

AUDIT REPORT

Name of the Portal: Assam Ease of Doing Business Portal (<https://eodb.assam.gov.in/>)

Audit Period: [01-10-2024] – [31-12-2024]

Audit Conducted by: National Informatics Centre, Assam State Centre, Dispur, Assam

Published on: 31 December 2025

1. Introduction

This report presents the findings of the system audit conducted on the Assam Ease of Doing Business Portal, focusing on its stability, user interface/user experience (UI/UX) and outages/downtime during the audit period. The audit aims to assess the portal's performance in delivering uninterrupted, user-friendly and reliable digital services.

2. Objectives of the Audit

The key objectives of the audit were:

- To assess System Stability, ensuring consistent and error-free functionality.
- To evaluate User Interface and User Experience (UI/UX) for ease of navigation and accessibility.
- To analyze Outages and Downtime, documenting service disruptions and corrective measures.

3. Audit Methodology

The audit was conducted using a combination of:

- Log and uptime analysis
- UI/UX walkthrough and heuristic evaluation
- Incident report review and stakeholder feedback
- System performance benchmarking

4. Audit Findings

4.1 System Stability

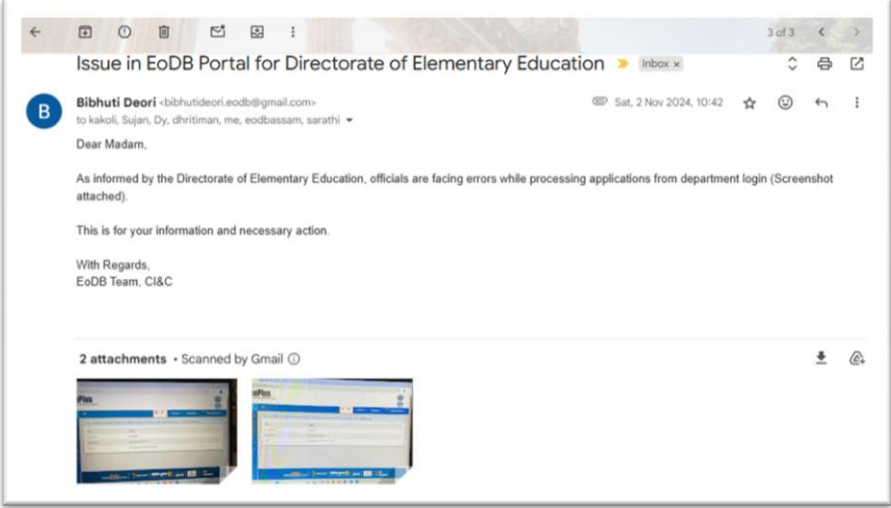

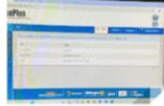
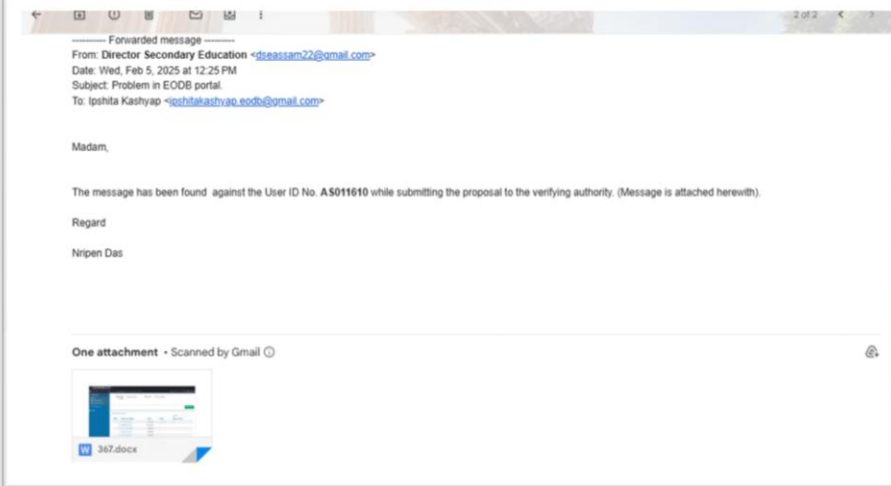

