



Panorama CGPI eGovernance Report

A Review of State Government Websites (2025)

Date: May 26th, 2025



Introduction – Bridging the Digital Divide



- State government websites are essential tools for citizen engagement, service delivery, and transparency.
- They serve as the first point of contact for both citizens and investors.
- This review assesses the performance of 36 state websites based on 10 key criteria grounded in good governance.

Evaluation Criteria Overview



1 Website Security & SSL



2 Content Relevance



3 Up-to-date



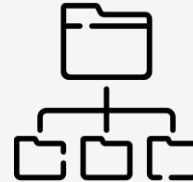
4 Citizen Engagement



5 User-friendliness



6 Empowerment Opportunities



7 Directory



8 Policy & Regulation Updates



9 Accountability



10 Online Services

1. Security & SSL – The Foundation of Trust

- A secure site reflects a government's seriousness about digital safety.
- Most websites have valid SSL certificates, ensuring secure connections.
- However, **cookie consent notifications** are largely absent, raising privacy concerns.

✔ Strengths: Widespread SSL adoption

⚠ Gaps: Neglect of data privacy standards

Data Security

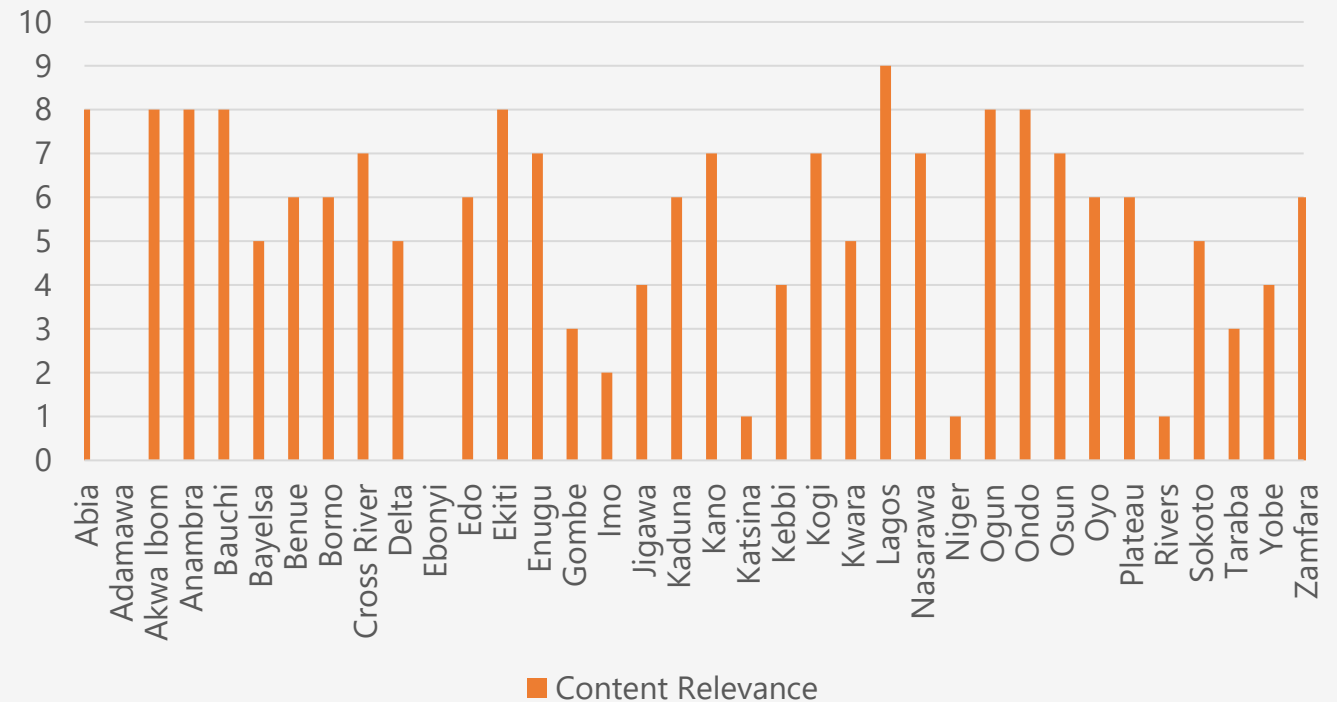


2. Content Relevance – Speaking to Citizens’ Needs

- Content must reflect daily needs: agriculture, education, health, employment.
- Lagos, Akwa Ibom, and Anambra excelled in delivering **citizen-relevant content**.
- Some states, such as Imo and Borno, focused mainly on political figures and ignored public interest content.
- Ebonyi States latest content was dated 2023.

