



No: DivCom/Dev/149-7349017/2023/ 12840 - 60  
Dated: 27 / 11 / 2023

HOD,  
\_\_\_\_\_ (All).

Subject: Citizen Survey regarding National e-Governance Service -  
Delivery Assessment 2023.

Sir/Madam

Kindly refer to Office Memorandum No:JaKeGA-Gen/03/  
2023 dated 22.11.2023 received from Chief Executive Officer, J&K e-  
Governance Agency, IT Department Civil Secretariat J&K regarding the  
captioned subject.

In this connection, I am directed to enclose a copy of the  
aforementioned communication for examining the same and to give wider  
publicity to the services offered by your department among common masses  
and have maximum feedback. Besides, directions be also given to all  
employees of your department to participate in Survey of NeSDA 2023 by  
visiting url: nesda.centralindia.cloudapp.azure.com.

Encl: (1)

Yours faithfully,

**Ashiq Hussain Malik**

Deputy Director (E&S)

With Divisional Commissioner,

Kashmir

Copy to the: -

1. Deputy Commissioner \_\_\_\_\_(All) for information and necessary action.
2. Private Secretary to Divisional Commissioner Kashmir for information of  
Divisional Commissioner Kashmir.

IT Section

24 2023

Government of Jammu & Kashmir  
J&K e-Governance Agency, IT Department  
Civil Secretariat, J&K  
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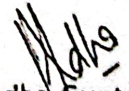
O.M.No:JaKeGA-Gen/03/2023  
Dated:22-11-2023

Subject: Citizen Survey regarding National e-Governance Service Delivery Assessment - 2023.

The National e-Governance Service Delivery Assessment (NeSDA) is a comprehensive evaluation conducted by the Department of Administrative Reform and Public Grievance (DARPG) to assess the effectiveness and efficiency of e-governance services provided by Indian government to the citizens of India. It is a framework conceptualized & developed by DARPG, Govt. of India to measure the depth and effectiveness of state level e-Governance service delivery mechanism from citizen's perspective keeping citizen's perspective at the fore front.

As part of the NeSDA 2023 assessment, a citizen survey is conducted to gauge the satisfaction levels, experiences, and feedback of citizens utilizing e-governance services. The purpose of the survey is to gain insight on the citizens' experience in availing e-services from the respective State/UT. Accurate and relevant data from citizens and the meaningful analysis of the same will help States/UTs to chart a course for future service delivery. The survey aims to assess the effectiveness, efficiency, and user experience of government services provided through online platforms. The NeSDA 2023 Citizen Survey has been launched and DARPG has requested states to publicize the survey among citizens & encourage them to participate in the survey. The response of the UT in the survey shall have a bearing on our performance in NeSDA.

In view of the above, it is submitted that instructions may kindly be given to subordinate offices under your control for ensuring wide publicity of services offered by the department and to have maximum feedback besides may also pass directions to all the officers/employees of your concerned departments to participate in Survey of NeSDA 2023 by visiting viz; [nesda.centralindia.cloudapp.azure.com](https://nesda.centralindia.cloudapp.azure.com).

  
Anuradha Gupta, JKAS  
Chief Executive Officer,  
J&K e-Governance Agency

All Administrative Secretaries  
Divisional Commissioners  
Deputy Commissioners  
Heads of Departments

Copy to:

1. Chief Secretary, J&K for favor of kind information.