

No. 4/11/2016-2RU
GOVERNMENT OF HARYANA
CHIEF SECRETARY'S OFFICE
DEPARTMENT OF ADMINISTRATIVE REFORMS

Dated Chandigarh the, 07.11.2017

To

All the Administrative Secretaries to Govt. Haryana.

Subject: - National Awards for e-governance 2017-18 to be given during the 21st National Conference on e-Governance.

.....

Sir/Madam,

I am directed to address you on the subject cited above and to send herewith a copy of letter no. N-13015/1/2017-e-Gov, dated 16.10.2017 received from Secretary, Govt. of India, Ministry of Personnel Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances (e-Governance Division), New Delhi with the request to send the requisite nominations to Govt. of India direct under intimation to this Department immediately.



Research Officer (RU)
for Chief Secretary to Government, Haryana,
Administrative Reforms Department.

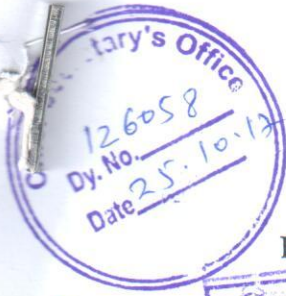
Endst. No. 4/11/2016-2RU

Dated Chandigarh the, 07.11.2017

A copy is forwarded to the Secretary, Govt. of India, Ministry of Personnel Public Grievances & Pensions, Department of Administrative Reforms & Public Grievances (e-Governance Division), 5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110001 for information.



Research Officer (RU)
for Chief Secretary to Government, Haryana,
Administrative Reforms Department.



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No. N-13015/1/2017-e-Gov

Government of India

Ministry of Personnel, Pension and Public Grievances

Department of Administrative Reforms and Public Grievances

e-Governance Division

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi-110001

Dated: 16th October, 2017

On PSAR

File/Dairy

Date

PSSD

126058

26/10/17

To

The Chief Secretaries /Administrators of States/ Union Territories.

Subject: National Awards for e-governance 2017-18 to be given during the 21st National Conference on e-Governance.

Sir/Madam,

This is to inform that Government of India, through Department of Administrative Reforms & Public Grievances (DAR&PG), presents the National Awards for e-Governance every year during the National Conference on e-Governance.

2. These Awards seek to recognize and promote excellence in implementation of e-Governance projects/initiatives. For the year 2017-18, the awards would be presented in 9 categories during the 21st National Conference, to be held in 2018.

3. It is requested to send sufficient nominations under appropriate categories for National e-Governance Awards 2017-2018 after scrutiny by a Committee under your Chairmanship. A copy of the news paper advertisement published on 30.09.2017 is enclosed herewith. The last date for receiving nominations is 10.11.2017 which has inadvertently been published in the Advertisement as 11.10.2017. More information is available on DARPG's website https://darpg.gov.in.

Yours faithfully,

Encl: as above

(ANURAG SRIVASTAVA)

Secretary to the Government of India

Tel. No.011- 23362325

NO.N-13015/01/2017-e-Gov

The Chief Secretary
Government of Haryana
Harayana, Civil Secretariat
Chandigarh-160009

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Times of India

30.09.2017



Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances.

National Awards for e-Governance 2017-18

NOTICE INVITING NOMINATIONS

With a view to recognize and promote excellence in implementation of e-Governance initiatives, the Government of India presents National Awards on e-Governance every year.

Nominations are invited from Central Ministries/Departments, State/UT Governments, Districts, Local Bodies, Central and State PSUs, Academic and Research Institutions (whether government or non-government), Non-Government Institutions (where public is benefitted at large) for consideration in 9 Categories as per eligibility criteria detailed in the Award Scheme.

Modalities for sending nomination along with Guidelines and other details of the award scheme are available on the Department's website www.darpg.gov.in. All nominations are to be submitted online as per details given in Award Scheme. Nominations sent by hand/ post/courier/fax or any other form of hard copy shall not be taken into cognizance. No changes will be permitted once the application is submitted.

Last date for submission of Nominations :- 11.10.2017

Contact Details: Under Secretary (e-Gov), Department of Administrative Reforms & Public Grievances, 5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi – 110001. email: vibhuti.panjiyar@nic.in; Tel. +91- 11-23401456

davp 32101/11/0006/1718

★ 10.11.2017

30.09.2017



भारत सरकार

कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय
प्रशासनिक सुधार और लोक शिकायत विभाग

ई-गवर्नेंस 2017-18 के लिए राष्ट्रीय पुरस्कार

नामांकन आमन्त्रण सूचना

ई-गवर्नेंस पहलों के कार्यान्वयन को मान्यता देने तथा उत्कृष्टता को बढ़ावा देने के लिए, भारत सरकार ई-गवर्नेंस पर प्रत्येक वर्ष राष्ट्रीय पुरस्कार प्रदान करती है।

पुरस्कार योजना में वर्णित पात्रता मानदंड के अनुसार 9 संवर्गों पर विचार करने के लिए केन्द्रीय मंत्रालयों/विभागों, राज्यों/संघ शासित प्रदेशों, जिलों, स्थानीय निकायों, केन्द्रीय और राज्य सार्वजनिक क्षेत्र के उपक्रमों, शैक्षिक और शोध संस्थाएं (चाहे सरकारी या गैर-सरकारी), गैर-सरकारी संस्थाएं (जहां बहुतायत जनता को अधिकतम लाभ हो) से नामांकन आमंत्रित किए जाते हैं।

पुरस्कार योजना के नामांकन भेजने के लिए दिशा-निर्देशों एवं अन्य जानकारियों के साथ रूपरेखा, विभाग की वेबसाइट www.darpg.gov.in पर मौजूद हैं। पुरस्कार योजना में दी गई जानकारियों के अनुसार सभी नामांकन ऑनलाईन जमा करवाने हैं। हस्तगत/डाक/कोरियर/फैक्स या अन्य किसी प्रकार से हार्ड कॉपी में भेजे गये नामांकनों को संज्ञान में नहीं लिया जायेगा। एक बार आवेदन पत्र जमा करवाने के बाद बदलाव की अनुमति नहीं दी जाएगी।

नामांकन जमा करने की अंतिम तिथि - 11.10.2017

संपर्क विवरण - अपर सचिव (ई-जीओपी), प्रशासनिक सुधार और लोक शिकायत विभाग, पंचम तल, सरदार पटेल भवन, संसद मार्ग, नई दिल्ली - 110001, ईमेल - vibhuti.panjiyar@nic.in, टेलीफोन- +91-11-23401456

डीएवीपी 32101/11/0006/1718

★ 10.11.2017

★ ★ अपर सचिव (ई-गवर्नेंस)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

National Awards for e-Governance are presented every year to recognize and promote excellence in implementation of e-Governance initiatives.

