Government of Jammu & Kashmir, Higher Education

OFFICE OF THE NODAL PRINCIPAL

Amar Singh College

NAAC RE-ACCREDITED GRADE –B

CLUSTER UNIVERSITY SRINAGAR

GOGJI BAGH SRINAGAR

Cell No: 9419064621, Ph: 0194-2310227, Fax: 0194-2311674/ http://www.ascollege.edu.in /E-principal@amarsinghcollege.ac.in
(email : nodalkashmir@gcwmaroad.edu.in)

No: ASC/Edu/N/23/ 424

Dated: 5 / 12 /2023

Circulate Among Staff & Student 05/12/2023

Principals
Kashmir Division Colleges

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

Reference: Communication received from Directorate of College vide letter No. DC-HE//K//2023/2292, dated: 01-12-2023.

Sir / Madam

Apropos to the above cited subject & reference, kindly find attached herewith a copy of O.M 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 subject cited above. In this context, you are requested to circulate the same amongst the staff (teaching / non-teaching) and students with the advice for examining the same and to give wider publicity to the services offered among the common masses and have maximum feedback. Besides, directions should also be given to all employees of your college to participate in the NeSDA 2023 survey by visiting the following URL : **nesda.centralindia.cloudapp.azure.com**.

Yours sincerely

Prof. Sheikh Ajaz Bashir
Nodal Principal
Kashmir Division Colleges

Copy to:
5. Director Colleges, Higher Education Department for information.
6. PS to Principal Secretary to Govt., HED for the information of Principal Secretary HED.
7. Office / Master File.

Government of Jammu & Kashmir
J&K e-Governance Agency, IT Department
Civil Secretariat, J&K
*****

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.

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.