

AUDIT REPORT

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

Audit Period: [01-04-2025] – [30-06-2025]

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

Published on: 30 July 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

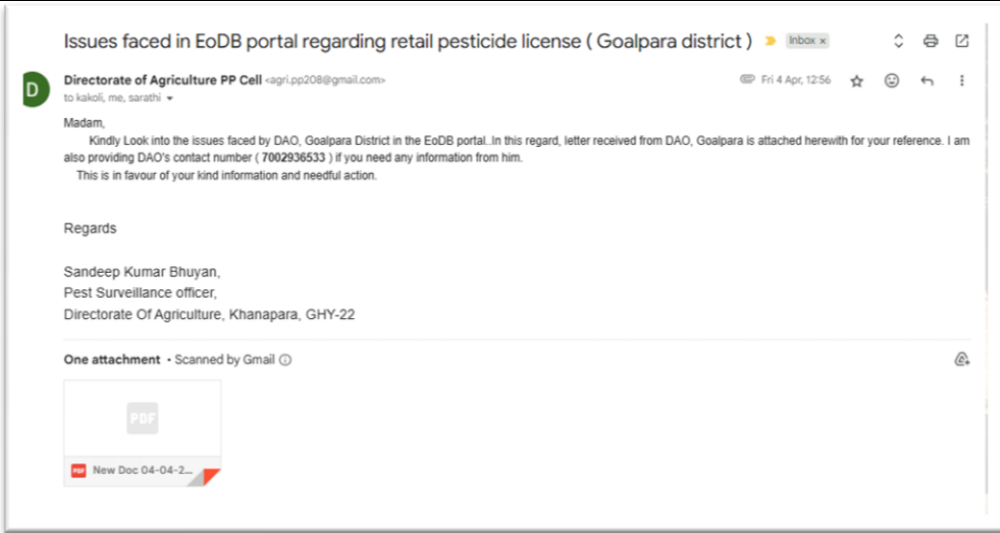
4.1 System Stability

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
1-04-2025 to 30-06-2025	5	5

Sl No	Error Reporting
1	

2

===== Forwarded message =====
 From: <bimalinfotech.rangia@gmail.com>
 To: "EODB Assam" <eodb-assam@assam.gov.in>
 Date: Mon, 07 Apr 2025 14:17:22 +0530
 Subject: unable to submit Application for Amendment in License of a Contractor(s) in Form IV under Section 12 of the Contract Labour (R & A) Act, 1970 and Rule 21 (1) of the Assam Rules
 ===== Forwarded message =====

Sir
 my labour licence expired in dec,24 and I need to renew it for my other registration renewals. At the time of renewal it shows an amendment of the labour licence but I am unable to process it.
 so, kindly help me out from this problem. I also attached the screenshot of the error.
 Thanking you

Syed Nizamuddin Ahmed
 M- 9678268082

3

To: "EODB Assam" <eodb-assam@assam.gov.in>
 Date: Sat, 29 Mar 2025 10:10:44 +0530
 Subject: CONTRACTOR LABOUR LICENSE AMENDMENT ERROR
 ===== Forwarded message =====

sir, kindly read the message then reply it correctly.
 KINDLY CHECK THIS ERROR. WHEN I TRY TO EXTRACT DATA USING OLD LICNESE THEN IT SHOWS THE DATA BUT SOME DATA ARE MISSING AND DISABLED.
 KINDLY CHECK THE SCREENSHOT FILE BELOW.

AND WHEN I TRY TO EXTRACT DATA USING RENEWED LABOUR LICENSE IT SHOWS NO DATA FOUND.
 and check the attachment also to get an idea of the problem.

4 attachments • Scanned by Gmail



4

===== Forwarded message =====
 From: <rajkishore.das@quesscorp.com>
 To: "EODB Assam" <eodb-assam@assam.gov.in>
 Date: Thu, 10 Apr 2025 15:55:16 +0530
 Subject: Unable to fill up the column though office of the labour commisioner option is not working
 ===== Forwarded message =====

Dear Team,

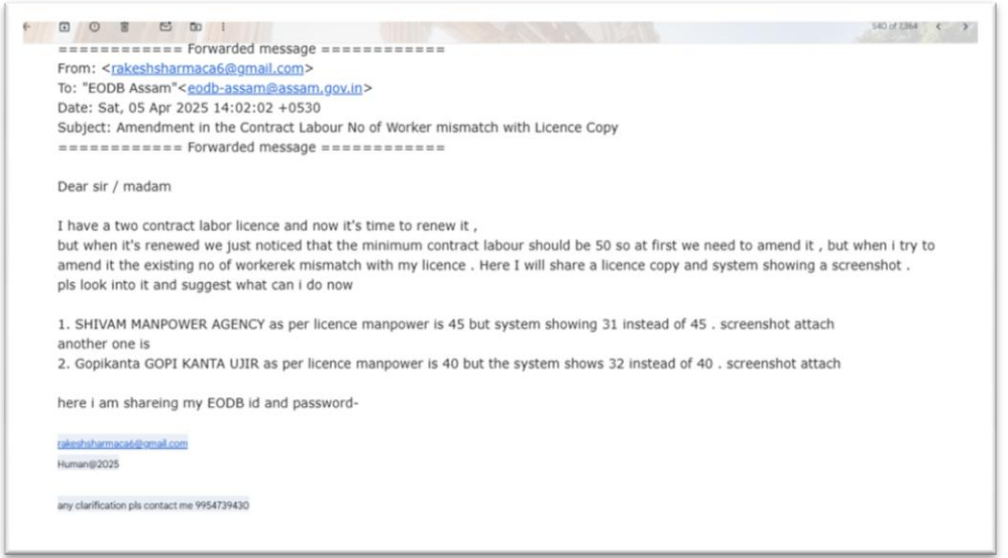
This is to bring to your notice that while attempting to submit the application for auto renewal in *Form VII*, an issue is being encountered. After entering the previous registration details and selecting the option to submit the application under the Office of the Labour Commissioner, the system fails to display the respective area of the Labour Commissioner. As a result, the page becomes non-functional and the application process cannot be completed.
 This issue has been persisting for the past 15 days. We kindly request you to look into the matter at the earliest and confirm once the issue has been resolved, so that we may proceed with the renewal of our Labour License without further delay.

For your reference, we have attached a screenshot of the issue encountered on the site.

Thank you for your prompt attention to this matter.



5



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

26-05-2025	1 Hr	Patch Deployment	Pre-schedule notice issued
06-06-2025	1 Hr	Patch deployment	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.