

**AWARDS FOR
EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES
YEAR 2013-14**

National Awards on 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 incremental 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) **Innovative Use of Technology in e-Governance:** 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) **Incremental Innovations in existing projects-** This award seeks to recognize the exemplary projects that have demonstrated substantial incremental innovations in projects awarded with National Awards on e-Governance in the past.
- (v) **Best District level initiative in citizen-centric service delivery through ICT-** This award seeks to recognize the district level e-Governance projects which resulted in delivering enhanced value to citizens' through effective use of ICT.
- (vi) **Innovative use of GIS Technology in eGovernance** - This award seeks to recognize the exemplary projects that have used GIS Technology in eGovernance which resulted in delivering enhanced value to its beneficiaries .

- (vii) **Innovative use of mobile technology in eGovernance-** This award seeks to recognize the exemplary projects that have used mobile Technology in eGovernance which resulted in delivering enhanced value to its beneficiaries
- (viii) **Sectoral Award:** This award seeks to recognize achievements in the focus sector for the year for innovative use of ICT for customer benefit. The Focus Sector for the year 2013-14 is 'Health Care'
- (ix) **Innovative Use of ICT by Central Government PSUs:** This award seeks to recognize projects implemented by Central PSUs that demonstrate effective use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.
- (x) **Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies:** This award seeks to recognize projects implemented by State PSUs/ Cooperatives/Federations/Societies that demonstrate effective use of ICT which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.
- (xi) **Outstanding eGovernance initiative by Academic and Research institutions-** This award seeks to recognize the exemplary eGovernance projects by academic and research institutions for the benefit of the citizen.
- (xii) **Use of ICT for Development by Non-Government Institutions -** This award seeks to recognize the exemplary use of ICT by Non-Government Institutions for social or economic growth/ development.

3. **There would be only one award for each category.**

4. **Who can apply/compete:**

(i) **Government Body:**

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

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

- a) Central Government PSUs can apply only in the category (ix): Innovative Use of ICT by Central PSUs.
- b) State Government PSUs/ Cooperatives/Federations/Societies can apply only in the category (x): Innovative Use of ICT by State Government PSUs/ Cooperatives/Federations/Societies.

- (iii) **Academic and Research Institutions (whether Government or Non-government) can apply only in category (xi):** 'Outstanding eGovernance initiative by Academic and Research Institutions'.
 - (iv) **Non Government Institutions** such as Corporations, Firms, Partnerships or proprietary concerns as well as NGOs/Civil Society Organizations where public at large is benefitted can apply in category (xii) : Use of ICT for Development by Non-Government Institutions
5. All nominated projects (except for **Incremental Innovations in existing projects 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 i.e. 8th June, 2013. It should, however, not be operational for more than five years (i.e., not more than five year old) on the date of publication of advertisement.
6. For the category '**Incremental Innovations in existing projects**', the condition would be that the project must have been operational for a period of not less than one year on or before the date of publication of advertisement i.e. 8th June, 2013. It must have demonstrated incremental innovation for the benefit of customers in the existing project which had won National Award on e-Governance prior to the year 2012.

7. How to apply

All applicants must fill **both** the Award Specific Form (separate forms are prescribed for 12 distinguished categories from pages 10-41) and Main Application Form (common for all categories page 42-45) as per prescribed format for each of the projects being nominated.

7. Terms and Conditions

7.1 General

- (a) The project must be new and path breaking initiative in public service. An organization which has been awarded earlier can apply again in case of a completely new successful initiative.
- (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 sent to awards.arpq@nic.in and awards.arpq@gmail.com simultaneously before the last date. Nominations received after last date will not be accepted under any circumstances. **Hard Copies 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 in this brief 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 DARPG in selecting the project/initiative for awards on e-Governance, shall be final and binding on all the participants.

7.2 Specific

(a) For 'Incremental Innovations in existing projects Category'

Any project that has been awarded National Award for e-Governance by DARPG (for any category) in the past can apply only if the project has demonstrated substantial incremental innovations.

