



सत्यमेव जयते

**Award Scheme  
for  
National Awards for e-Governance  
2024**

**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. Scope of Award

The scope of the National Awards for e-Governance, 2024 (NAeG, 2024) is to identify areas of significant outcome-oriented performance by Districts/ Centre/States in identified categories. The Awards seek to recognize the best performing Central Government Ministries/Departments; States/UTs; Districts and local bodies; Academic/Research Institutions (Government and Non-Government) and Startups in facilitating implementation of new initiatives and bringing transparency by use of technology.

The NAeG, 2024 Awards will be presented for the best achievement in implementation of e-Governance innovation and the efforts made to fast track the implementation of an initiative/ technology/project or program.

## 3. Criteria for Evaluation

The initiative will be evaluated on the following criteria:

- i. Initiating and implementing an innovative project to meet stakeholders' requirement through use of ICT
- ii. Use of technology in bringing perceptible improvement in processes/ systems
- iii. Making public delivery systems responsive, transparent and efficient particularly by leveraging technology
- iv. Bringing significant improvement/enhancement by use of technology
- v. Innovations / integration / intervention of technology / of the best performing Centre/State/District in a particular field/ project/program or area. The criteria for evaluation will be designed during the assessment process.

4. Categories of awards

| S. No. | Award Category   | Scope of Award   | Who can Apply/ compete  | Period of consideration  |
|--------|--|--|---|--|
| 1      | 2  | 3  | 4   | 5  |
| I      | <p><b>Government Process Re-engineering for Digital Transformation</b></p> <p>i. Central level initiatives</p> <p>ii. State/UT level initiatives</p> <p>(Total 4 Awards<br/>1 Gold and<br/>1 Silver for<br/>Central level<br/>Initiatives and<br/>1 Gold and<br/>1 Silver for<br/>State/UT level<br/>initiatives )</p> | <p>This award seeks to recognize innovative projects that involve analysis and re-design of workflow and has resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery, data analytics or a combination of these through a dashboard/an application including mobile Application. The impact of the re-engineering process should be a significant digital Transformation.</p>        | <p>i. Central Ministries / Departments</p> <p>ii. State / UT Governments</p>  | <p>The launch date of the project should be between 01.10.2021 – 30.09.2023.</p> <p>The project must be fully commissioned and operational as on 01.12.2023.</p> |
| II     | <p><b>Application of Emerging Technologies for providing Citizen Centric Services</b></p> <p>i. Central level initiatives</p> <p>ii. State/UT level initiatives</p> <p>iii. Startups</p> <p>(Total 4 Awards<br/>–1 Gold for<br/>Central level<br/>initiatives,<br/>1 Gold and<br/>1 Silver for</p>                     | <p>This award seeks to recognize the projects that have resulted in providing universalized access including e-Services to citizens, the unique digital instance for all Government entities. The project proposals should broadly cover areas of status of accessibility, content availability, ease of use, information security &amp; privacy, end to end service delivery, integrated service delivery and tracking of requests made for</p> | <p>i. Central Ministries / Departments</p> <p>ii. State / UT Governments</p> <p>iii. Startups as defined by Department for Promotion of Industry and Internal Trade (DPIIT) Government of India via Gazette</p> | <p>The launch date of the project should be between 01.10.2021 – 30.09.2023.</p> <p>The project must be fully commissioned and operational as on 01.12.2023.</p> |



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|            | <b>State/UT level initiatives and 1 Gold for Startups)</b>  | Delivery of Public Services.   | Notification dated 19.02.2019<br>( <a href="https://dpiit.gov.in/sites/default/files/notification_Definition_StartupIndia_06July2021.pdf">https://dpiit.gov.in/sites/default/files/notification_Definition_StartupIndia_06July2021.pdf</a> ) |   |
| <b>III</b> | <b>District level initiative in e-Governance</b><br><br>(Total 4 Awards – 2 Gold and 2 Silver for district level initiatives)                                     | This award seeks to recognize the district level e-Governance projects covering the area of redressal of Public Grievances and has resulted in delivering services to citizens' through effective use of ICT in the Districts. | Districts and Local Bodies   | <b>The launch date of the project should be between 01.10.2021 – 30.09.2023.</b><br><br><b>The project must be fully commissioned and operational as on 01.12.2023.</b> |
| <b>IV</b>  | <b>Research on Citizen Centric Services by Academic/ Research Institutions</b><br><br>(Total 2 Awards – 1 Gold and 1 Silver for Academic / Research institutions) | This award seeks to recognize the exemplary research done in the field of e-Governance by Academic/ Research Institutions for the benefit of the citizen.  | Academic / Research Institutions (Government and Non-Government)   | <b>The launch date of the project should be between 01.10.2021 – 30.09.2023.</b><br><br><b>The project must be fully commissioned and operational as on 01.12.2023.</b> |
| <b>V</b>   | <b>Replication of Top Technological Solutions / initiatives and Scaling up</b><br><br>i. State/UT level initiatives   | This award seeks to recognize the replication of top technological solutions and scaling up  | i. State/UT Governments<br>ii. District and Local Bodies   | <b>The launch date of the project should be between 01.10.2021 – 30.09.2023.</b><br><br><b>The project</b>  |



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| <p>ii. District level initiatives</p> <p>(Total 2 Awards – 1 Gold for State/UT level initiatives and 1 Gold for District level initiatives)</p> |  |  | <p>must be fully commissioned and operational as on 01.12.2023.</p> |
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5. There will be a total 16 awards under 5 categories of Award Scheme.

