

AUDIT REPORT

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

Audit Period: [01-01-2025] – [31-03-2025]

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

Published on: 31 March 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

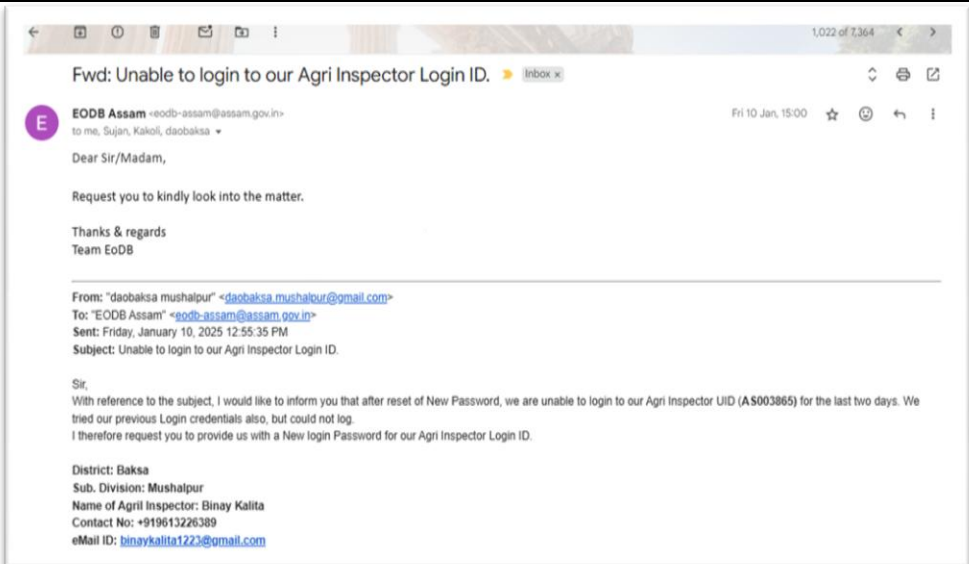
4.1 System Stability

Observation: The system operated with an average uptime of [99.91%] during the audit period. Error logs showed no major application-level failures, and system response time was within acceptable thresholds.

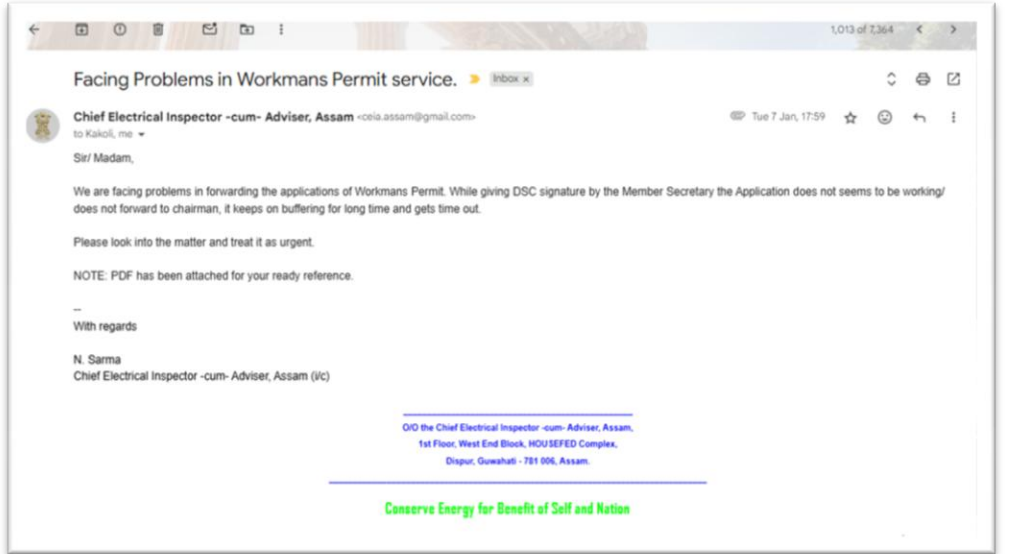
Key Highlights	Remarks
Stable operations during peak hours	During pick hours, the system found to be stable
No critical bugs or crash incidents recorded	<ul style="list-style-type: none">➤ Bugs/ Vulnerabilities are resolved through necessary patches and configuration updates whenever reported by NIC-CERT 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::

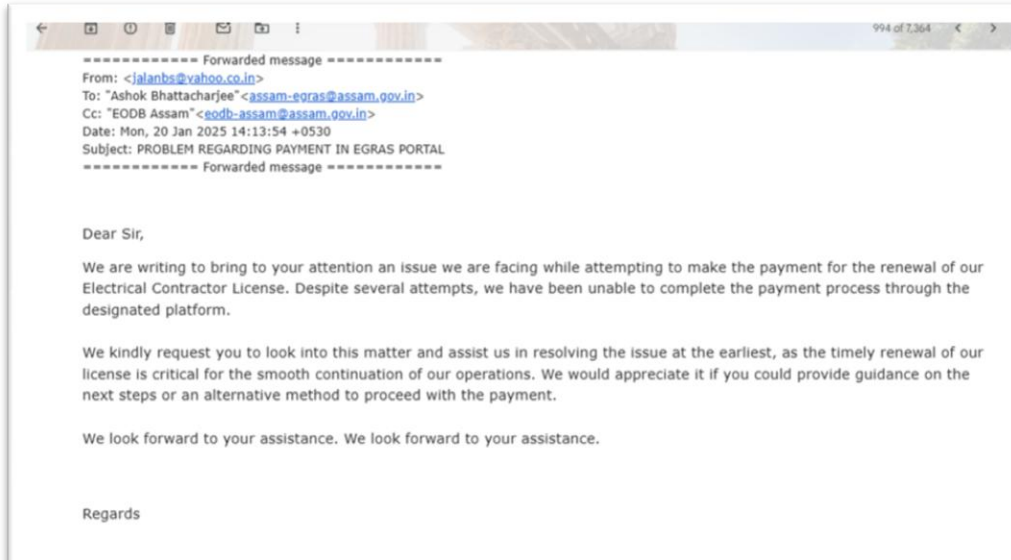
Period	No of issue reported	No of issue resolved
01-01-2025 to 31-03-2025	7	7