1. Purpose of Award

The purpose of the award is to:-

- (i) Recognize achievements in the area of e-Governance
- (ii) Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives
- (iii) Encourage innovations in successful e-Governance solutions
- (iv) Promote and exchange experiences in solving problems, mitigating risks, resolving issues and planning for success.

2. Categories of awards

- (i) **Excellence in Government Process Re-engineering:** This award seeks to recognize the projects that involved analysis and re-design of workflow and which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.
- (ii) **Outstanding performance in Citizen-Centric Service Delivery:** This award seeks to recognize the projects which resulted in delivering enhanced value (qualitative or quantitative or both) to its beneficiaries through effective use of ICT.
- (iii) **Innovations in existing projects of Government Departments other than PSUs:** This award seeks to recognize the projects demonstrating use of path breaking ICT or innovative use of an existing ICT for enhancement in efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.
- (iv) **Best District level initiative through ICT in (i) North East States; (ii) Hill States + UTs (excluding Delhi); (iii) Other States:** This award seeks to recognize the district level e-Governance projects which resulted in delivering enhanced value to citizens' through effective use of ICT.
- (v) **Use of Spatial Technology and GIS in e-Governance:** This award seeks to recognize the exemplary projects that have used GIS Technology in e-Governance in innovative and effective way which resulted in delivering enhanced value to its beneficiaries.
- (vi) **Innovative Use of ICT by Central Government PSUs/State Government PSUs:** This award seeks to recognize projects implemented by Central PSUs/State PSUs that demonstrate effective and innovative use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.
- (vii) **Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/**

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

Societies: This award seeks to recognize the exemplary e-Governance projects by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies for the benefit of the citizen.

(viii) **Innovative Use of ICT in e-Governance Projects/initiatives by Start-ups, registered with Government:** This award seeks to recognize the exemplary use of ICT in e-Governance Projects/initiatives by Start-ups, registered with Government.

(ix) **Replication/Adaptation of the best e-Governance projects/ practices awarded during 01.04.2014 to 31.03.2017:** This award seeks to recognize the replication/adaptation of the best e-Governance projects/ practices awarded during the last three years, i.e. from 01.04.2014 to 31.03.2017.

3. There would be two awards for each category:

3.1 Gold Award: It carries a certificate for the Project and one certificate to each team member not exceeding seven in numbers (including Project Head) along with cash award of Rs. 2.00 Lakh to be shared equally among eligible team members.

3.2 Silver Award: It carries a certificate for the Project and one certificate to each team member not exceeding seven in numbers (including Project Head) along with cash award of Rs. 1.00 Lakh to be shared equally among eligible team members.

4. Who can apply/compete:

(i) **Government Body:**

Only **Central Ministries/Departments, State/UT Governments, Districts, Local Bodies** can apply in categories (i) to (v).

(ii) **Central and State Government PSUs:**

a) Only **Central and State Government PSUs** can apply in the category (vi) – Innovative Use of ICT by Central Government PSUs/State Government PSUs.

b) Only **Academic/Research Institutions and NGOs including Cooperatives/ Federations/ Societies** can apply in the category (vii) – Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

- (iii) **Start-ups, registered with Government** can apply only in category (viii) – Innovative Use of ICT in e-Governance Projects/initiatives by Start-ups, registered with Government.
- (iv) **Central Ministries/Departments, State/UT Governments, Districts, Local Bodies, Central/State Government PSUs, Academic/Research Institutions and NGOs including Cooperatives/ Federations/ Societies, Start-ups (registered with Government)** who have replicated/adapted the best awarded e-Governance projects/practices during the last three years, i.e. 01.04.2014 to 31.03.2017 can **apply in category (ix)** - Replication/Adaptation of the best e-Governance projects/practices awarded during 01.04.2014 to 31.03.2017.

5. How to apply

The nomination can be sent either online (preferably) or through email.

(i) Online Nomination

All applicants must fill in registration form online for the organization and **both** the **Main Application Form** (common for all categories) and **Award Specific Form** (separate award specific forms are prescribed for 9 distinguished categories as mentioned in para 2 above) as per prescribed format **for each category** of the projects being nominated. Registration of the organization is online only. Main Application form is to be filled online. Award specific form for the particular category of the project you want to apply can be accessed and downloaded from the Guideline tab on <http://nceg.gov.in/awards> or it can directly be browsed while filling main application form. After filling up the necessary information in Award Specific form for particular category, same is to be uploaded in **pdf format** at a space prescribed for that in the online main application form.

Steps:

- (a) **Online registration of the organization is mandatory** before submitting online application form.
- (b) An organization need to be registered only once and can use the same registered ID for making nomination of other projects/initiatives of the same organization. To register an organization visit the website <http://nceg.gov.in/awards> and click the “sign up” tab.
- (c) Before registering the organization, please check whether your organization is already registered. To check whether your organization is already registered, click the “list of already registered organization” Tab., if yes sign in with the

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

user name, password and Activation Key sent to the email ID provided at the time of initial registration of the organization. If you do not have these details the same can be obtained by sending an email to the email ID mentioned against the name of the organization already registered. This email ID has been provided by the authority registering the organization. However, if it is not possible to obtain the same ID, Password and Activation key against which organization is earlier registered, the organization can be registered again with different email ID.