- ✓ Strengths: Tailored content in select states
- ⚠ Gaps: Political-centric content in others

Content Relevance

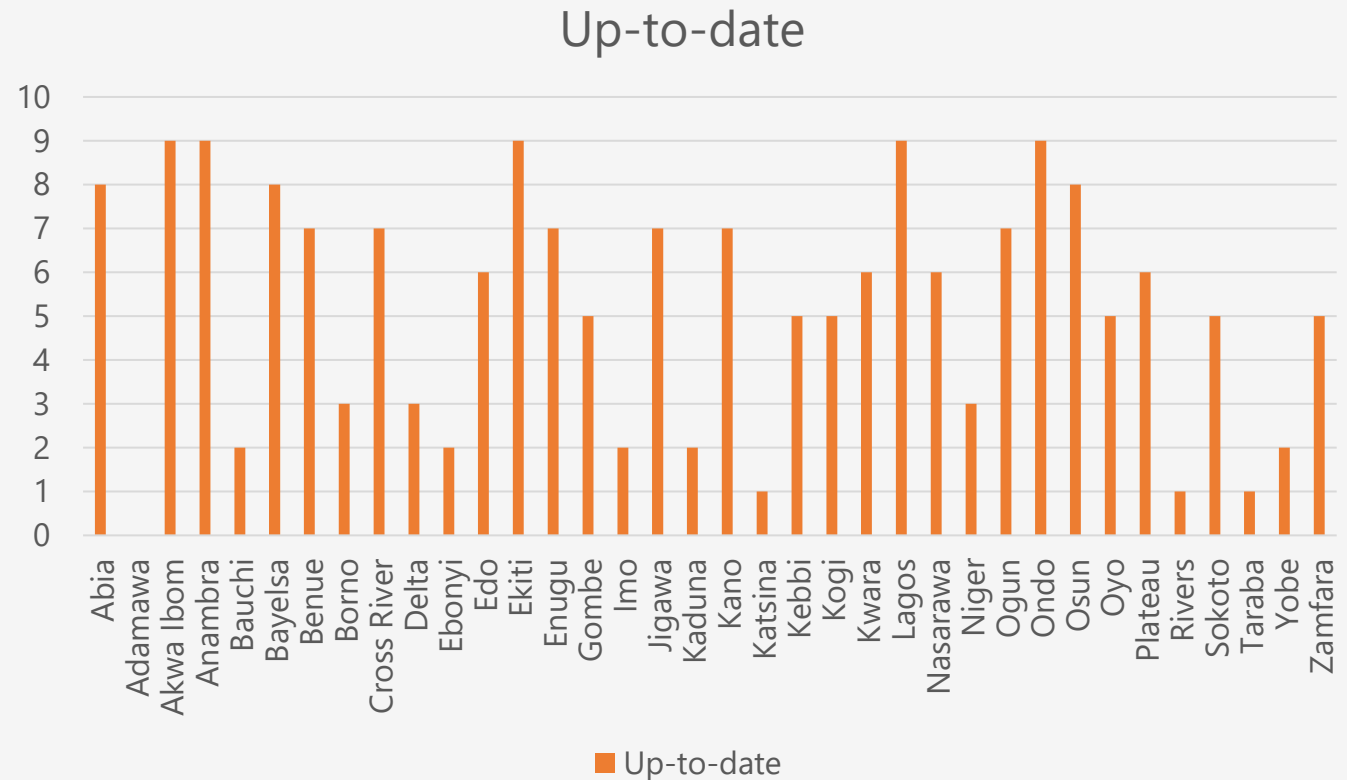


3. Up-to-Date Information

- Currency of information builds public trust and facilitates timely decision-making.
- Anambra, Lagos, Ondo, and Akwa Ibom maintained **frequent updates**.
- States like Taraba and Katsina had **dated or irregular updates**, signaling poor maintenance.