Sl No	Error Reporting
1	 <p>The screenshot shows an email from EODB Assam (eodb-assam@assam.gov.in) to daobaksa mushalpur (daobaksa.mushalpur@gmail.com) dated Friday, January 10, 2025, at 12:55:35 PM. The subject is 'Unable to login to our Agri Inspector Login ID.' The email body contains a request to look into the matter, thanks, and contact information for Binay Kalita, Agri Inspector in the Mushalpur sub-division of Baksa district. The contact details provided are: Name of Agri Inspector: Binay Kalita, Contact No: +919613226389, and eMail ID: binaykalita1223@gmail.com.</p>

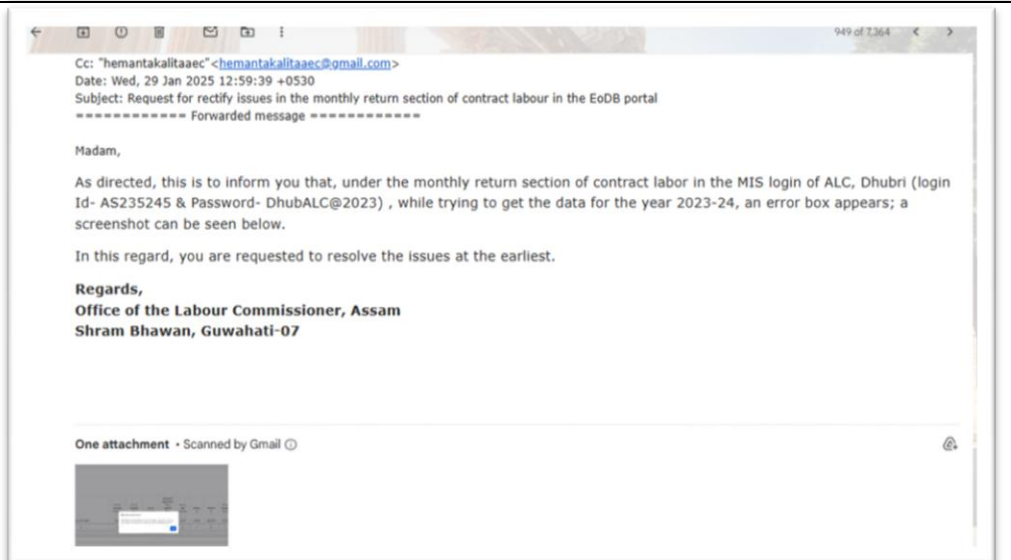
2



3



4



5

Issues faced in the EODB Portal Inbox x

D Directorate of Agriculture PP Cell <agri.pp208@gmail.com>
to kakoli, sarathi, me

Mon 17 Feb, 11:10

Madam,
Kindly refer to the following issues :

1. Cachar District
Wholesale Fertilizer License application
Application Ref No.-FERT-WS-F/2025/00020

Applicant Login Id-6002139308
Password-Admin@135

Problem is that sir the Fertilizer Officer forwarded the license application to JDA but the portal showing that the application is in query section. While click in the reply to the query section, the portal showing in dialogue box to pay Rs. 2000 through E-Grass portal. But the applicant already paid govt. Fees 1650 while submission of form and successfully forwarded from DAO Cachar to Fertilizer Officer.

2. Goalpara district :
application for pesticides retail license of Sri Taharul Mollah, Application ref. No-PP-RT-F/2024/01235 was accepted by SDAO, Goalpara and wanted to forward to DAO's ID, then name of the applicant showed as Bapan Nath instead of Taharul Mollah. So, the application was sent back to Inspector's ID for resubmission of application and portal showed successful forwarding to Inspector's ID but the application is not shown in inbox of Inspector's ID as well as SDAO's ID.

Hence I request you to kindly do the needful for resolving the issues.

Regards

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EODB issue in sending query's reply Inbox x

SUJEET GURUNG <sggurung2013@gmail.com>
to me

Thu 13 Mar, 12:26

Dear Sir


Please attach the documents in all of the cases, as I am unable to submit the query's reply in EODB.

User id : ankit_agarwal2402@yahoo.co.in
Password : Ankit@2402
Application: CIF-AFL/2025/00069 dated 7.2.2025

Please let us know, if it's done. Will be of great help.

Regards
Sk Grg

One attachment • Scanned by Gmail



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===== Forwarded message =====

From: <tends2ankur@gmail.com>
To: "EODB Assam" <eodb-assam@assam.gov.in>
Date: Sat, 08 Mar 2025 10:43:33 +0530
Subject: Unable to renew my contract labour license

===== Forwarded message =====

Respected sir,

With humble request i would like to state that I am unable to renew my contract labour license from last 20 days due to portal issue(screenshot attached).
my license got expired also.
please help me on this issue.

Service: Application for Auto Renewal of License in Form VII under Rule 29 (2) of the Contract Labour (R & A) Rules, 1971.

Regards
Ankur Deka

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
14-02-2025	2 Hrs	Server maintenance	Pre-schedule notice issued
17-02-2025	6 Hrs	Web Server Up gradation	Pre-schedule notice issued

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.