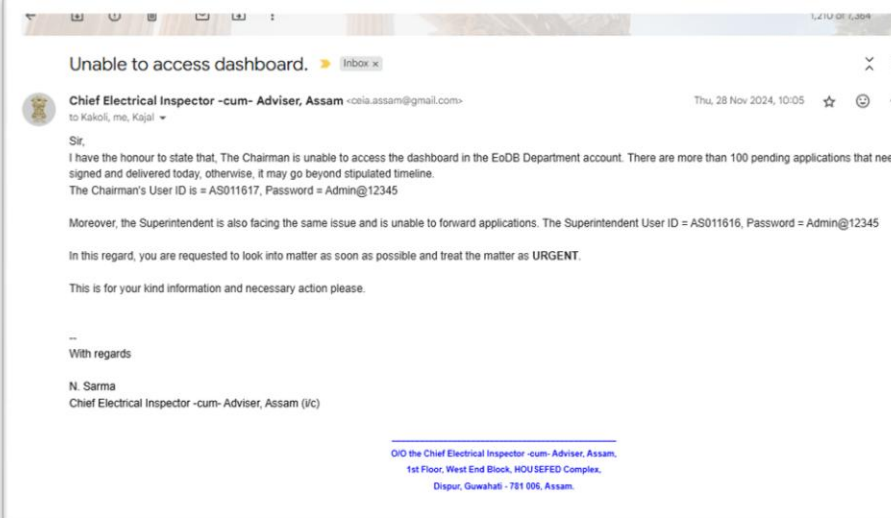
Observation: The system operated with an average uptime of [99.90%] during the audit period. Error logs showed no major application-level failures, and system response time was within acceptable thresholds.

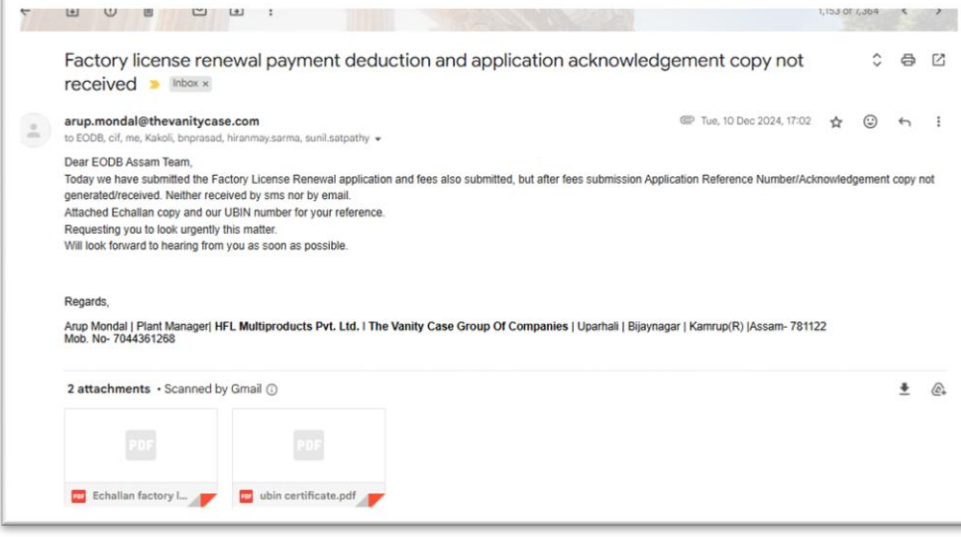
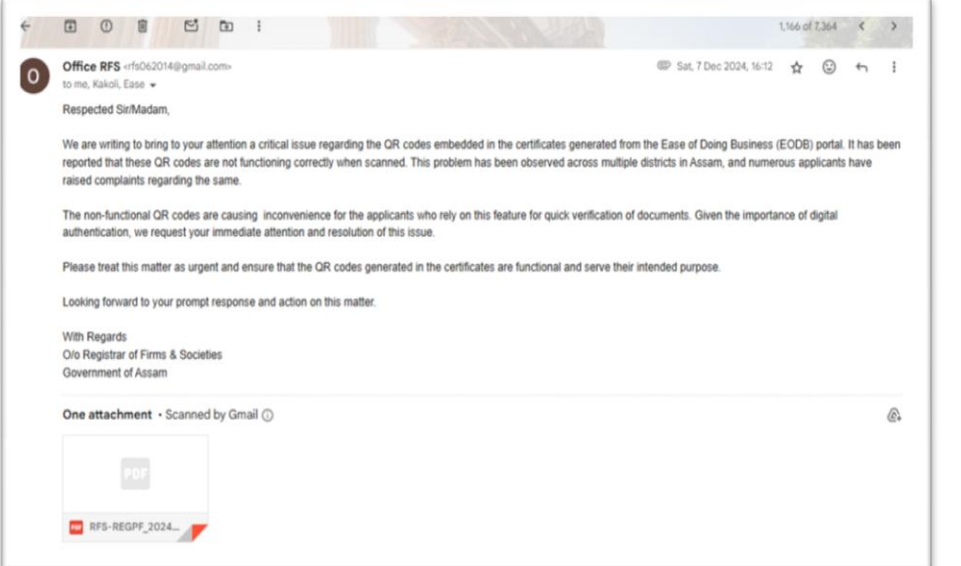
Key Highlights	Remarks
Stable operations during peak hours	During pick hours, the system found to be stable
No critical bugs or crash incidents recorded	<ul style="list-style-type: none">➤ Bugs/ Vulnerabilities are resolved through necessary patches and configuration updates whenever reported by NIC-CERT Critical➤ No crash incident recorded since inception.
Routine maintenance schedules adhered to	Maintenance of Application and Database is done whenever new patches/ updates released by Development Team of Service Plus