✔ Strengths: Timeliness in top-performing states

⚠ Gaps: Lack of regular updates in many others

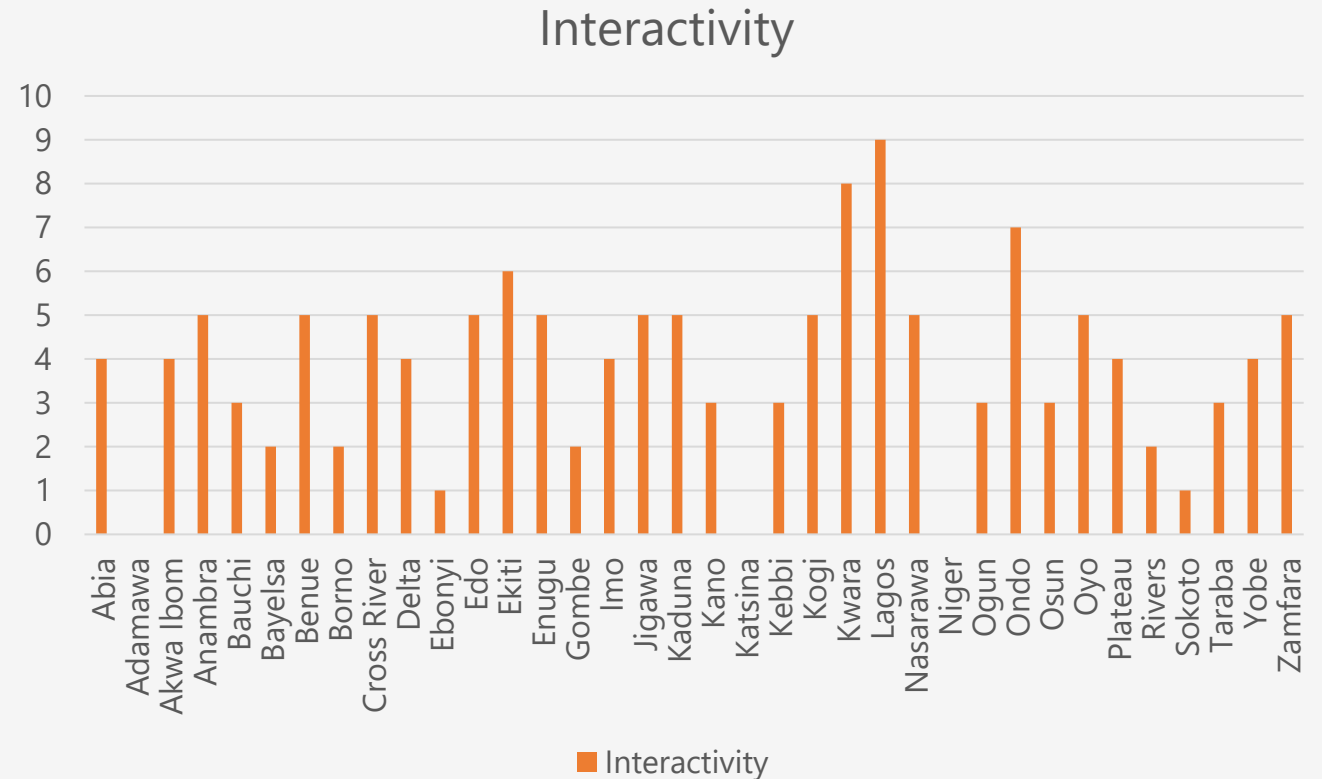


4. Citizen Engagement & Feedback Mechanisms

- Engagement platforms must be functional, responsive, and citizen-friendly.
- **Lagos, Kwara, Ondo, and Enugu States** provided **contact forms, active emails, and complaint ticket systems**.
- Many states lacked proper contact mechanisms or had inactive forms and social links (**Katsina and Niger** specifically).

