



सत्यमेव जयते

**Award Scheme for
National Awards for e-Governance
2019-20**

**Department of Administrative Reforms
& Public Grievances
Government of India
New Delhi**

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

S.No	Award Category	Scope of Award	Who can apply/compete
1	Excellence in Government Process Re-engineering for Digital Transformation	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. The impact of the re-engineering process should have been a significant digital transformation.	Central Ministries/Departments, State/UT Governments, Central and State Government PSUs
2	Excellence in providing Citizen-Centric 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.	Central Ministries/Departments, State/UT Governments, Central and State Government PSUs
3	Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi)	This award seeks to recognize the district level e-Governance projects which resulted in delivering enhanced value to citizens' through effective use of ICT.	Districts and Local Bodies

iii. Other States			
4	Outstanding research on Citizen Centric Services by Academic/Research Institutions	This award seeks to recognize the exemplary research in the field of eGovernance by Academic/Research Institutions for the benefit of the citizen.	Academic/Research Institutions (Government and Non-Government)
5	Innovative Use of ICT in e-Governance solutions by Startups [Startup as defined by Department of Industrial Policy and Promotion (DIPP) Government of India]	This award seeks to recognize the exemplary use of ICT in e-Governance solutions by Startups, as defined by DIPP.	Startups as defined by DIPP (Definition under Award-specific form for Category V)
6	Excellence in Adopting Emerging Technologies	This award seeks to recognize the exemplary adoption of emerging technologies (such as blockchain, artificial intelligence, machine learning, natural language processing etc.) for eGovernance projects.	Central Ministries/Departments, State/UT Governments, Central and State Government PSUs

3. There will be two awards for each category (excluding Category-III, wherein there will be six awards, two for each three sub-categories) as under:

3.1 Gold Award: It carries a certificate for the Project and a certificate for 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 a certificate for 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.

3.3 Cash Award is upto maximum of Rs.2,00,000/- (Rupees Two lakh only) to be shared equally among eligible team members subject to a ceiling of Rs.75,000/- (Rupees Seventy five thousand only) per individual of the team winning Gold Award has been prescribed. Similarly, a Cash Award upto Rs.1,00,000/- (Rupees One lakh only) to be shared equally among eligible team members subject to a ceiling of Rs.50,000/- (Rupees Fifty Thousand only) per individual of the team winning Silver Award under the Scheme has been prescribed.

4. 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. Registration of the organization is to be done online only. **The Main Application Form** (common for all categories) is to be filled online.

Separate **Award Specific Forms** for 6 distinguished categories (as mentioned in para 2 above) are available in a prescribed format **for each category** of the projects being nominated. The Award specific form for the particular category of the project to be applied can be accessed and downloaded from the **Guideline** tab on <http://nceg.gov.in/awards> or it can directly be browsed while filling the Main Application Form. **After filling up the necessary information in Award Specific form for particular category, the same is to be uploaded in PDF format at a space prescribed for that in the online Main Application Form.**

The main application form needs to be duly signed, converted to PDF and e-mailed for submission.

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 <https://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 organizations” tab. If yes, sign in with the 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 the online Main Application Form.
- (e) Download Award specific form from the prescribed place in the main application form.
- (f) Fill in the 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 needs to register only once and can submit more than one project/initiative through the same login 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 6 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 <https://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 before the

last date. Nominations received after the last date will not be accepted under any circumstances.

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

5. Terms and Conditions

5.1 General

- (a) The project must be new and path breaking initiative in public service. For further details please refer para 5.2 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 (<https://nceg.gov.in/awards>) or through email at email addresses mentioned in para 4(ii) above before the last date. Nominations received after the 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.
- (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 the 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.**

5.2 Specific

- (a) **All nominated projects must have been operational for a period of not less than one year (excluding pilot period) as on 30th September 2019. It should however not be operational for more than two years (i.e. not more than two years old on 30th September 2019).**

(b) For **Outstanding research on Citizen Centric Services by Academic/Research Institutions**

- 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 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: 09.12.2019 (23:59 hrs.) for advertisement year 2019-20. Extension in last date shall not be given.

Awards will be presented to the initiative/ project selected by DARPG during the National Conference on e-Governance 2020. The venue and other details of the Conference shall be intimated separately.



