

eTaal 3.0 Platform Workshop Highlights Enhanced Features and State-Level Analytics

On August 23, 2024, the National Informatics Centre (NIC) under the Ministry of Electronics and IT (MeitY) conducted a comprehensive workshop showcasing the advanced capabilities of the eTaal 3.0 platform and its impact on state-level eTransactions. The event, held in Chandigarh, saw attendees from Punjab, Haryana and Chandigarh State IT Departments, and focused on the platform's latest enhancements and how they are transforming the landscape of eGovernance in India. Sh Vijendra Kumar (IAS), Principal Secretary, Govt. of Haryana and Venkatesan Umashanker (IAS), Principal Secretary to CM and PS (CRID), Govt. of Haryana addressed the gathering and highlighted the need for efficient governance, encouraging government officials to actively use and promote digital tools.



Figure 1 - Speakers at the Workshop Event

eTaal (Electronic Transaction Aggregation and Analysis Layer), is a robust platform developed by the National Informatics Centre (NIC) and MeitY. It is designed to provide a real-time, aggregated view of electronic services (eServices) across various government agencies at the central, state, and local levels. The updated version, eTaal 3.0, introduces cutting-edge features such as Business Intelligence (BI) tools and AI-powered analytics, enabling deeper insights into eService delivery and enhancing decision-making processes. eTaal 3.0's new features include comprehensive data coverage, near real-time data aggregation, and performance benchmarking capabilities. The platform's user-friendly interface and seamless integration with existing eGovernance applications make it a critical tool for government stakeholders.

Haryana's transaction statistics were highlighted in the workshop on the eTaal 3.0 platform, showcasing the state's active participation in digital governance. As of FY 2023-24, Haryana recorded 35.31 crore eTransactions, placing it 14th among all Indian states and union territories. The state has integrated 434 eServices, with 309 state-specific projects and 125 central projects contributing to the total transaction count. Notable eServices in Haryana include the Antyodaya Saral Haryana project, which alone accounted for 41.13 lakh transactions, and various urban local body

services. These statistics reflect Haryana's commitment to leveraging digital tools for improving service delivery and enhancing citizen engagement in governance.



Figure 2 - Attendees at the NIC Workshop

The workshop also featured insights into the top five citizen-centric services in Haryana based on transaction volume. The Ayushman Bharat e-card generation topped the list, with significant activity also noted in services such as eCourts case status access, public distribution system ration sales, UMANG transactions, and railway ticket bookings through IRCTC.



Figure 3 – Demonstration of the eTaal 3.0 platform

The workshop underscored the importance of using eTaal for measuring the quality of eService delivery through key performance indicators such as ePayment integration, use of digital signatures, Aadhaar implementation, and accessibility through various digital platforms. These metrics are vital for enhancing transparency, accountability, and efficiency in public administration. As eTaal continues to evolve, the platform is set to play an increasingly pivotal role in driving the digital transformation of governance in India. By providing a centralized, data-driven approach to managing and analyzing eServices, eTaal empowers government entities to improve service delivery and ensure that the benefits of digital governance reach every citizen across the nation.