✓ Strengths: Multi-channel feedback systems in a few states

⚠ Gaps: Non-functional or missing engagement channels in most states



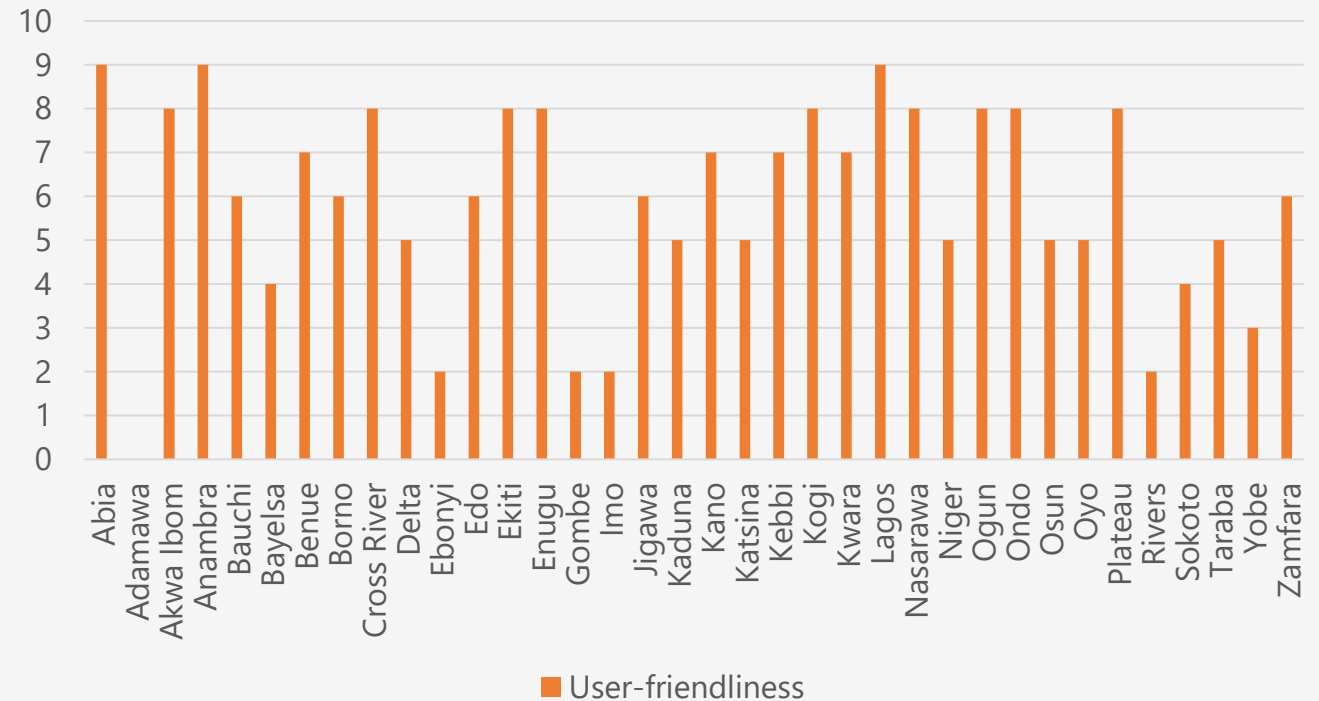
5. User Friendliness – Accessibility and Design

- Design must be consistent, easy to navigate, and inclusive for all users.
- Anambra and Lagos had **intuitive, accessible, and responsive designs**.
- **Katsina and Imo** had broken links and poor layouts beyond the home page.