PRO-FORMA
OF
MAIN APPLICATION FORM

Pro-forma of Main Application Form for National Awards for e-Governance 2019-20

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 highlighting the work undertaken in eGovernance (in 500 words approx.)

8. Date of Launch of Project (**please see para 5.2 (a) for eligibility of the**

project with reference to launch date):

9. Beneficiaries of the Project:

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 Pro-forma given with this award scheme.)
- (ii) **All nominated projects must have been operational for a period of not less than one year (excluding pilot period) as on 30th September 2019. It should however not be operational for more than two years (i.e. not more than two years old on 30th September 2019).**
- (iii) 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. Additionally, bank details of the team members will have to be provided for direct transfer of funds in case of being selected for the award.
- (iv) 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 required to be submitted to the Department, if the nomination is shortlisted for field visit/ further studies
- (v) **Self-Certification by the Project Head in the format applicable to the organization must accompany the Main Application Form.**
- (vi) **Please note that all award categories specifically look for projects undertaken in eGovernance. Details of the same should be mandatorily shared while submitting application against any award category.**

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 Project]:

S. No.	Name	Designation	email ID	Mobile No.
1.				
2.				
3.				
4.				
5.				
6.				
7.				

FORMAT-I

Format of Self Certification by the Project Head of the project nominated for the National Award for e-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 (<https://darp.gov.in> / <https://nceg.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 5.1 (n) of the Award Scheme.

FORMAT-II

Format of Self Certification by the Project Head of the project nominated for the National Award for e-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 (<https://darp.gov.in> / <https://nceg.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 5.1 (n) of the Award Scheme.



PRO-FORMA
OF
AWARD SPECIFIC FORMS

Category I

‘Excellence in Government Process Re-Engineering For Digital Transformation’

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



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

(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. # Specifically highlight the digital transformation achieved)

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

(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.

Category II

‘Excellence in providing citizen-centric 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. #):

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/Customer 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. #)

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 following #):

(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

(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.#):

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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. #), 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):

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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

(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.

Category III

‘Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including 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:

(d) 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.



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



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.#)



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.#)



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):



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

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.

Category IV

‘Outstanding research on Citizen Centric Services by Academic/Research Institutions’

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

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

(b) 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. Stage of Project (whether the project being nominated is at a research paper stage, proof of concept stage, implementation stage, etc. #)



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

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

(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.

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



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(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.

Category V

‘Innovative Use of ICT in e-Governance solutions by Startups (start-up as defined by DIPP*)’

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) #



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. #)

(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



(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. **Stage of Project** (whether the project being nominated is at proof of concept stage, pilot stage, implementation stage, etc. #)

14. 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):

15. 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.

PLEASE NOTE: THE MINIMUM ACCEPTABLE SUBMISSION IN THIS AWARD CATEGORY IS A PROOF OF CONCEPT STAGE PROJECT.

* **The definition of Startup**, as defined by DIPP is as follows:

An entity shall be considered as a Startup:

a) if it is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 59 of the Partnership Act, 1932) or a limited liability partnership (under the Limited Liability Partnership Act, 2008) in India; and

b) up to seven years from the date of its incorporation/ registration; however, in the case of Startups in the biotechnology sector, the period shall be up to ten years from the date of its incorporation/ registration; and

c) if its turnover for any of the financial years since incorporation/ registration has not exceeded ₹ 25 crores; and

d) if it is working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation.

Provided that any such entity formed by splitting up or reconstruction of a business already in existence shall not be considered a 'Startup'.

Please Note: Turnover is as defined under the Companies Act, 2013.

[https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/notification/Overall/2.%20notification Startups Notification on 17 02 16.pdf](https://www.startupindia.gov.in/content/dam/invest-india/Templates/public/notification/Overall/2.%20notification%20Startups%20Notification%20on%2017%2002%2016.pdf)

Category VI

'Excellence in adopting emerging technologies'

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

4. **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 , emerging technologies utilized, administrative process reforms, use of new technology functionalities introduced into the system, identification & removal of any bottlenecks / irrelevant steps etc.)



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

6. **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.)

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

8. **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. #)

9. **Service delivery – 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



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10. 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.