- (d) After registering, click “Submit Project” tab and fill in the project details in online Main Application Form..
- (e) Download Award specific form from the prescribed place in the main application form.
- (f) Fill in desired information in Award Specific Form. Convert and save it into pdf format and upload.
- (g) Download Self Certification Form (**Format-I** for Government Organizations and **Format- II** for Non Government institutions/ Non Government Academic and Research organizations as prescribed in the Main Form of the Award Scheme) from the prescribed place in the main application form. Fill in the applicable forms, get it signed with seal, scan it and save it in pdf format and upload at the prescribed place in the main form.

IMPORTANT NOTE: An organization need to register only once and can submit more than one project/initiative through the same log in ID.

(ii) Nomination through email.

All applicants must fill **both** the Main Application Form (common for all categories) and Award Specific Form (separate forms are prescribed for 9 distinguished categories). Main Application form and Award specific form for the particular category of the project can be accessed and downloaded from the Guideline tab on <http://nceg.gov.in/awards>

Information is to be given as per prescribed format for each of the projects being nominated. Scanned pdf copy of Main Application form and Award Specific Forms along with attachments **MUST** be sent to awards.arpg@nic.in or awards.arpg@gmail.com before the last date. Nominations received after last date will not be accepted under any circumstances.

IMPORTANT NOTE: Nomination other than above two modes **will NOT be accepted in any case.**

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

6. Terms and Conditions 6.1

General

- (a) The project must be new and path breaking initiative in public service. For further details please refer para 6.2 below
- (b) A project can compete only for one category which should be clearly mentioned.
- (c) At the time of submission of nominations for award, the award category under which the submission is to be considered may be indicated. However, it would be prerogative of the jury to decide the category to which a given submission can be treated for the purpose of selection for the award.
- (d) All nominations MUST be submitted online (<http://nceg.gov.in/awards/www.darpg.gov.in>) or through email at email addresses mentioned in para 5(ii) above before the last date. Nominations received after last date will not be accepted under any circumstances. **Hard Copies/fax of the application forms will NOT be accepted in any case.**
- (e) Details furnished would need to be comprehensive and cover the specified aspects of the initiative undertaken. **Incomplete submissions not complying with the directions/guidelines detailed herein would not be considered.**
- (f) The project must relate to any of the areas of poverty reduction and economic development, social services, education, health, rural and community development, environmental management, transportation, housing, urban governance and regional planning, land use management/GIS, disaster and risk management, trade practices, commerce, business development and such other domains of governance.
- (g) Besides leveraging on ICT, the projects implemented would need to showcase effective use of infrastructure, partnership with the local community, leadership practices, simplification of processes, strategic architectures, best practices in the design, development, deployment of solution using technology, innovative people centric approach and such other effective interventions.
- (h) Diligence in the design, development and implementation of solutions, persistent problem solving, efforts to create and sustain systemic changes, institutionalize best practices, gain community/ stakeholder acceptance, discontinuance of inefficient administrative practices, ingenious people centric approach would need to be clearly brought out.
- (i) Verification of the ownership of all shortlisted projects shall be carried out before finalizing results. Supporting details shall be made available by the Project in Charge.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

- (j) **The decision of Department of Administrative Reforms and Public Grievances (DARPG), Government of India in selecting the project/ initiative for National Award for e-Governance, shall be final and binding on all the participants.**
- (k) **No vigilance proceedings are pending or contemplated against the applicant, on the date of application.**
- (l) IB clearance will be taken for finally shortlisted projects from the State Government or Central Government concerned as the case may be for nominations received from organizations not belonging to Central Government/ State Government.
- (m) If the Government Servant superannuates after submitting the application, he will not be debarred from receiving the Award. However, such awardees will be excluded from the consideration for participating in the other programmes organized for such Awardees by the DARPG.
- (n) Size of group nominated as part of team member involved in a Project is to be restricted upto a maximum number of seven including Project Head. In case of change in incumbency position in team members during the project period, the name of the members (Not more than seven) associated with projects, is to be given in the main application form. In case of dispute, the award including cash and Certificate will be given to the organization. **The decision of DARPG, Government of India shall be final and binding in this regard.**
- (o) **Applications without completely filled in Main Form and Award Specific Form will be summarily rejected.**

6.2 Specific

- (a) All nominated projects (except for **Innovations in existing projects of Government Departments other than PSUs** category) must have been operational for a period of not less than one year (excluding pilot period) on or before the date of publication of advertisement relevant for the year for which nominations have been invited. It should, however, not be operational for more than two years (i.e., not more than two years old) on the date of publication of advertisement of the relevant year. For example if an advertisement is released for seeking nominations on 1st September, 2017 then the project launch date must be between 1st September, 2015 to 1st September, 2016.
- (b) For '**Innovations in existing projects of Government Departments other than PSUs**' :
 - Only the project that has been awarded National Award for e-Governance by DARPG (for any category) at least two years prior to the year of advertisement is eligible to apply. (For example the

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

project which have won National Award for e-Governance of DARPG (Govt of India) in or before the year 2015 is eligible to apply for advertisement published in the year 2017).

- Furthermore, the project must have demonstrated substantial innovations during the last two years from the date of publication of advertisement. For example if an advertisement is released for seeking nominations on 1st September, 2017 then the substantial innovation in the project must be between- 1st September, 2015 to 1st September, 2017.
- Additional document required is a scanned PDF copy of the Certificate received by the Project for National Award for e-Governance received in yesteryears. A scanned PDF copy of this document is to be attached in Main Application Form and the original is to be produced during the spot study, if the project is shortlisted for the same.

(c) For **Outstanding initiative in e-Governance by Academic/Research Institutions and NGOs, including Cooperatives/ Federations/ Societies**

- Project should be in either social or economic domain of development.
- Project should leverage use of ICT for social or economic growth/ development.
- Project should not be about use of ICT for improving organization's internal or project's efficiencies.
- Project should not be implemented under a State or Central Department/ Ministry approved scheme.
- Project should be at least two year old on the date of publication of advertisement.
- Project should demonstrate tangible impact on core developmental issues through number of citizens impacted.

