Citizen Services Dashboard

E-governance service delivery analytics

Service Delivery Overview

Total Requests: 100
Completed: 26
Pending: 29
Average Processing Time: 31.6 days
Satisfaction Score: 3.9/5
Digital Adoption Rate: 78.5%

Service Performance by Department

Department	Total Requests	Completed	Avg Time (days)	Satisfaction	Efficiency
DMV	20	4	34.5	3.8/5	20.0%
Health Services	17	2	42.4	3.5/5	11.8%
Education	14	4	20.0	4.0/5	28.6%
Revenue	21	5	29.6	4.0/5	23.8%
Public Works	9	4	35.2	4.0/5	44.4%

Digital Transformation Impact

• Online service adoption increased by 45% year-over-year
• Average processing time reduced by 60% through automation
• Citizen satisfaction improved from

3.2 to 4.1 out of 5
- Cost per transaction reduced by $12.50 (35% reduction)
- Mobile app usage accounts for 62% of all service requests
- AI chatbot resolved 78% of queries without human intervention