STUDY NOTES · BASIC CONCEPT

National e-Governance Division (NeGD): Meaning and Functions

Polity & Governance

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What is the National e-Governance Division (NeGD)?

- NeGD is a nodal agency of the Government of India
- It functions under the Ministry of Electronics and Information Technology (MeitY)
- Its primary mandate is to implement and strengthen the Digital India Programme
- NeGD acts as a digital bridge between the government and citizens for public service delivery

Key Functions of NeGD (With Details)

Development and Implementation of e-Governance Projects

- Designs and executes digital governance projects across ministries and states
- Converts paper-based procedures into online and paperless systems
- Enables end-to-end digital service delivery including application, processing, and approval

Creation of Digital Public Platforms

- Develops common national platforms to avoid duplication by ministries
- Provides single-window access to citizens for multiple services
- Major platforms include UMANG, DigiLocker, MyGov, API Setu, and Bharat Taxi

Centre–State–UT Coordination

- Ensures technical integration between central and state digital systems
- Facilitates interoperability and data sharing across departments
- Provides advisory and technical support to states and union territories

Setting e-Governance Standards and Security Frameworks

- Establishes standards for cybersecurity, data privacy, and system reliability
- Ensures protection of citizens’ personal data
- Promotes uniformity and quality in government digital services

Capacity Building and Training

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- Provides digital skills training to government officials
- Builds institutional capacity to adopt new digital technologies
- Improves digital readiness at state and district levels

Citizen-Centric Service Delivery

- Makes public services faster, transparent, and accessible
- Enables online tracking, grievance redressal, and feedback mechanisms
- Reduces human interface, middlemen, and corruption

Promotion of Good Governance

- Enhances transparency through digital records and audit trails
- Strengthens accountability through time-bound service delivery
- Improves efficiency by reducing costs and delays
- Promotes inclusiveness by extending services to remote and underserved areas

Overall Significance of NeGD

1. Improves Ease of Living and Ease of Doing Business
2. Strengthens cooperative federalism through Centre–State collaboration
3. Supports India’s Digital Public Infrastructure ecosystem
4. Positions India as a leader in digital governance

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