Time Frame (To be strictly adhered to)

Last date for submission of nominations: 10.11.2017 (1730 hrs.) for advertisement year 2017-18. Extension in last date shall not be given.

Awards will be presented to the initiative/ project selected by DARPG during the 21st National Conference on e-Governance. The venue and other details of the Conference shall be intimated separately.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

Award-specific criteria

S. No.	Award Category	Evaluation Criteria (Parameters)
1.	Excellence in Government Process Re-Engineering	<ul style="list-style-type: none"> i. Coverage- Geographical and Demographic ii. Extent of Process re-engineered iii. Citizen Centricity iv. User Convenience v. Efficiency Enhancement vi. Cost Effectiveness vii. Capacity Building and Organizational Sustainability viii. Accountability ix. Innovation x. Appropriate Delegation xi. Demonstrate innovative use of ICT xii. Adaptability and Scalability xiii. New Models of Service Delivery
2.	Outstanding performance in Citizen- Centric Service Delivery	<ul style="list-style-type: none"> i. Coverage-Geographical and Demographic ii. Scope of Services/ Activities Covered iii. Stakeholder Consultation iv. Citizen Centricity and relevance v. User Convenience vi. Cost to User vii. Citizen Charter viii. Adherence to SLA ix. Problem Resolution and Query Handling x. Privacy and Security Policy xi. Innovation xii. e-Inclusion xiii. Sustainability xiv. Number of users and services xv. Demonstrate innovative use of ICT xvi. Adaptability and Scalability xvii. New Models of Service Delivery xviii. Efficiency Enhancement
3.	Innovations in existing projects of Government Departments other than PSUs	<ul style="list-style-type: none"> i. Innovative technologies/ procedures used ii. Enhancement in the Scope of Services. iii. Comparison with Original technologies/ procedures used with reference to: <ul style="list-style-type: none"> a. Adaptability and Scalability of new technologies/procedures b. Efficiency Enhancement c. Accessibility & User Convenience d. Sustainability

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

		e. Ease of Transaction iv. Impact assessment
4.	Best District level initiative through ICT in (i) North East States (ii) Hilly States + UTs (excluding Delhi) (iii) other States.	i. Innovative methods adopted for seamless delivery of services ii. Coverage –Geographical and Demographic iii. Scope of Services Covered iv. Stakeholder Consultation v. Citizen centricity and relevance vi. Adaptability and Scalability vii. Efficiency Enhancement viii. Accessibility & User Convenience ix. Sustainability x. Ease of transaction xi. Cost effectiveness xii. Number of users and services xiii. Benefits Accrued / Impact assessment.
5.	Use of Spatial technology and GIS in e-Governance	i. Coverage –Geographical and Demographic ii. Image Resolution iii. Number of layers over base map iv. How old is the imagery v. Image Processing Capability of Application vi. Ease of use – how easy to enter data and interpret the data vii. Number of APIs viii. Compliance to Metadata and data standards ix. Use of Open Source technologies x. Availability of crowd sourcing facility xi. Integration with mobile xii. Dynamic Data Analytics
6.	Innovative Use of ICT by Central Government PSUs/State Government PSUs.	i. Coverage –Geographical and Demographic ii. Scope of Services/Activities Covered iii. Enhancement of Productivity iv. Improvement in Efficiency v. Service Delivery – Business/Client Centricity vi. Innovation vii. Defined and Achieved outcomes viii. Sustainability
7.	Outstanding initiative in e-Governance by academic/ research institutions and NGOs, including Cooperatives/ Federations/ Societies	i. Coverage –Geographical and Demographic ii. Scope of Services/ Activities Covered iii. Efficiency Enhancement iv. Service Delivery – user orientation v. Citizen Centricity vi. Accessibility & User Convenience vii. Innovations viii. Sustainability
8.	Innovative Use of ICT in	i. Innovative Technologies/Procedures used

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

	e-Governance Projects/ Initiatives by Start-ups, registered with government	<ul style="list-style-type: none"> ii. Coverage – Geographical & Demographic iii. Scope of Services covered iv. Sustainability v. Adaptability & Scalability vi. Benefits Accrued/Impact Assessment vii. Efficiency Enhancement
9.	Replication/Adaptation of the best e-Governance projects/practices awarded during 01.04.2014 to 31.03.2017.	<ul style="list-style-type: none"> i. Level of Reuse of Product/Service ii. Efforts Estimation for Reuse/Customisation iii. Coverage – Geographical & Demographic iv. Scope of Services covered v. Genericness of the product/practices vi. Ease of replication/configurability vii. Use of Open Source Technology viii. Interoperability ix. Sustainability x. Adaptability & Scalability xi. Benefits Accrued/Impact Assessment xii. Efficiency Enhancement

PROFORMA

OF

MAIN APPLICATION FORM

AWARDS SCHEME FOR EXEMPLARY
IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

PROFORMA OF MAIN APPLICATION FORM (for applying through e-mail) for
NATIONAL AWARDS FOR e-GOVERNANCE

1. Name of the Organization:

2. Name of the Department:

3. Name of State/UT/Central Government/Others:

4. Name of the Project :

5. Nature of the project :

6. Category of Award Applying for :

7. Objective of the Project : (Please provide the brief summary of the project being nominated for the National Award for e-Governance along with salient features (in 500 words approx)

8. Date of Launch of Project **(please see para 6.2 for eligibility of the project with reference to launch date)** :

(i) For all categories except 'Innovations in existing projects of Government Departments other than PSUs' (dd/mm/yyyy) :

(ii) For 'Innovations in existing projects of Government Departments other than PSUs' (period during which substantial innovation has been made in the project)-
Year of National e-Governance Award

9. Beneficiary of the Project :

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

IMPORTANT NOTE

(i) For each award category for which the project has been nominated, the applicant must fill the Award specific form as well. Applications without completely filled in Main Form and Award Specific Form will be summarily rejected.

