

## Press Note

### **Empowering Digital Governance through Better Design!**

The Department of Digital Technologies & Governance (DT&G), Government of Himachal Pradesh, in collaboration with the National e-Governance Division (NeGD), successfully organized a one-day workshop on **“Awareness and Sensitization on User Experience and Design Systems”** at IT Bhawan, Shimla.

The workshop was inaugurated by Ms. Rakhil Khalon, Secretary (DT&G), who delivered the keynote address, underlining the critical importance of user experience (UX) and user interface (UI) in ensuring inclusive, efficient, and citizen-friendly digital service delivery.

Dr. Nipun Jindal, Director (DT&G) chaired the session and emphasized the urgent need for adopting best UX/UI practices to empower citizens and bridge the digital divide.

#### **Workshop Highlights:**

- **User-Centered Design:** Importance of embedding UX/UI into digital governance for improved accessibility and satisfaction
- **UX4G Design System:** Introduction to reusable, standardized UI components for consistency across platforms
- **Automated UX Audit Tools:** Hands-on demo of tools to identify UX gaps and recommend real-time improvements
- **DPDP Act 2023:** Key takeaways on how data protection aligns with better UX design and citizen trust

The sessions were led by Shri Ajeet Kumar, DGM, NeGD and Shri Narender Kumar, Deputy Director (IT) - DDT&G, along with their teams, delivering interactive modules on:

- Design thinking
- UX heuristics
- Accessibility enhancements
- Live implementation using the UX4G Design System

With participation from 100+ officers across departments, the workshop marks another significant step in Himachal Pradesh's commitment to citizen-first digital governance.