(a) For Use of ICT for Development by Non-Government 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 be at least one year old on the date of publication of advertisement i.e. 8th June, 2013.
- 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: 31st July, 2013 (23:00 hrs.)

Awards will be presented to the initiative/ project selected by DARPG during the 17th National Conference on e-Governance.

Award-specific criteria

Sl.No.	Award Category	Evaluation Criteria (Parameters)
1.	Excellence in Government Process Re-Engineering	(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
2.	Outstanding performance in Citizen- Centric Service Delivery	(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

		<ul style="list-style-type: none"> (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
3.	Innovative use of Technology in e-Governance	<ul style="list-style-type: none"> (i) Coverage – Geographical and Demographic (ii) Scope of Services/Activities Covered (iii) Demonstrate innovative use of ICT for development (iv) Adaptability and Scalability (v) New Models of Service Delivery (vi) Efficiency Enhancement (vii) User Convenience (viii) Sustainability
4	Incremental Innovations in existing projects	<ul style="list-style-type: none"> (i) Coverage – Geographical and Demographic (ii) Scope of Services Covered (iii) Overview of the original (iv) Innovations to the original project (v) Comparative with Original Project (vi) Adaptability and Scalability (vii) Efficiency Enhancement (viii) Accessibility & User Convenience (ix) Sustainability (x) Ease of transaction (xi) Appropriateness of context and degree of localization (xii) Cost effectiveness (xiii) Number of users and services (xiv) Benefits Accrued / Impact assessment
5	Best District level initiative in citizen-centric service delivery through ICT	<ul style="list-style-type: none"> (i) Coverage –Geographical and Demographic (ii) Scope of Services Covered (iii) Innovations (iv) Stakeholder Consultation (v) Citizen centricity and

		<p>relevance</p> <ul style="list-style-type: none"> (vi) Adaptability and Scalability (vii) Efficiency Enhancement (viii) Accessibility & User Convenience (ix) Sustainability (x) Ease of transaction (xi) Appropriateness of context and degree of localization (xii) Cost effectiveness (xiii) Number of users and services (xiv) Benefits Accrued / Impact assessment
6	Innovative use of GIS Technology in eGovernance	<ul style="list-style-type: none"> (i) Coverage (ii) Scope of Services (iii) Demonstrate Innovation in use of GIS Technology for e-Gov (iv) Interoperability & security (v) Scalability (vi) Sustainability & adaptability (vii) Accountability (viii) New Models of service delivery (ix) Efficiency enhancement (x) User Convenience
7	Innovative use of mobile technology in eGovernance-	<ul style="list-style-type: none"> (i) Coverage (ii) Scope of Services (iii) Demonstrate Innovation in use of Mobile Technology for e-governance (iv) Adaptability and Scalability (v) New Models of Service Delivery (vi) Efficiency Enhancement (vii) User Convenience (viii) Sustainability
8	Specific Sectoral Award (Focus Sector for 2013-14: Health Care)	<ul style="list-style-type: none"> (i) Coverage (ii) Scope of Services/ Activities Covered (iii) Enhancement of efficiency (iv) Ease of transaction (v) Innovation (vi) Appropriateness of context and degree of localization (vii) Accessibility & User Convenience (viii) Scalability

		(ix) Sustainability
9	Innovative Use of ICT by Central Government PSUs	(i) Geographic & Demographic Coverage (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
10	Innovative Use of ICT by State PSUs/ Cooperatives/Federations/Societies	(i) Geographic & Demographic Coverage (ii) Scope of Services/ Activities Covered (iii) Enhancement of Productivity (iv) Improvement in Efficiency (v) Service Delivery (vi) Innovation (vii) Defined and Achieved outcomes (viii) Sustainability
11	Outstanding eGovernance initiative by academic and research institutions	(i) Geographic & Demographic Coverage (ii) Scope of Services/ Activities Covered (iii) Efficiency Enhancement (iv) Service Delivery – user orientation (v) Accessibility & User Convenience (vi) Innovations (vii) Sustainability
12	Use of ICT for Development by Non-Government Institutions	(i) Coverage – Geographical and Demographic (ii) Scope of Services/Activities Covered (iii) Citizen Centricity (iv) User Convenience (v) Cost to user (vi) Problem Resolution and Query Handling

		(vii) Innovation (viii) Sustainability (ix) Adherence to Service Level Agreement (SLA) (x) Privacy & Security Policy (xi) e-inclusion
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PROFORMA OF AWARD SPECIFIC FORM

I. 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

1. **Coverage – Geographical and Demographic** (Comprehensiveness of reach of delivery centres, Number of delivery centres, Geographical and Demographic spread of delivery centres etc.)