(Please fill category specific “Award Specific Form” in the prescribed proforma given with this award scheme. Convert to PDF and email)

(ii) All nominated projects (except for **Innovations in existing projects of Government Departments other than PSUs**) must have been operational for a period of not less than one year (excluding pilot period) on or before the date of publication of advertisement relevant for the year for which nominations have been invited. It should, however, not be operational for more than two years (i.e., not more than two years old) on the date of publication of advertisement of the relevant year.

For example if an advertisement is released for seeking nominations on 1st September, 2017 then the project launch date must be between 1st September, 2014 to 1st September, 2016.

(iii) For **‘Innovations in existing projects of Government Departments other than PSUs’** :

(a) Only the project that has been awarded National Award for e-Governance by DARPG (for any category) at least two years prior to the year of advertisement is eligible to apply. (For example the project which have won National Award for e-Governance of DARPG (Govt of India) in or before the year 2015 is eligible to apply for advertisement published in the year 2017).

(b) Furthermore, the project must have demonstrated substantial innovations during the last two years from the date of publication of advertisement. For example if an advertisement is released for seeking nominations on 1st September, 2017 then the substantial innovation in the project must be between – 1st September, 2015 to 1st September, 2017.

(iv) **It is important to identify the name of the relevant team members (not more than 07 including project head) at this stage only as these names will be included for acknowledgement in case the nomination is awarded. Under no circumstances, the name would be allowed to change.**

(v) This page of application duly signed and sealed may be scanned and attached with soft copy of the application form. The original copy may be kept which may be

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

required to be submitted to the Department, if the nomination is shortlisted for field visit/ further studies.

(vi) **Self Certification by the Project Head in the format applicable to the organization must accompany the Main Application Form.**

Details of Head of the nominated project

Name of the Project Head of the project	:	
Designation	:	
Contact Address	:	
E-mail Address	:	
Fax	:	
Telephone	:	
Mobile Number	:	

Details of team for the nominated project

Key Team Members with their Role Designation [Please mention key officers/ staffs **(not more than 7 including project head)** whose contributions were most significant for the success of the Initiative]

Sl. No.	Name(s) :	Designation:
1.		
2.		
3.		
4.		
5.		
6.		
7.		

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

FORMAT-I

Format of Self Certification by the Project Head of the project nominated for the National Award for Governance for the projects of organization belonging to Central/ State Government

This is to certify on behalf of the Organization and all team members involved in the Project that :

- (a) The particulars furnished above are correct and true to the best of my/ our knowledge.
- (b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.
- (c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.
- (d) No vigilance proceedings are pending or contemplated against me or any team member(s) on the date of application.
- (e) The organization is not blacklisted/ debarred by any government body.
- (f) In the event of any information given by me/us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

Place:

(Signature of Project Head)

Date:

Seal of Organization

Note:

1. Nominations of all organizations belonging to Central Government/ State Government must accompany the above Self Certification.
2. The original Self Certification may be kept safely by the designated authority of the organization and should be produced to authorized representative of DARPG on demand for verification. In case of non-production of original declaration, the nomination will be treated as incomplete and will be liable for rejection as per Para 6.1 (n) of the Award Scheme.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

FORMAT-II

Format of Self Certification by the Project Head of the project nominated for the National Award for Governance for the projects of organization not belonging to Central/ State Government

This is to certify on behalf of the Organization and all team members involved in the Project that :

- (a) The particulars furnished above are correct and true to the best of my/ our knowledge.
- (b) I/We have read and understood the information on the Award Scheme Published in the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.
- (c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.
- (d) There is no civil or criminal case contemplated or pending against me or any team member(s).
- (e) The organization is not blacklisted/ debarred by any government body.
- (f) I/ We shall not challenge the decision of the Government in any court of law.
- (g) In the event of any information given by me/.us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such legal action as deemed fit by the Government of India.

Place:

(Signature of Project Head)

Date:

Seal of Organization

Note:

1. **Nominations of Non Government Institutions and Non-Government academic and research institutions must accompany the above Self Certification.**
2. **The original Self Certification may be kept safely by the designated authority of the organization and should be produced to authorized representative of DARPG on demand for verification. In case of non-production of original declaration, the nomination will be treated as incomplete and will be liable for rejection as per Para 6.1 (n) of the Award Scheme.**

PROFORMA
OF
AWARD SPECIFIC FORMS

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

I. NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a) National level – No of State(s) covered

(b) State/UT level- No of District(s) covered

(c) District level- No of Blocks covered

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

2. Situation before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

3. **Extent of Process re-engineered** (Processes that have been re-engineered, services which depend on these processes, analysis/re-design of Process workflows – before (As-Is) and after (To-Be) re-engineering; changes in activities and their sequencing; level of automation (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled) #)

4. Strategy/Methodology Adopted:

(i) Details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

5. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

6. **Citizen Centricity** (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user

(ii) Feedback/grievance redressal mechanism

(iii) Audit Trails

(iv) Interactive platform for service delivery,

(v) Need Gap Fulfillment

7. **User convenience** (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

(ii) Completeness of information provided to the users

(iii) Accessibility (Time Window)

(iv) Distance required to travel to Access Points

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(v) Facility for online/offline download and online submission of forms

(vi) Status tracking

8. **Efficiency Enhancement** (Give specific details about the following #)

(i) Volume of transactions processed

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions

(iv) Accuracy of output

(v) Number of delays in service delivery

9. **Cost Effectiveness** (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

10. **Capacity Building and Organizational Sustainability** (Give details about hiring skilled staff, imparting training etc.#)

11. **Accountability** (Give details about, impact on transparency of process, fixing responsibilities etc. #)

12. **Innovation** (Give details on the extent to which re-engineered process is unique, compared to other common process re-engineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

13. **Appropriate Delegation** (Give details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. #)

- 14 **Demonstrate Innovative use of ICT**

(Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

15. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

16. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

17. **Adaptability and Scalability**

(Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

(i) Other Measures, if any, to ensure adaptability and scalability

(ii) Measures to ensure replicability

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(iii) Restrictions, if any, in replication and or scalability

