

Citizen Services Dashboard

E-governance service delivery analytics

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Service Delivery Overview

Total Requests: 100
Completed: 26
Pending: 31
Average Processing Time: 29.5 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	10	1	22.4	4.7/5	10.0%
Health Services	19	6	33.5	4.0/5	31.6%
Education	17	4	25.0	3.8/5	23.5%
Revenue	21	3	35.3	4.4/5	14.3%
Public Works	19	8	23.3	3.7/5	42.1%

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