



UX4G

User Experience for Government Applications

User Experience for Government Applications (UX4G) is an initiative under the Digital India Programme, being implemented by the National e-Governance Division (NeGD; negd.gov.in) under the Ministry of Electronics and Information Technology (MeitY; meity.gov.in), Government of India, to render digital applications more user-friendly and make the experience enjoyable for end-users. The UX4G initiative focuses on optimizing the user experience of e-governance services to:

- Enhance user accessibility and ease of service.
- Promote consistency, responsiveness, and personalization in digital platforms.
- Empower product teams with modern UI/UX practices and tools.

Key Products & Support Offered

1. UX4G Handbook: A comprehensive set of framework to uphold good UX/UI practices

- A detailed guide on best practices, UX principles, and creating user-centric digital services.
- Covers website and mobile-specific considerations like accessibility, responsiveness, and personalization, design system, UX audits etc.

2. UX4G Design System: A standardized digital library of reusable components with code repository to ease the development process and assist designers and developers of the product team.

- A centralized library of reusable design components tailored for government applications.
- Promotes consistency, streamlines design processes, and enhances visual coherence.

3. Accessibility Widget: The plug and play widget helps the digital platforms in providing access to all type of users adhering to accessibility standards

- Provides features (currently 11) for inclusion and ease of use for users including differently abled users.
- Seamlessly integrates accessibility functions into digital platforms.

4. Capacity-Building Workshops: To sensitize government officials regarding UI/UX design processes, design thinking approach, and discuss challenges in establishing effective UX/UI for online service delivery

- Both online and physical workshops are conducted
- Topics covered in the workshops is on current practices on UX/UI, introduction to UX/UI, design thinking approach and good user experience practices, benefits from UX implementation, case studies of state specific digital products to demonstrate real world

examples and, hands on session for design system & design handbook implementations

5. Self UX Health Check: A comprehensive tool for compliance/audit parameters on good UX/UI practices is available at UX4G.gov.in

- Available for both Websites and Mobile Apps
- One has to go to the tools section of UX4G website and enter the required details and, click against the parameters given and then submit. Report will be sent on e-mail.

6. Audit 360 (Beta Version): It is an automated UX audit tool which simplifies the evaluation of critical aspects of website performance and compliance, ensuring alignment with best practices and accessibility standards

- Instant UX audit results of a website's homepage and, reduction in manual intervention on 99+ audit parameters
- Helps website team in improving their digital assets and, performance monitoring of the same

7. Advisory to Providers

- Publish the link- ux4g.gov.in on their portal(s)
- Adopt user experience handbook for guidance on UX/UI enhancement
- Adopt Design System by designers and developers
- Deploy Accessibility Widget on websites
- Use UX Health Self Check tool
- Use Audit 360 Tool
- Include the above usage in SoW/ToR of related procurement documents
- Deploy UX specific professionals in product team

Implementation Agency:
National e-Governance Division (NeGD),
Electronics Niketan, 6 CGO Complex,
Lodhi Road, Delhi-110003
e-Mail: support.ux4g@digitalindia.gov.in



More About UX4G

