



### **Sensitisation workshop on User Experience (UX) sets tone for citizen-centric governance**

**Panaji, November 2025:** A two-day State-level Awareness and Sensitisation Workshop on User Experience and Design System took place on November 6-7, 2025, at the Commercial Tax Department, Altinho, Panaji, to share the best practices, exchange ideas and address challenges in implementing effective UX/UI for public-facing e-services.

The workshop, organised by the **Ministry of Electronics and Information Technology through the National E-Governance Division**, in collaboration with the **National Informatics Centre (NIC)** and the **Department of Information Technology, Electronics and Communications, Government of Goa**, brought together officials from various Goa Government Departments for two days of learning and understanding of UX/UI and its practical applications for public services.

The inaugural day was graced by **Shri Kabir Shirgaonkar, Director of the Department of Information Technology, Electronics & Communications (DITE&C)** and **Shri Sameer Datar, SIO at the National Informatics Centre (NIC), Goa State Centre**.

In his welcome address, **Shri Kabir Shirgaonkar, Director of the Department of Information Technology, Electronics & Communications (DITE&C)**, said, "This is an opportunity to understand the unique aspects of User Interface (UI) and User Experience (UX), which is very important when it comes to government applications." He requested participants to take the learnings from the sessions and implement them in their respective Departments' websites/applications.

Day one featured five sessions, including UX/UI demonstrations, accessible design, design thinking and the UX4G project. A session also discussed the Digital Personal Data Protection Act, 2023 and explored ways how good UX/UI practices can enhance compliance and improve user trust.

The sessions were conducted by members from NeGD, including Mr Ajeet Kumar, Deputy General Manager, NeGD, Mrs Neeta Tandon, Consultant, NIC, Ms Aparajita Singh, Principal Lead, Changeinkk, Ms Stuti Sharma, UI/UX Designer, Ms Prapti Bhardwaj, UI/UX Designer and Mr Priyanshu Yadav, Domain Expert, DPDP.

Concluding a successful first day of insightful sessions, the workshop transitioned into day two with hands-on training on UX4G, empowering participants to design and develop user-centric e-governance applications that transform citizen experiences.