✔ Strengths: Consistency and accessibility in leading states

⚠ Gaps: Inconsistencies and broken pages in others

User-friendliness



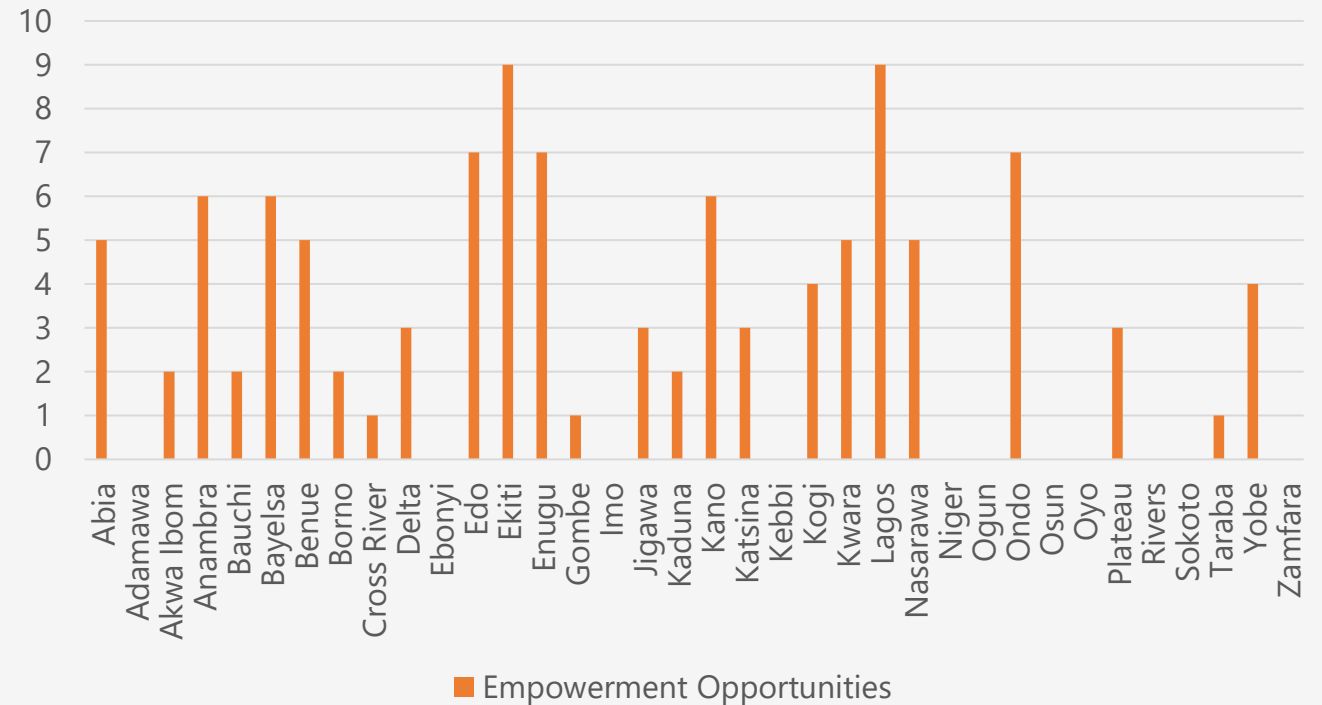
6. Empowerment Opportunities

- State websites should showcase empowerment as a core function, not a hidden feature.
- Youth-focused opportunities like jobs and grants were prominent in **Ekiti and Lagos**.
- However, technical issues and limited visibility undermined effectiveness in most states.

