Brief Description
Department of Electronics and Information Technology (DeitY) under Ministry of Communications and Information Technology, India along with National Informatics Centre (NIC), the nodal information technology arm of Government of India, have developed Electronic Transaction Aggregation & Analysis Layer (eTaal). eTaal is an electronic dashboard providing real-time aggregated view of e-Services delivered at different levels of governments - Central, State, District and sub-District (Tehsil/ Block) level. Accordingly the portal provides an aggregated view of e-Transactions performed through e-Governance applications implemented including, but not limited to, the national-level mission mode projects (MMPs) under the National e-Governance Plan (NeGP). The dashboard also facilitates quick analysis of data of various applications in tabular as well as graphical form enabling users to drill down to the lowest level of detail without compromising security and integrity of the servers from where data has been captured.

The present system deals with quantitative analysis only, whereas, plan is afloat to develop eTaal 2.0 to address the qualitative aspects of service delivery, thereby, bringing in the concept of 'QUANTILTy', which means 'QUANTity' with 'quaLITY'. A weighted average system is being worked out for qualitative analysis of this data and ranking the projects and states on standardised parameters.

Objective
The objectives of the project are:
1. To measure the number of e-Transactions per month (TPM) performed by various e-Governance applications,
2. To provide quick view of e-Transactions performed electronically (self or assisted access),
3. To act as an indicator of scale of services being delivered to the citizens,
4. To provide quick exploration of e-Transactions in tabular as well as graphical form,
5. To enable the ministries/departments implementing e-Governance projects get a real time view of the impact of their projects and take remedial steps or interventions where needed.

Functionalities
Major functionalities incorporated in eTaal web portal are as follows:
1. e-Transaction view of Central/ State government projects aggregated at various levels,
2. Viewing e-Transaction count on the basis of standard service,
3. e-Transaction view for MMPs aggregated at various levels,
4. Viewing e-Transaction count on the basis of across the counter service,
5. Viewing e-Transaction count of NOFN service,
6. Viewing e-Transaction count on the basis of category of services,
7. Separate e-transaction counts view for each state in the state portal,
8. A complete service directory of all the services enrolled in eTaal,
9. Drill-down feature to get detailed view of e-Transaction count,
10. Time line analysis of e-Transaction count across time-periods,
11. Graphical and tabular presentation of e-Transaction count,
12. Service enrolment feature,
13. Weighted average system for services,
14. Android mobile app to get the information of the count of e-Transactions through mobiles.
Technical Architecture

eTaal offers an interface allowing diverse systems and organizations to inter-operate. All client connectors are capable of communicating and exchanging data in specified formats and communication protocols.

eTaal is broadly categorized into following three components:

1. Dashboard Server Connector (DSC): Dashboard server connector (DSC) runs as a service on central server of eTaal with inherent pulling engine mechanism to pull the e-Transaction count from various servers located at state and centre.

2. Dashboard Client Connector (DCC): Dashboard client connector (DCC) runs as a service on the servers which are providing the e-Transaction count.

3. eTaal Portal: eTaal portal is a web portal to give view of dashboard.

Weighted Average System

In eTaal 2.0, a system is being developed for assigning appropriate weightages for various categories of e-Services. Also, higher ranking will be assigned to e-Services on the basis of the 12 features which are the deciding factors for the weighted average system. The strategy is to define parameters to measure service quality and then assign weights and develop frameworks.

eService Directory

To facilitate the view of eServices being delivered across the country, eService Directory has been developed under eTaal 2.0. The eService directory provides the details of e-Governance application delivering the service along with the details of spatial spread for a given service. It helps citizens in finding state level services grouped in a particular standard service.

State Portal

A personalized portal for states and union territories by the name of “State Portal” is implemented on the eTaal website. It helps citizen in finding state level services grouped in a particular standard service.

Implementation Status

eTaal is a portal that provides e-Transactions count of e-Services delivered to the citizens across the country. Data is being captured for approx. 2862 e-Services from 21 central ministries, 36 states/UTs and mission mode projects (MMP). Around 1209 crore e-Transactions have been recorded so far since the inception of the project in 2013. In case of CSCs, the data is captured till the village level and in case of NOFN till the block level.

Awards and Recognition

eTaal has been appreciated with several awards for its efficient work and qualitative analysis of the various services across the nation, e.g. Skoch Platinum Award 2013 and eINDIA Awards 2014. eTaal Research Paper for International Conference on Theory and Practice of Electronic Governance (ICEGOV) 2014 was published by ACM Digital Library in 2015.

Skoch Platinum Award for Digital Inclusion

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