2. **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) #)

3. **Citizen Centricity** (Give details about Impact on effort, time and cost incurred by user, Feedback/grievance redressal mechanism, Audit Trails, Interactive platform for service delivery, Stakeholder consultation#)

4. **User convenience** (Give details about Service delivery channels (Web, email, SMS)Completeness of information provided, Accessibility

(Time Window), Distance required to travel, Access Points, Facility for online download and submission of forms, status tracking#)

5. **Efficiency Enhancement** (Give details about Volume of transactions processed, Coping with transaction volume growth, Time taken to process transactions, Accuracy of output, Number of delays in service delivery #)

6. **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.#)

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

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

9. **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. #)

10. **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. #)

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

AWARD SPECIFIC FORM

II. 'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

1. **Coverage – Geographical and Demographic**(Comprehensiveness of reach of delivery centres, Number of delivery centres, Geographical and Demographic spread of delivery centres etc.)

2. **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. **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. **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. #)

5. **User Convenience** (Give details about Access Points, Comprehensiveness of information provided, Ease of Transaction, Accessibility, ease of transaction, distance required to travel etc. #)

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

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

8. **Adherence to Service Level Agreement (SLA)** (Give details about presence of SLA, whether documented, whether referred etc. #)

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

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

11. **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.#)

12. **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.)

13. **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. #)

14. **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. #)

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

AWARD SPECIFIC FORM

III. 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

1. **Coverage – Geographical and Demographic** (Comprehensiveness of reach of delivery Geographical and Demographic spread of delivery centres etc.)

2. **Scope of Services/ Activities Covered** (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

3. **Demonstrate innovative use of ICT for development** (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 #)

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

5. **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. #)

6. **Efficiency Enhancement** (Give details about any significant change in process that has led to efficiency improvement in terms of time or cost for citizens or agency, improve agency efficiency, facility for Audit Trails etc. #)

7. **User Convenience** (Give details about Access Points, Comprehensiveness of information provided, Accessibility, ease of transaction, distance required to travel etc. #)

8. **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. #)

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

PROFORMA OF AWARD SPECIFIC FORM

IV. Incremental Innovations in Existing Project:

- 1. Coverage – Geographical and Demographic** (number of locations in which the innovated project has been implemented, No. of service delivery points, area served Geographical and Demographicly, category of stakeholders covered)

- 2. 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

- 3. Overview of the original project** which has been horizontally transferred/ replicated

- 4. Innovations to the original project**(Give details about the new processes / new activities, new steps , ICT interventions, functionalities introduced into the system, identification & removal of any bottlenecks / irrelevant steps, administrative process reforms, any use of new & emerging technology

5. Comparative with Original Project(Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project).

6. 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

7. Efficiency Enhancement(Give details about any significant change in process that has led to efficiency improvement in terms of time or cost for citizens or agency, improve agency efficiency, facility for Audit Trails etc. #)

8. Accessibility & User Convenience(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.#)

9. 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. #)

10. 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. #)

11. 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. #)

12. 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.#)

13. 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. #)

14. 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.)

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

PROFORMA OF AWARD SPECIFIC FORM**V. Best District level Initiative in Citizen Centric Service Delivery through ICT:**

1. **Coverage –Geographical and Demographic** (number of locations in which the project has been implemented, No. of service delivery points, area served Geographical and Demographicly, coverage upto Panchayat/Village, category of stakeholders covered)

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2. **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)

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3. **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 / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project).