Error Reported::

Period	No of issue reported	No of issue resolved
1-10-2024 to 31-12-2024	6	6

Sl No	Error Reporting
1	<div><p>From: "agri pp208" <agri.pp208@gmail.com> To: "kakoli chaudhury" <hod.aplitw-asm@nic.in> Sent: Tuesday, October 8, 2024 2:24:57 PM Subject: Issue faced in EODB portal</p><p>Madam,</p><p>In inviting reference to the subject cited above I would like to draw your kind attention regarding the following issues faced in the EODB portal.</p><p>While delivering the license PP-WS-F/2024/00061 error occurs and the application is again found in the inbox and hence the license can not be delivered.</p><p>This is in favour of your kind information and needful action.</p><p>Yours faithfully</p><p>Sandeep Kumar Bhuyan, Pest Surveillance Officer, Directorate of Agriculture, Khanapara , Guwahati-22</p></div>

2	 <p>Issue in EoDB Portal for Directorate of Elementary Education Inbox x</p> <p>Bibhuti Deori <bibhuti.deori.eodb@gmail.com> to kakoli, Sujan, Dy, dhritiman, me, eodbassam, sarathi</p> <p>Sat, 2 Nov 2024, 10:42</p> <p>Dear Madam,</p> <p>As informed by the Directorate of Elementary Education, officials are facing errors while processing applications from department login (Screenshot attached).</p> <p>This is for your information and necessary action.</p> <p>With Regards, EoDB Team, CI&C</p> <p>2 attachments • Scanned by Gmail</p> <p> </p>
3	 <p>Forwarded message</p> <p>From: Director Secondary Education <dseassam22@gmail.com> Date: Wed, Feb 5, 2025 at 12:25 PM Subject: Problem in EODB portal To: Ipshta Kashyap <ipshikashyap.eodb@gmail.com></p> <p>Madam,</p> <p>The message has been found against the User ID No. AS011610 while submitting the proposal to the verifying authority. (Message is attached herewith).</p> <p>Regard Nipen Das</p> <p>One attachment • Scanned by Gmail</p> <p></p>
4	 <p>Unable to access dashboard. Inbox x</p> <p>Chief Electrical Inspector -cum- Adviser, Assam <ceia.assam@gmail.com> to Kakoli, me, Kajal</p> <p>Thu, 28 Nov 2024, 10:05</p> <p>Sir,</p> <p>I have the honour to state that, The Chairman is unable to access the dashboard in the EoDB Department account. There are more than 100 pending applications that needs to signed and delivered today, otherwise, it may go beyond stipulated timeline. The Chairman's User ID is = AS011617, Password = Admin@12345</p> <p>Moreover, the Superintendent is also facing the same issue and is unable to forward applications. The Superintendent User ID = AS011616, Password = Admin@12345</p> <p>In this regard, you are requested to look into matter as soon as possible and treat the matter as URGENT.</p> <p>This is for your kind information and necessary action please.</p> <p>With regards N. Sarma Chief Electrical Inspector -cum- Adviser, Assam (i/c)</p> <p>O/O the Chief Electrical Inspector -cum- Adviser, Assam, 1st Floor, West End Block, HOUSEFED Complex, Dispur, Guwahati - 781 006, Assam.</p>

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Remarks: The system demonstrates a high level of operational reliability, with minimal technical disruptions.

4.2 User Interface / User Experience (UI/UX)

Observation: The portal was found to be visually consistent and accessible on desktop and mobile devices. Navigation structures are logical and user-centric, user friendly .

Accessibility:

- Complies with standard accessibility norms (e.g., DBIM, GIGW, GuDApps) to a considerable extent.
- Font sizes, color contrast and ALT texts are appropriately used

- The EoDB Portal complies with World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.0 level AA. This will enable people with visual impairments to access the Website using assistive technologies, such as screen readers. The information of the Website is accessible with different screen readers, such as JAWS, NVDA, SAFA, Supernova, and Window-Eyes.
- This web site is responsive across all devices.

Remarks: The portal offers an intuitive and accessible experience to most users.

4.3 Outages and Downtime

Summary of Service Disruptions:

Planned Downtime:

Date	Duration	Cause	Action Taken
16-12-2024	2 Hrs	Server maintenance	1.Pre-schedule notice issued 2.Migration of EoDB MIS instance

Corrective Measures:

1. As a part of corrective measures the system enhanced with Automated recovery scripts configuration and
2. Allocation of extended resource whenever resource utilization(Server) exceeds 75%.

Remarks: Service disruptions were limited and managed effectively with timely interventions.

6. Conclusion

The audit concludes that the Assam Ease of Doing Business Portal is operating with a high degree of stability, usability, and service availability. The system is well-aligned with e-Governance standards, with minor enhancements recommended to further optimize performance and user satisfaction.