(iv) Risk Analysis

18. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

19. New Models of Service Delivery

Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

20. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

#This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN-CENTRIC SERVICE DELIVERY’

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a) National level – Number of State(s) covered

(b) State/UT level- Number of District(s) covered

(c) District level- Number of Blocks covered

Please give specific details:

(iv) Demographic spread (percentage of population covered)

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

3. **Scope of Service/ Activities Covered** (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)

3.1 Extent of e-enablement in terms of number of services

3.2 Extent to which steps in each service have been ICT-enabled

4. **Stakeholder Consultation** (Give details about type of stakeholders consulted, number of stakeholders consulted, stages at which stakeholder input was sought, any user satisfaction study done etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

4.1 Type of stakeholders consulted

4.2 Number of stakeholders consulted

4.3 Stages at which stakeholder input was sought

4.4 Details of user satisfaction study done

5. Strategy/Methodology Adopted

(i) The details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iii) Communication and dissemination strategy and approach used

6. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

7. **Citizen centricity and relevance** (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

7.1 Details about impact on effort and time invested by user

7.2 Feedback Mechanism

7.3 Audit trails

7.4 Interactive Platform for service delivery

7.5 Need gap fulfillment

8 User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

(ii) Completeness of information provided to the users

(iii) Accessibility (Time Window)

(iv) Distance required to travel to Access Points

(v) Facility for online/offline download and online submission of forms

(vi) Status Tracking

9. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(iv) Accuracy of output

(v) Number of delays in service delivery

10. Cost to User (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

11. Citizen Charter (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

12. Service level Agreements (SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

13. Problem Resolution and Query Handling (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

14. Privacy & Security Policy (Give details about security technique deployed, use of digital signatures, encryption etc. #)

15. Innovation (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc.#)

16. e-Inclusion (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

17. Sustainability (Give details about sustainability w.r.t. technology (technology use, user privacy, security of information shared-Digital Signature/Encryption etc. #),

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

18. Number of users and services (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

19. Demonstrate innovative use of ICT (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

20. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

21. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

22. Adaptability and Scalability (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

23. Adaptability Analysis

(i) Other Measures to ensure adaptability and scalability

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(ii) Measures to ensure replicability

(iii) Restrictions, if any, in replication and or scalability

(iv) Risk Analysis

24. New Models of Service Delivery (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

25. Other distinctive features/ accomplishments of the

project: 1.

2.

3.

26. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

III. NAME OF CATEGORY- INNOVATIONS IN EXISTING PROJECTS OF GOVERNMENT DEPARTMENTS OTHER THAN PSUs

1. Year of National Award for e-Governance given to the Project
2. Overview of the original project in which innovations have been used

3. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

4. **Innovative Technologies/ Procedures Used**

5. **Enhancement in the Scope of Services** (Number, extent and list of services made ICT enabled – extent to which a service is e-enabled may be one of the four criteria's (a) Service is requested through electronic means including mobile devices – Front-end is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

6. **Comparison with Original Technologies /Procedures Used**

Provide a comparative analysis about how is this project similar / different in services provided, with reference to:

(a) Adaptability and Scalability

Give details about Local language support, ability to leverage shared NeGP infrastructure, Standardization of technology used (hardware, software, application etc. #), envisage future enhancements/plans

(b) Efficiency Enhancement (Give specific details about the following #)

- (i) Volume of transactions processed,

- (ii) Coping with transaction volume growth

- (iii) Time taken to process transactions

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(iv) Accuracy of output

(v) Number of delays in service delivery

(c) Accessibility (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc. #)

User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.):

(ii) Completeness of information provided to the users:

(iii) Accessibility (Time Window):

(iv) Distance required to travel to Access Points

(v) Facility for online/offline download and online submission of forms:

(vi) status tracking

(d) Sustainability (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared – Digital Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(e) Ease of transaction (Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable), etc. #)

6. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

7. Impact assessment (Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. of persons trained) etc.)

8. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

IMPORTANT: Documentary proof of having received National Award for e-Governance earlier to be attached with main application form.

**AWARDS SCHEME FOR EXEMPLARY
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INITIATIVES**

**IV. NAME OF CATEGORY- BEST DISTRICT LEVEL INITIATIVE THROUGH ICT in
(i) North East States (ii) Hilly States + UTs (excluding Delhi) (iii) Other
States:**

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a) National level – Number of State covered

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:

(iv) Demographic spread (percentage of population covered)

2. Situation before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

3. Scope of Services Covered (Number, extent and list of services made ICT enabled – extent to which a service is e-enabled may be one of the four criteria's (a) Service is requested through electronic means including mobile devices – Front-end is electronic, (b) Workflow/approval process is electronic, (c) Database is electronic/digitized, (d) Service delivery is electronic

4. Innovative Methods adopted for seamless delivery of Services (Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects, give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks/give details irrelevant steps, Measures taken for seamless delivery of services etc.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

5. Stakeholder Consultation(Give details about type of stakeholders consulted, number of stakeholders consulted stages at which stakeholder input was sought, any user satisfaction study done etc. #)

6. Strategy/Methodology Adopted:

(i) The details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used

7. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

8. Citizen Centricity & Relevance (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user

(ii) Feedback/grievance redressal mechanism

(iii) Audit Trails

(iv) Interactive platform for service delivery

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

- 9. Adaptability and Scalability** (Give details about Local language support, ability to leverage shared NeGP infrastructure, Standardization of technology used (hardware, software, application etc. #), envisage future enhancements/plans)

- 10. Adaptability Analysis:**

- (i) Measures to ensure adaptability and scalability

- (ii) Measures to ensure replicability

- (iii) Restrictions, if any, in replication and or scalability

- (iv) Risk Analysis

- 11. Efficiency Enhancement** (Give specific details about the following #)

- (i) Volume of transactions processed

- (ii) Coping with transaction volume growth

- (iii) Time taken to process transactions

- (iv) Accuracy of output

- (v) Number of delays in service delivery

- 12. Accessibility** (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

13. User convenience (Give specific details about the followings #)

- (i) Service delivery channels (Web, email, SMS etc.)