✔ Strengths: Existence of opportunities

⚠ Gaps: Portal failures and low visibility

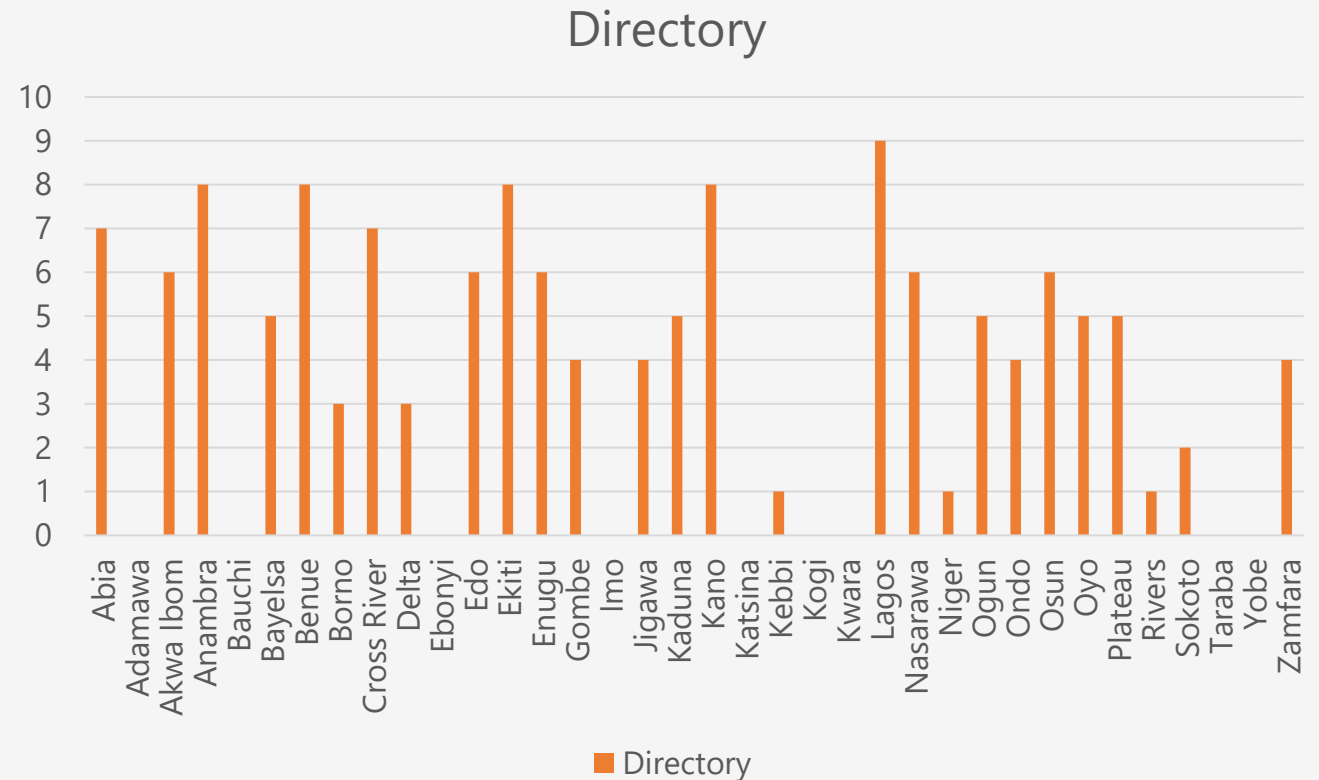
Empowerment Opportunities



7. MDAs Directory – Who’s Who in Government

- A well-structured directory promotes access, accountability, and service efficiency.
- Most states listed MDAs but often **lacked contact information and bios.**
- Only a few provided full organizational charts or clear roles.

- ✓ Strengths: Clear listings in a handful of states
- ⚠ Gaps: Incomplete directories and missing details



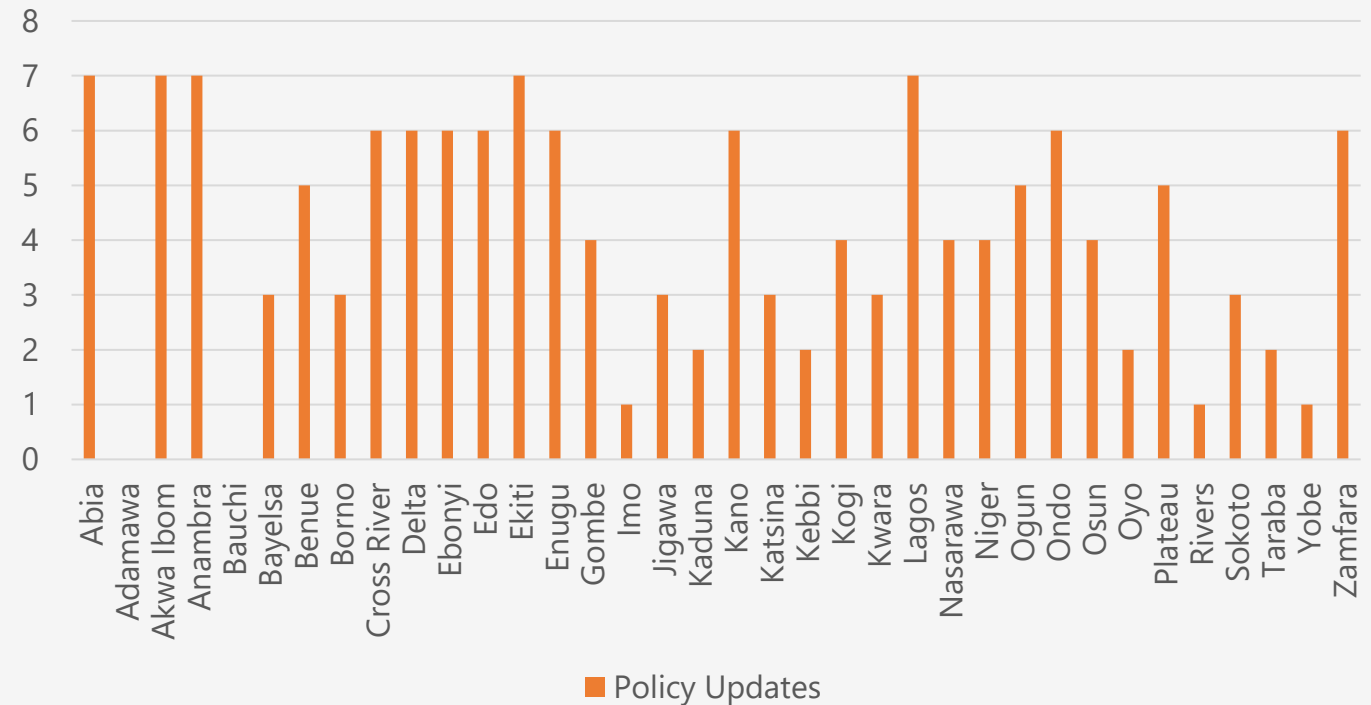
8. Updates on Policy & Regulations

- State websites must be the **primary source of official communications.**
- Very few states publish **timely legal updates, policies, or announcements.**
- This creates an information vacuum and fosters misinformation.

