

eINDIA Awards 2014 for eTaal Project

NIC's eTaal project has been adjudged among the best projects in eINDIA Awards 2014 and has been conferred the eINDIA Award under Government to Citizens (G2C) Projects category. The award was presented to Shri IPS Sethi, Sr. Technical Director, NIC by Dr. R Chandrashekhar, President, NASSCOM. The ceremony was held on 15th November 2014 at the Leela, Kovalam, Kerala and was attended by delegates from across India. The project was well-appreciated by the Jury.

About eINDIA

eIndia is a premier ICT event organized by Elets Technomedia every year for the past decade. eINDIA Awards have been set up to acknowledge these innovations in Government sector that are taking development to the next level through endeavors made in integrating technology in societal concerns. The awards focus on the initiatives that will take India to the next level of efficiency in providing public services.

The event was attended by senior officers from Government, industry and academia and had four key tracks on e-Governance, e-education, e-health and Financial Inclusion. For the last nine years, eINDIA has helped in creating awareness about the digital divide. eINDIA has emerged as the prominent platform to meet & network with key decision makers & experts; engage with colleagues and experts handling similar ICT projects; benefit from extensive and in-depth conference sessions/interactions.

About eTaal

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. **More than billion eTransactions have been recorded on the portal from over 2500 eservices since Jan, 2013.**

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.



L to R: Dr. M.P. Narayanan, President, elets India; Shri I.P.S. Sethi, STD NIC; Shri Tripurari Prashad, IAS, Pr. Secy(IT), Government of Bihar; Dr R Chandrashekar, IAS (Retd), President NASSCOM; Shri Rajesh Aggarwal, IAS, Pr. Secy (IT), Government of Maharashtra



NIC projects awardees with Dr. Ravi Gupta, CEO elets Technomedia Ltd and eINDIA Organiser