

NeGD
Ministry of Electronics and IT
Government of India

Press Release

IT Department organises a workshop on UX4G to enhance digital governance and citizen experience in Ladakh

Leh, October 23, 2026: The Information Technology Department, Union Territory of Ladakh, in collaboration with the Ministry of Electronics and Information Technology (MeitY), Government of India, organised a one-day Awareness and Sensitisation Workshop on User Experience and Design System (UX4G) at the LAHDC, Conference Hall, Leh.

The workshop, themed “Digital Transformation through User Experience,” aimed at sensitising participants on the importance of user-centric design in digital governance and public service delivery, while strengthening their technical capacities in the development, design, management and maintenance of government websites and online portals.

The workshop focused on the UX4G (User Experience for Government) initiative and its role in making digital services more accessible, efficient, responsive and citizen-friendly. Special emphasis was laid on improving usability, accessibility and the overall digital experience of citizens accessing government services through departmental websites and online portals.

The agenda included sessions by the National e-Governance Division (NeGD) on service design approaches, digital touchpoints, citizen experience and backend orchestration for improved service delivery. The sessions also cover design thinking in digital service design, UX research and audits, enhancement of web and mobile applications and alignment of user needs with organisational objectives.

Participants were introduced to the UX4G Design System, its benefits and UX audit tools, along with best practices for designing and maintaining government websites and portals. A case study was showcased to facilitate discussions on identifying real-life challenges and developing practical solutions. Further deliberations focused on success metrics, tools and techniques for aligning user and organisational goals, and challenges in implementing effective User Interface (UI) and User Experience (UX) practices.

The initiative is expected to strengthen digital governance in Ladakh by promoting the adoption of user-centric design principles and improved digital service delivery practices across government departments.

The workshop also provided a platform for interactive discussions, questions and answers, feedback and deliberations on practical approaches to developing accessible, inclusive and citizen-focused digital services.