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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. #)

5. **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. #)

6. **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)

7. **Efficiency Enhancement**(Give details about any significant change in process that has led to efficiency improvement in terms of time or cost for citizens or agency, improve agency efficiency, facility for Audit Trails etc. #)

8. **Accessibility & User Convenience**(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.#)

9. **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.#)

10. **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. #)

11. **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. #)

- 12. 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.#)

- 13. 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. #)

- 14. 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.)

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

AWARD SPECIFIC FORM

VI. 'Innovative use of GIS Technology in e-Governance'

1. **Coverage** (Give details about Geographical and Demographic & stakeholder coverage)

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

3. **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)

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

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

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

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

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

9. **Efficiency enhancement** (Give details about pre-project & post-project stage, efficiency improvement in terms of time, cost, evaluation & monitoring, Geo-tagged image integration, facility for audit trails etc.)

10. **User Convenience** (Accessibility, band-width, mobile etc.)

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

AWARD SPECIFIC FORM

VII. 'INNOVATIVE USE OF MOBILE TECHNOLOGY IN e-GOVERNANCE'

1. **Coverage** (Give details about Geographical and Demographic & stakeholder coverage #)

2. **Scope of Services** (Relevance of application for e-governance, Extent to which service is delivered through mobile #)

3. **Demonstrate Innovation in use of Mobile Technology for e-governance** (Give details about the mobile technology used (platforms, SMS, Pull & Push, Apps, Mobile Payment,), innovation applied in use of mobile technology to deliver information or Services to target audience #)

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

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

6. **Efficiency Enhancement** (Give details about any significant change in process that has led to efficiency improvement in terms of time or cost for citizens or agency, improve agency efficiency, facility for Audit Trails etc. #)

7. **User Convenience** (Give details about Access Points, Comprehensiveness of information provided, Accessibility, Cost of use #)

8. **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. #)

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

**VIII. 'SPECIFIC SECTORAL AWARD (FOCUS SECTOR FOR 2013-14
– HEALTH CARE'**

1. **Coverage** (Give details about Geographical and Demographic & stakeholder coverage #)

2. **Scope of Services / Activities Covered** (Level of education services possible, Processes covered, application used, Number/Type of Services, Extent of e-enablement in terms of number of services computerized, Extent to which steps in each service have been ICT-enabled#)

3. **Enhancement of Efficiency** (Give details about Impact on the following post automation of initiative: efficiency improvement in processes related to institution, dependence on middlemen, volume of transactions processed, accuracy of output or error rate etc. #)

4. **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. #)

5. **Innovation** (Give details on Extent to which the initiative/ project is unique in purpose/goal, compared to other common eGovernance projects in the Health Care, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/ Irrelevant steps etc. #)

6. **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. #)

7. **Accessibility & User Convenience** (Give details about how following has been enhanced with automation: 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 etc.#)

8. **Scalability** (Give details about sufficiency of back end support framework – institutional support, technology support e.g. availability of bandwidth, means adopted for disaster recovery (backup of data/ backup server); etc. #)

9. **Sustainability** (Give details about relevance; building; Cost effectiveness, Financial viability of initiative etc. #)

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

IX. 'INNOVATIVE USE OF ICT BY Central PSUs'

1. **Geographic & Demographic Coverage** (Comprehensiveness of coverage in terms of reach, beneficiaries' etc. #)

2. **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 #)

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

4. **Improvement in Efficiency** (Give details about time required in processing transactions, delays in service outcomes accuracy etc. #)

5. **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. #)

6. **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. #)

7. **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. #)

8. **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. #)

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

AWARD SPECIFIC FORM

**X. 'INNOVATIVE USE OF ICT BY STATE PSUs'/
COOPERATIVES/FEDERATIONS/SOCIETIES**

- 1. Geographic & Demographic Coverage** (Comprehensiveness of coverage in terms of reach, beneficiaries' etc. #)

- 2. 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 #)

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

- 4. Improvement in Efficiency** (Give details about time required in processing transactions, delays in service outcomes accuracy etc. #)

- 5. 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. #)