- (ii) Completeness of information provided to the users

- (iii) Accessibility (Time Window)

- (iv) Distance required to travel to Access Points

- (v) Facility for online/offline download and online submission of forms

- (vi) Status tracking

14. Sustainability (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared – Digital Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

15. Ease of Transaction(Give details about method deployed to educate user on how to avail service, security of data shared by user(if applicable), completeness of information provided, Linkages for financial processes (if applicable), etc. #)

16. Appropriateness of context and degree of localization (Give details about degree of localization i.e. local language interface, database support etc. relevance of content, etc. #)

17. Cost effectiveness (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hour required to do a job etc.#)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

18. Number of users and services(Give details about frequency of services used in last 01 year, number of visitors, number of unique visitors, number of users etc. #)

19. Benefits Accrued / Impact assessment (Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. of persons trained) etc.)

20. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

21. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

22. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

23. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

V. NAME OF CATEGORY- 'USE OF SPATIAL TECHNOLOGY AND GIS IN e-GOVERNANCE'

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a) National level – Number of State covered

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:

(iv) Demographic spread (percentage of population covered)

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project)

3. Scope of Services (Relevance of application for e-governance, extent to which service is delivered through GIS)

4. Strategy / Methodology Adopted

(i) The details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used

5. Technology Platform used:

(i) Description

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

6. Image Resolution

7. Number of Layers over Base Map

8. How old is the Imagery?

9. Image Processing Capability of Application

10. Ease of use – how easy to enter data and interpret the data

11. Number of APIs

12. Compliance to Metadata and Data Standards

13. Use of Open Source Technologies

14. Availability of crowd sourcing facility

15. Integration with Mobile

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

16. Dynamic Data Analytics

17. Demonstrate Innovation in use of GIS Technology for e-Gov (Give details of technology used - Architecture, Platform, Open Source tools, Front-end development, Remote Sensing & Mobile Technology integration, SMS & email)

18. Interoperability & security (Give details about ability to leverage sharing amongst stakeholders in accordance with map policy, Token services, SSL)

19. Scalability (Give details with respect to technology (Platform, Hardware & software) & data (high and low Geographical and Demographic scale)

20. Sustainability & adaptability (Give details w.r.t architecture/ technology, updation of spatial data, training, human resource, research, local language)

21. Adaptability Analysis:

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure replicability

(iii) Restrictions, if any, in replication and or scalability

(iv) Risk Analysis

22. Accountability (Give details in regard to roles, responsibility, facility for audit trails)

23. New Models of service delivery (Give details about Public/ private/ NGO/ academic linkages/ citizens)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

24. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user

(ii) Feedback/grievance redressal mechanism

(iii) Audit Trails

(iv) Interactive platform for service delivery

(v) Stakeholder consultation

25. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed,

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions

(iv) Accuracy of output

(v) Number of delays in service delivery

26. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

(ii) Completeness of information provided to the users

(iii) Accessibility (Time Window)

(iv) Distance required to travel to Access Points

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(v) Facility for online/offline download and online submission of forms

(vi) Status tracking

27. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

28. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

29. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations:

30. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

VI. NAME OF CATEGORY- 'INNOVATIVE USE OF ICT BY CENTRAL GOVERNMENT PSUs/ STATE GOVERNMENT PSUs'

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a) National level – Number of State covered

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

3. **Scope of Services/ Activities Covered** (Relevance of choice of application for clients/ PSU, extent of e-enablement in terms of number of processes/services, extent to which step in each service/process have been ICT- enabled #)

4. Strategy/ Methodology Adopted

(i) The details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

5. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

6. Enhancement of Productivity (Give details about impact on volume of transactions handled per employee, Productivity of machines/ resources#)

7. Improvement in Efficiency (Give specific details about the following #)

(i) Volume of transactions processed

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions

(iv) Accuracy of output

(v) Number of delays in service delivery

8. Service Delivery – Business/ Client Centricity (Give details about improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

9. Citizen/ Client Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user

(ii) Feedback/grievance redressal mechanism

(iii) Audit Trails

(iv) Interactive platform for service delivery

(v) Need Gap Fulfillment

10. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

(ii) Completeness of information provided to the users

(iii) Accessibility (Time Window)

(iv) Distance required to travel to Access Points

(v) Facility for online/offline download and online submission of forms

(vi) Status Tracking

11. **Innovation** (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

12. **Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

- 13. Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/ Encryption etc. #), Organization (hiring trained staff, training etc#), financial (Scope for revenue generation etc. #))

- 14. Adaptability Analysis**

- (i) Measures to ensure adaptability and scalability

- (ii) Measures to ensure replicability

- (iii) Restrictions, if any, in replication and or scalability

- (iv) Risk Analysis

- 15. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations**

- 16. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):**

- (i) To organization

- (ii) To citizen

- (iii) Other stakeholders

- 17. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):**

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

18. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

VII NAME OF CATEGORY- OUTSTANDING INITIATIVE IN e-GOVERNANCE BY ACADEMIC/RESEARCH INSTITUTIONS AND NGOs including COOPERATIVES/ FEDERATIONS/SOCIETIES

1. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a) National level – Number of State covered

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

3. Scope of Services/ Activities Covered (Relevance of application for end users/citizens, extent of e-enablement in terms of number of services/activities, extent to which step in each service/activity have been ICT-enabled #)

4. Strategy/ Methodology Adopted

(i) The details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

5. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

6. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed

(ii) Coping with transaction volume growth

(iii) Time taken to process transactions

(iv) Accuracy of output

(v) Number of delays in service delivery

7. Service Delivery – User orientation (Give details about improvement in interaction with end user and outcome, relevance of access points, Length and Breadth of services provided online etc. #)

8. Citizen Centricity (Give specific details on the following#)

(i) Impact on effort, time and cost incurred by user

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(ii) Feedback/grievance redressal mechanism

(iii) Audit Trails

(iv) Interactive platform for service delivery

(v) Stakeholder consultation

9. Accessibility (Give details about how following has been enhanced: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation, Communication e-mail, SMS, web based tracking, etc.)

10. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

(ii) Completeness of information provided to the users

(iii) Accessibility (Time Window)

(iv) Distance required to travel to Access Points

(v) Facility for online/offline download and online submission of forms

(vi) Status Tracking

11. Innovations(Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / irrelevant steps etc.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

12. Sustainability (Give details about Self sustainability of these w.r.t Institution (hiring trained staff, training etc.), financial (Scope for revenue generation), Saving of time and money etc. #)

13. Adaptability Analysis:

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure replicability

(iii) Restrictions, if any, in replication and or scalability

(iv) Risk Analysis

14. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

16. Other distinctive features/ accomplishments of the project:

- 1.
 - 2.
 - 3.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

VIII NAME OF CATEGORY: INNOVATIVE USE OF ICT IN e- GOVERNANCE PROJECTS BY START-UPS, Registered with Government

1. Innovative Technologies/ Procedures Used

Innovations(Give details on the extent to which initiative/project is unique in purpose/goal, compared to other common e-governance projects , give details about the new processes / new activities, new steps , ICT interventions, administrative process reforms, any use of new & emerging technology functionalities introduced into the system, identification & removal of any bottlenecks / irrelevant steps, etc.

2. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres

(ii) Number of delivery centres

(iii) Geographical

(a)National level – Number of State covered

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:

(iv)Demographic spread (percentage of population covered)

3. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

4. **Scope of Services/Activities Covered**(Extent of computerization in terms of number of services computerized, Process that have been re-engineered, Services which depends on these processes, Analysis/re-design of process workflows –before (as is) and after (To be) reengineering, level of automation (number of services computerized) #

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

5. Strategy /Methodology Adopted

(i) The details of base line study done

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used

6. Technology Platform used:

(i) Description

(ii) Interoperability

(iii) Security concerns

(iv) Any issue with the technology used

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

7. Sustainability (Give details about Self sustainability of these w.r.t Organization (hiring trained staff, training etc.), financial (Scope for revenue generation , Cost benefit analysis of the project etc. #)

8. Adaptability and Scalability:

(Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

- (i) Other Measures, if any, to ensure adaptability and scalability

- (ii) Measures to ensure replicability

- (iii) Restrictions, if any, in replication and or scalability

- (iv) Risk Analysis

9. Adaptability Analysis:

- (i) Measures to ensure adaptability and scalability

- (ii) Measures to ensure replicability

- (iii) Restrictions, if any, in replication and or scalability

- (iv) Risk Analysis

10. Benefits Accrued / Impact assessment (Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. Of persons trained) etc.)

11. Efficiency Enhancement (Give specific details about the following #)

- (i) Volume of transactions processed

- (ii) Coping with transaction volume growth

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(iii) Time taken to process transactions

(iv) Accuracy of output

(v) Number of delays in service delivery

12. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

(ii) To citizen

(iii) Other stakeholders

13. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

14. Other distinctive features/ accomplishments of the project:

1.	
2.	
3.	

This is just an indicative list of indicators, Applicant can add more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

IX. NAME OF CATEGORY: REPLICATION /ADAPTATION OF BEST e- GOVERNANCE PROJECTS /PRACTICES AWARDED DURING 01/04/2014 TO 31/03/2017

1. Level of reuse of Product/Services

2. Efforts Estimation for Reuse/Customization

3. Coverage – Geographical and Demographic:

(i) Comprehensiveness of reach of delivery centres,

(ii) Number of delivery centres

(iii) Geographical

(a) National level – Number of State covered

(b) State/UT level- Number of District covered

(c) District level- Number of Blocks covered

Please give specific details:

(iv) Demographic spread (percentage of population covered)

4. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

5. Scope of Services/Activities Covered(Extent of computerization in terms of number of services computerized, Process that have been re-engineered, Services which depends on these processes, Analysis/re-design of process workflows –before (as is) and after (To be) reengineering , level of automation (number of services computerized) #

6. Strategy/ Methodology Adopted

(i) The details of base line study done

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(ii) Problems identified

(iii) Roll out/implementation model

(iv) Communication and dissemination strategy and approach used

7. Genericness of the Product/Services

8. Ease of Replication/ Configurability

9. Use of Open Source Technology

10. Interoperability

11. Technology Platform used:

(i) Description

(ii) Security concerns

(iii) Any issue with the technology used

(iv) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

12. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

(ii) Completeness of information provided to the users

(iii) Accessibility (Time Window)

(iv) Distance required to travel to Access Points

(v) Facility for online/offline download and online submission of forms

(vi) Status tracking

13. Cost to user (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user, number of payment channels, etc. #)

14. Problem Resolution and Query Handling(Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

15. Sustainability (Give details about Self sustainability of these w.r.t Organization (hiring trained staff, training etc.), financial (Scope for revenue generation, Cost benefit analysis of the project etc. #)

16. Adaptability & Scalability

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure replicability

(iii) Restrictions, if any, in replication and or scalability

(iv) Risk Analysis

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

- 17. Benefits Accrued / Impact assessment** (Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid by user, (c) travel cost, (d) indirect cost incurred by user, (e) comprehensiveness of service/information provided, (f) distance required to travel, (g) mode of service delivery, (h) citizen charter (time to deliver the service), (i) Green e-Governance (power & paper consumption, disposal of e-Waste etc.), (j) revenue collection, (k) Capacity Building (No. Of persons trained) etc.)

- 18. Efficiency Enhancement** (Give specific details about the following #)

- (i) Volume of transactions processed,

- (ii) Coping with transaction volume growth

- (iii) Time taken to process transactions

- (iv) Accuracy of output

- (v) Number of delays in service delivery

19. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

- (i) To organization

- (ii) To citizen

- (iii) Other stakeholders

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e- GOVERNANCE INITIATIVES

20. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

21. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, Change in legal system, rules and regulations

22. Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

This is just an indicative list of indicators, Applicant can add more information based on suitability of the project nominated.