenshots
39	Ease of Use	Does the website provide for complaints, resolutions etc. on various aspects of the e-service provided	Availability of feature	Links
40	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	screen shots of these features
41	Ease of Use	Does the department/service portal have a defined internal workflow to process a service request	Internal Workflow	User Manual, Links
42	Ease of Use	Is the user manual available to guide the users?	Availability of user manual	User Manual, Links
43	End-service delivery	Is end service available through email, online (downloadable))	Availability of end service through online	Downloaded Documents, Screenshots
44	End-service delivery	Is end service available upon visit to respective centre/department etc.	Availability of end service through offline	Scanned copy of end services received from centre/department
45	End-service delivery	Is OTP facility available for user authentication during final service delivery		Screenshots, Links
46	End-service delivery	Are service delivery timelines published on the website	Presence of service delivery timelines	Screenshots, Links

S.No.	Evaluation Area	State Services Questionnaire	What is Evaluated	Proof Expected
47	End-service delivery	Whether the manual provision of services been completely done away by the State		Proof Upload
48	Information Security and Privacy	Are mobile alerts available for unauthorized access to user profile, password changes etc.	Mobile Alerts	Mobile alert screenshots
49	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.	Availability of feature	Screenshot
50	Information Security and Privacy	Clear Indication of W3C Compliance of the web page on the Home page	Compliance	Links, Screenshots
51	Information Security and Privacy	Is the web page hosted on HTTPS protocol	https protocol	Link, Screenshot
52	Information Security and Privacy	Is the personal data of the citizens been safeguarded through the security policy of the government	Availability of policy and implementation features	Documentation
53	Information Security and Privacy	Is the web page been assessed by TPA for the online security	TPA Security Certification	Certifications
54	Information Security and Privacy	Has the web page mandated 3 factor authentication for username & password	Availability of feature	Screenshots
55	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	emails generated, screenshots
56	Integrated service delivery	Availability of feature to submit service forms online (PDF or web based)	Provision of having web forms for online submission	Screenshot Link
57	Integrated service delivery	Availability of facility to make Online payments	Ability to make online payments	Screenshot Link
58	Integrated service delivery	Is digital signature facility available	Availability of digital signature facilities	Screenshot Link
59	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 Link

S.No.	Evaluation Area	State Services Questionnaire	What is Evaluated	Proof Expected
60	Integrated service delivery	Single payment gateway for all channels	Availability of single payment gateway	Screenshot Link
61	Integrated service delivery	Can the service be availed without the need for a physical touch point for document submission and verification and mandate that all applications are submitted online	Facility to avail service completely through online	Screenshot Link
62	Integrated service delivery	Single Sign on /Unique ID (Aadhaar) sign in	Availability of feature	Self certification
63	Integrated service delivery	Are the available citizen services linked to Digital Locker	Availability of feature	Screenshots
64	Integrated service delivery	Availability of facility to make online payment towards services availed on web page using mobile device	Availability of feature	Screenshots, Links
65	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	Relevant uploads, Screenshots
66	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and auto-populated while submitting service application details online.	Availability of feature	Documentation
67	Integrated service delivery	Is service specific content integrated with data from dependent departments/data sources and relevant auto-calculations are done while submitting details online.	Availability of feature	screen shots of these features
68	Integrated service delivery	Are apps available for each of the services	Availability of feature	App Screenshots
69	Integrated service delivery	Has the webpage been integrated with Social Media Apps like Twitter, Facebook etc.	Social Media Integration	Screenshots
70	Status and request tracking	Availability of feature to track Service Applications/ Requests online	Ability to track requests	Screenshot Link
71	Status and request tracking	Availability of facility to log Grievances / Complaints	Facility to log complaints	Screenshot Link
72	Status and request tracking	Availability of Ticket / Complaint No. for status tracking and future follow-ups	The ability to generate and share tickets	Screenshot Link

S.No.	Evaluation Area	State Services Questionnaire	What is Evaluated	Proof Expected
73	Status and request tracking	Are service update alerts sent through sms	Availability of SMS alerts	Screenshot Link
74	Status and request tracking	Information on availability of features to alert the citizen on each stage of Service Lifecycle and Grievance / Complaints (Service Request Receipt, Status Update, Service fulfilment etc.) through SMS or Calls	Availability of feature	SMS Screenshots, Call Logs
75	Status and request tracking	Does the user get feedback on their complaints like email, call back etc.	Feedback Mechanism	Screenshots
76	Status and request tracking	Availability of Information about helpline for issues regarding online payments through web page	Same as left column	Screenshots, Links
77	Status and request tracking	Does the web page provide for help desk, online support, and call centre for users?	Availability of feature	Links