- 6. 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. #)

- 7. 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. #)

- 8. 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. #)

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

AWARD SPECIFIC FORM

XI. Outstanding e-governance initiative by Academic and Research Institutions

1. **Geographic & Demographic Coverage** (Comprehensiveness of coverage in terms of reach, beneficiaries' etc. #)

2. **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 #)

3. **Efficiency Enhancement** (Give details about any significant change in process that has led to efficiency improvement in terms of time or cost for citizens or agency, improve agency efficiency, facility for Audit Trails etc. #)

4. **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. #)

5. **Accessibility & User Convenience**(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.#)

6. **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 / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how is this project similar / different in services provided, design, functionality, technology, platform etc from the original project)

7. **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. #)

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

Award Specific Form

XII. Use of ICT for Development by Non-Government Institutions

- 1. Coverage – Geographical and Demographic** (Comprehensiveness of reach of delivery centers, Number of delivery centers, Geographical and Demographic spread of delivery centers etc. upto Division Level, Block Level, Tehsil/TalukaLevel,CSC #)

- 2. 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) #

- 3. Citizen Centricity** (Give details about Impact on effort, time and cost incurred by user, Feedback / grievance redressal mechanism, Audit Trails, Interactive platform for service delivery, Stakeholder consultation #)

- 4. User Convenience** (Give details about Access Points, Comprehensiveness of information provided, Accessibility, delivery through mobile, distance required to travel, Interactive platform for service delivery, audit trails, etc. #)]

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

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

7. **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. #)

8. **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. #)

9. **Adherence to Service Level Agreement (SLA)** – Give details about presence of SLA whether documented, whether referred etc, certificate from user department is mandatory #)

10. **Privacy & Security Policy** - (Give details about security technique deployed , use of digital signature, encryption etc #)

11. **E-inclusion**(Give details about availability of local language interface, Online submission of forms, length and breadth of services made available online, universal accessibility of the application).

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

PROFORMA OF MAIN APPLICATION FORM

**NOMINATION FORM FOR
NATIONAL AWARDS FOR eGOVERNANCE 2013-14**

Name of the Organization : _____

Name of the Department : _____

Name of the Project : _____

Category of Award

Applying for' : _____

Objective of the Project : _____

Date of Launch of Project : _____

Beneficiary of the Project : _____

Please provide the following details about the project nominated for the National Award for eGovernance

(i) Situation before the initiative(bottlenecks, challenges, constraints etc.):

(ii) Strategy Adopted(have you done base line study, problems identified, technology and architecture used, roll out/implementation model’):

(iii) 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):

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

(v) Communication and dissemination strategy and approach.

Other distinctive features/ accomplishments of the project:

- 1.
- 2.
- 3.

1. For each award category for which the project has been nominated, the applicant must fill the Award specific form as well. Applications without completed Award Specific Form will be rejected.

2. All nominated projects(except for Incremental Innovations in existing projects 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. It should, however, not be operational for more than five years (i.e., not more than five year old) on the date of publication of advertisement.

For Incremental Innovations in existing projects the condition would be that the project must have been operational for a period of not less than one year (excluding pilot period).

3 It is important to identify the name of the all relevant team members 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.

4 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.

Details of Owner of the nominated project

Project head/ Owner 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 5**) whose contributions were most significant for the success of the Initiative]

Name(s) : _____

Designation: _____

Declaration by the Project Head/ Owner of the project nominated for the National Award for Governance

- (a) I/We hereby declare that the particulars furnished above are correct and true to the best of my/ our knowledge. I/We have gone through the information on the Award Scheme Published in the Website of the Department of Administrative Reforms and Public Grievances (<http://darpq.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.
- (b) I/ We hereby declare that there is no vigilance or disciplinary proceedings contemplated or pending against any team member(s).
- (c) I/ We hereby confirm that the organization is not blacklisted/ debarred by any government body.

Place:

(Signature)

Date:

Seal of Organisation

Note:

In addition to the above, nominations of Non Government Institutions/academic and research institutions must accompany a notarized affidavit certifying the above.