

## Platinum Award & Order of Merit Award for eTaal at SKOCH Digital Inclusion Awards 2013

NIC was conferred the esteemed '**Platinum Award**' and '**Order of Merit**' awards at the Skoch Digital Inclusion Awards 2013. The award was presented to Dr. Shefali Dash, DDG, NIC, Shri Gaurav Dwivedi, Director(eGov), DeitY and Shri IPS Sethi, STD, NIC by Shri Nandan Nilekani, Chairman UIDAI and Shri Sameer Kochhar, CEO SKOCH Group. The ceremony was held at the Le Meridien Hotel, New Delhi attended by delegates from across India.

The eTaal project was well-appreciated by the Jury with a special mention by Shri Nilekani. Shri J Satyanarayana, Secretary, DeitY advocated eTaal and demonstrated the portal during his inaugural address.



**Platinum Award to eTaal Project-** L to R: Shri Gaurav Dwivedi, Director (eGov), DeitY; Dr. Shefali S Dash, DDG, NIC; Shri Sameer Kochhar, CEO Skoch Group; Shri Nandan Nilekani, Chairman, UIDAI; Smt. Manisha Kochhar, Director, Skoch Group.



**eTaal Team-** L to R: Shri Gaurav Dwivedi, Director (eGov), DeitY; Shri IPS Sethi, STD, NIC; Dr. Shefali S Dash, DDG, NIC; Shri OP Gupta, Scientist B, NIC.



**eTaal Team receiving the Order of Merit Award-** L to R: Shri OP Gupta, Scientist B, NIC; Shri IPS Sethi, STD, NIC; Dr. Shefali S Dash, DDG, NIC; Smt. Manisha Kochhar, Director, Skoch Group; Dr. Isher Judge Ahluwalia, Chairperson, ICRIER.



**eTaal team sharing the moments with the Secretary, DeitY and Additional Secretary (eGov), DeitY** - L to R: Aastha Chawla, Senior Consultant, PwC; Shri OP Gupta, Scientist B, NIC; Shri IPS Sethi, STD, NIC; Shri Rajiv Gauba, Addl. Secretary, DeitY ; Shri J Satyanarayana, Secretary, DeitY; Shri Gaurav Dwivedi, Director (eGov), DeitY, Dr. Shefali S Dash, DDG; Shri A Mohan, DG, NIC.



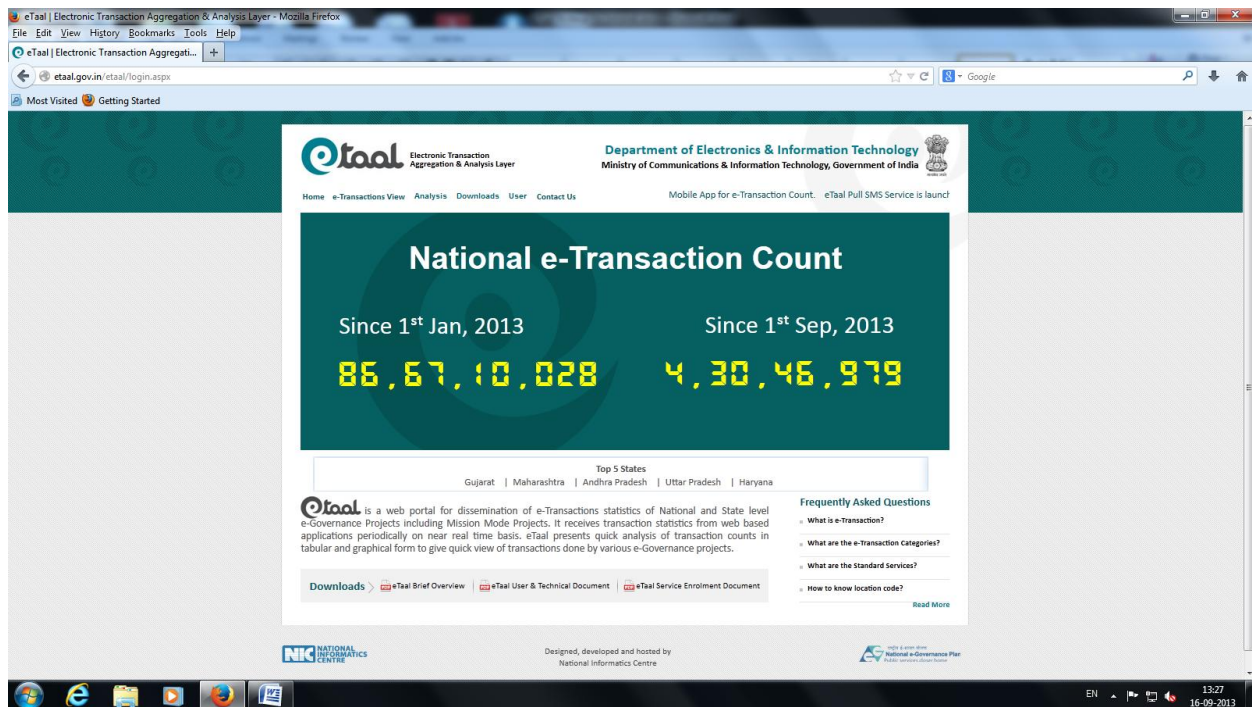
**In discussion with the Secretary, DeitY and Additional Secretary (eGov), DeitY**

## About eTaal (<http://etaal.gov.in>)

Considerable progress has been made by various Central Ministries and State Governments in deployment of IT for delivering services to citizens. With the introduction of NeGP including 31 MMPs, a remarkable improvement has been achieved in terms of reduction in response time and ease of access to citizens.

It was noticed that while some of the applications have internal performance measurement mechanisms defined through Service Levels and Key Performance Indicators (KPIs), there is no standard Government-wide criterion or metric to evaluate the impact of all initiatives. For performing an analysis of the number of citizens being served by an application, the user would have to request the technical team to pull out the relevant data. Similarly, performing a comparative analysis of the usage of the application with similar applications or in different regions was a daunting task. Thus, a need was felt for a **mechanism which would enable consolidation as well as analysis of delivery of services** through different e-Governance projects.

**The number of end-to-end electronic transactions was identified as the best indicator for measuring real-time performance of e-Governance services** in terms of service delivery to citizens. **Electronic Transaction Aggregation & Analysis Layer (eTaal)**, an electronic dashboard has been developed with the objective of providing a **real-time aggregated view of e-Services** being delivered throughout the country across different states and levels of government. The dashboard provides a real-time aggregated view of e-Transactions performed through e-Governance applications implemented including, but not limited to, MMPs under NeGP.



**e-TAAL project is based on the principle : “You can MANAGE effectively, what you can MEASURE”.**

The objectives of the Project are

1. Providing quick view of Transactions performed electronically (self-service or assisted access mode)
2. Measuring the number of Transactions performed by various e-Governance applications on a real time basis
3. Act as an indicator of scale of services being delivered to the citizens
4. Providing quick analysis of transactions in tabular and graphical form– analysis by the service, by the time-period, by the State/ Department, or by the geography, instantaneously
5. Enable the Ministries/ departments implementing e-Gov projects get a real-time view of the impact of their projects and take remedial steps, interventions where needed.