✔ Strengths: Few, if any

⚠ Gaps: Widespread lack of policy communication

Policy Updates



9. Budget & Project Transparency

- Transparency builds public confidence and invites accountability.
- Enugu, Edo and Akwa Ibom showcased **budget details and development projects.**
- States like Kebbi, Sokoto, and Bayelsa had outdated or missing financial data.

✔ Strengths: Transparency in some states

⚠ Gaps: Poor public access to fiscal data



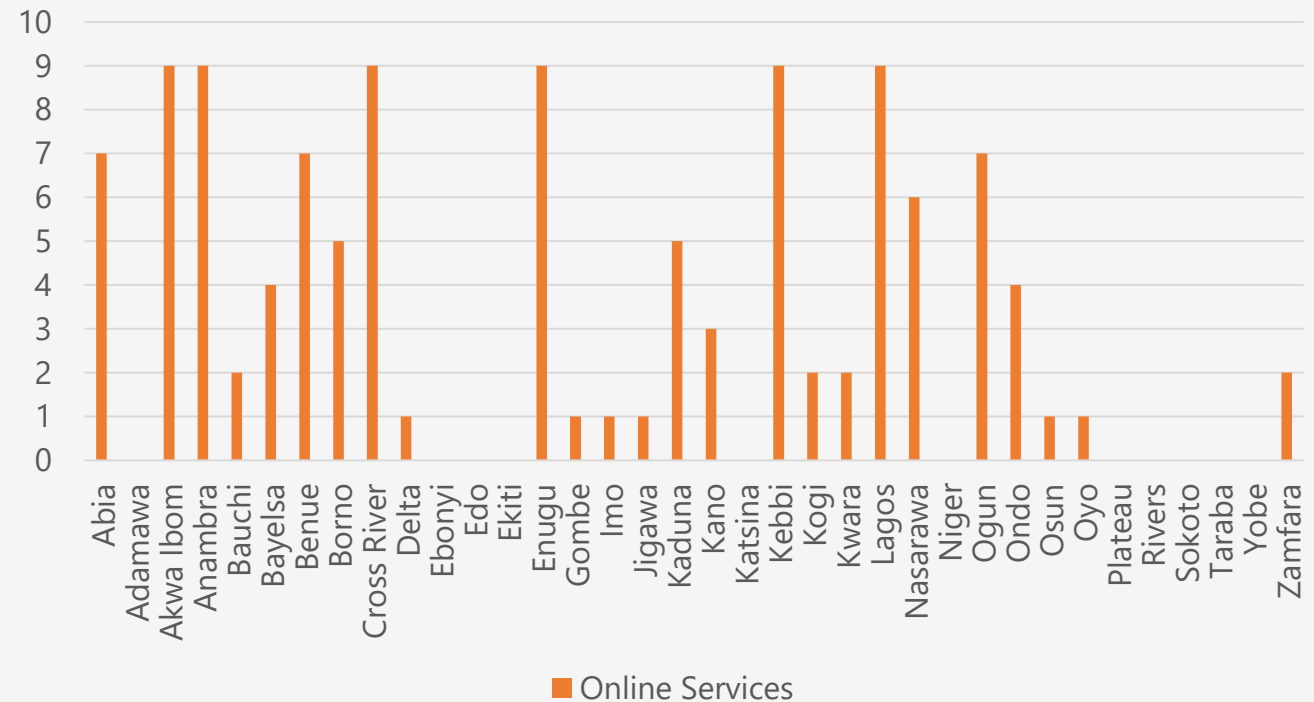
10. Online Services – Bringing Governance to Citizens

- Digital service delivery should reduce queues and increase convenience.
- Lagos, Anambra and a few others offer limited digital services.
- Most states **lacked functional e-portals** for payments, registrations, or certificates.

