

## **A day-long workshop on User Experience, Design System, and Digi Locker held in Leh**

Leh, June 12, 2025 – A one-day Awareness and Sensitisation Workshop on User Experience & Design System and Digi Locker was successfully conducted today at the District Panchayat Resource Centre (DPRC) Leh.

The workshop was organised by IT Department, in collaboration with the National e-Governance Division (NeGD), Ministry of Electronics and Information Technology (MeitY), Government of India.

Rigzin Gurmet, IT Consultant, speaking during the inaugural session, highlighted the objectives of the UX4G (User experience for Governance) project, achievements of the NeGD, and the relevance of the Digital Personal Data Protection Act (DPDPA) 2023 in the context of digital governance and citizen rights. He said that the workshop aims to strengthen the User Interface (UI) and User Experience (UX) of government websites and mobile applications, and focuses on identifying critical areas for improvement and proposing a structured framework and practical guidelines to assist departments in adopting user-centric digital services.

Amit Jain, Sr. VP of Digi Locker, delivered a comprehensive presentation on Digi Locker and Entity Locker, elaborating on their pivotal role in promoting paperless governance. He emphasised Digi Locker's mission to empower citizens through secure, seamless, and convenient digital access to important documents. His session included insights into Digi Locker's key achievements, its integration with government services, and how it supports the vision of Digital India by reducing paperwork and streamlining service delivery.

As part of the broader UX4G initiative, the workshop also imparted information about the creation of a library of ready-to-use, reusable digital components. Highlighting the ongoing efforts to provide technical support to departments to leverage these resources, Amit Jain asserted that the ultimate goal is to ensure accessible, efficient, inclusive, and citizen-friendly digital platforms.

Technical sessions were led by Surabhi Katiyar and Shashank Agarwal, UX Engineers from NeGD, who conducted interactive and informative sessions covering a wide range of topics, including, Introduction to User Experience (UX) and the UX4G initiative, Demonstration and implementation of the Reusable Digital Library Repository, UX Design Thinking Process and UX Audit for government platforms, Overview of Digi Locker and Entity Locker, emphasizing the role of paperless governance, Benefits of authenticated, anytime-anywhere access to digital records for citizens.

The workshop was attended by the Under Secretary, IT Department, along with officers and officials from the IT Department and various other concerned departments, who actively participated throughout the sessions.