✔ Strengths: Partial online services in few states

⚠ Gaps: Absence of end-to-end digital services

Online Services



Summary

Strengths

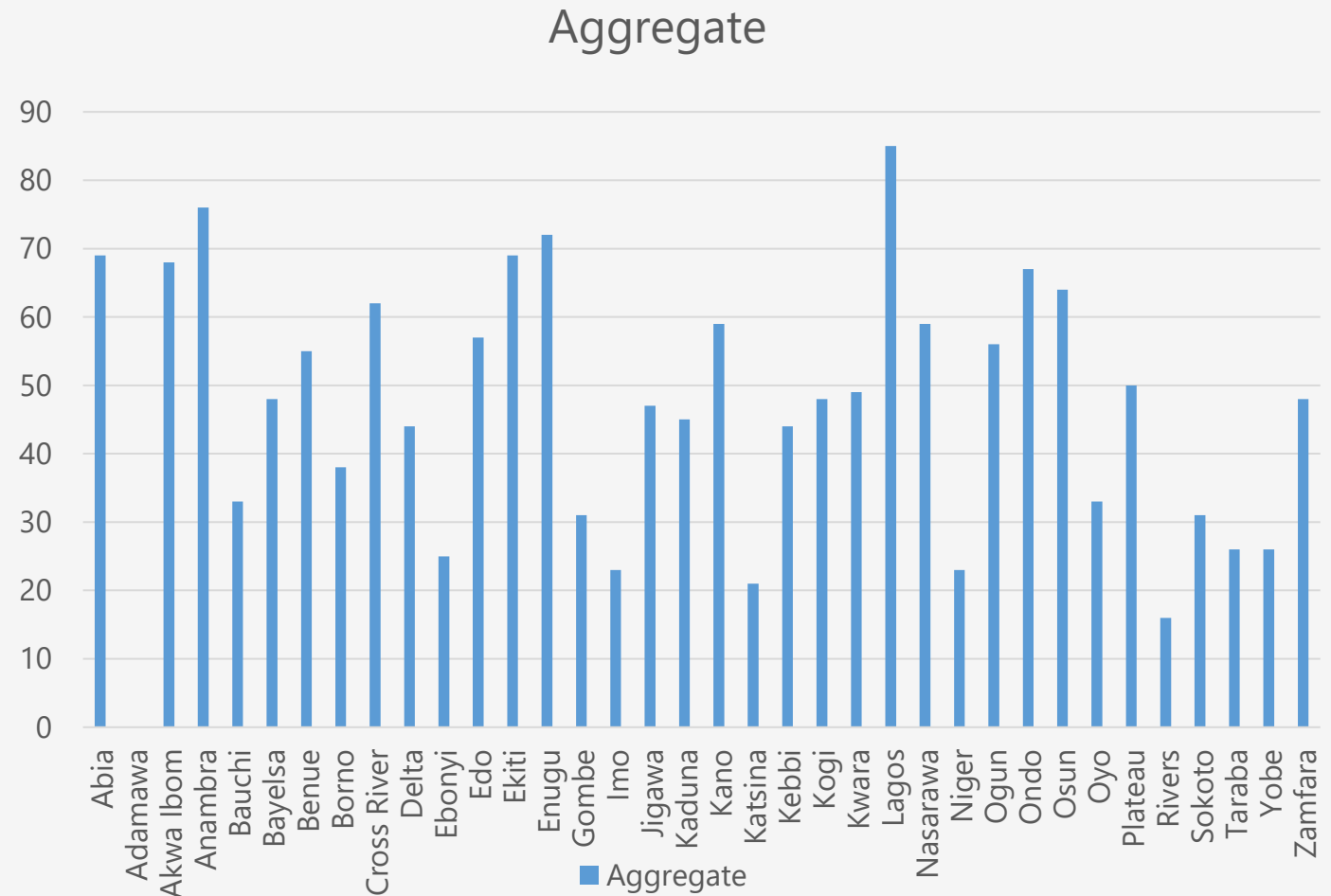
- High SSL coverage and secure connections
- Some states offer relevant, well-updated content
- Engagement tools available in top-performing states
- Some examples of accessible and user-friendly design

Gaps

- Poor citizen engagement and feedback systems in most states
- Dated or irrelevant content in several websites
- Lack of empowerment listings and directory details
- Limited use of online services and e-governance platforms

Recommendations

1. Mandate regular content audits and updates
2. Standardize feedback systems across all states
3. Ensure every state adopts accessible, responsive design
4. Invest in secure digital platforms with full e-service integration
5. Train MDAs to manage and maintain website content effectively



Call to Action

- State websites are more than digital billboards—they are tools for inclusion, efficiency, and development.
- It's time to reimagine digital governance as a partnership between citizens and leaders.
- Let's build platforms that serve, listen, and inspire.