5.1 The National e-Governance Award, 2024 shall consist of 10 Gold Awards and 6 Silver Awards, as per details given below:

**5.1.1 Gold Award:** The Gold Awards shall consist of (i) a trophy, (ii) a certificate and (iii) incentive of Rs.10.00 Lakh to be awarded to Department/Organization/ Institution to be utilized for implementation of project/programme or bridging gaps in any area of Public Welfare and a certificate for each team member not exceeding four in number (including Project Head).

**5.1.2 Silver Award:** The Silver Awards shall consist of (i) a trophy, (ii) a certificate and (iii) incentive of Rs.5.00 Lakh to be awarded to Department/Organization/ Institution to be utilized for implementation of project/programme or bridging gaps in any area of Public Welfare and a certificate for each team member not exceeding four in number (including Project Head).

## 6. Terms and Conditions

### 6.1 General

- i. The project must be new and a path breaking initiative in public service.
- ii. **A project can compete only for one category and the category for which it is competing should be clearly mentioned.**
- iii. At the time of submission of nominations for the NAeG, 2024, the award category under which the submission is made may be indicated.
- iv. All nominations should be submitted online with in the stipulated date.
- v. **Only incumbent Head of the Organization may register and submit online application(s).**
- vi. The application must reflect the organization email ID / individual email ID.
- vii. Individual Nominations/self-nominations shall not be accepted.



- viii. Nominations received after the last date will not be accepted under any circumstances. **Further, email / Hard Copies / fax of the application forms will NOT be accepted.**
- ix. Details furnished would need to be comprehensive and cover the specified aspects of the initiative undertaken including the team members who are working / have worked for the project. No changes or request for change i.e. addition of names will be considered at later stage or any other stage of the award process.
- x. 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, grievance redressal, trade practices, commerce, business development and any such other domains of governance.
- xi. 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.
- xii. 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.
- xiii. Verification of the ownership of all shortlisted projects shall be carried out before finalizing results. Supporting details should be made available by the Project-in-Charge.
- xiv. **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, 2024 shall be final and binding on all the nominations.**
- xv. **Incomplete submissions not complying with the directions/guidelines detailed herein would not be considered.**
- xvi. **Applications received may be rejected at any stage of the evaluation process.**
- xvii. **Applications with incomplete information will be rejected.**

## 6.2 Specific

### **For Category-IV - Outstanding research on Citizen Centric Services by Academic/Research Institutions**

- Project should be either in 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.

## 7. How to apply

**The nominations are to be submitted online only in the prescribed Application Form for a specific category.**

## 8. Guidelines for applying for the nominations for the National Awards for e-Governance 2024:-

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| 8.1 | Nominations are to be submitted online only through the NCeG portal <a href="https://www.nceg.gov.in">https://www.nceg.gov.in</a>  |
| 8.2 | Nomination other than above mode <b>will NOT be accepted.</b>  |
| 8.3 | <b>Online registration of the organization is mandatory before submission of the application form online.</b>  |
| 8.4 | The existing incumbent, Head of the Organization should apply for the nominations for NAeG 2024 and furnish details of team members/officers, not more than 3 (three) members, who have worked for the successful design and implementation of the project. <u>No changes or request for change, i.e. addition of names will be considered at later stage or any other stage of the award process.</u> |
| 8.5 | <b>The Single Point of Contact details of an officer may be provided who is well versed with the project and can access emails and attend calls on priority under Point of Contact column.</b>   |
| 8.6 | <b>The Category Specific Application Forms for all the Award categories are available Online on the portal <a href="https://www.nceg.gov.in">https://www.nceg.gov.in</a>.</b>  |
| 8.7 | <b>An organization needs to register only once and can submit more than one project/initiative through the same login ID.</b>  |



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| 8.8  | To register an organization, visit the website <a href="https://nceg.gov.in">https://nceg.gov.in</a> and click the “ <b>Register</b> ” tab.  |
| 8.9  | At the time of registration, it may kindly be checked as to whether your organization is already registered. To check the same “ <b>List of already registered organization/ Department/ Ministry/District</b> ” tab may be checked. If yes, sign up with the User name, Password and Activation Link 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 using a different email ID. |
| 8.10 | For logging in, click “Log in” tab and fill in the User name, Password and Captcha details to apply for the category-wise Application Form.  |
| 8.11 | <b>The Self Certification Form (Format-I for Government Organizations and Format- II for Non-Government institutions/Non-Government Academic and Research organizations) may be submitted on the letter head of the Department/Organization.</b>   |
| 8.12 | Download Self Certification Form ( <b>Format-I/Format-II</b> ). Fill in the applicable data, get it signed with seal, scan it and save it in pdf format and upload the same.   |

## 9. Evaluation Stage/Shortlisting of Applications:

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| 9.1 | <b>Stage 1</b> - Initiatives will be shortlisted by a Screening Committee for spot study/project verification, which may be done in a short notice. The spot study/verification of the shortlisted initiatives will be conducted by a two-member team of officers of the Central Government not below the rank of Under Secretary. |
| 9.2 | <b>Stage 2</b> - Screening Committee will consider the spot study reports for shortlisting the initiatives for recommendation to the Jury.   |
| 9.3 | <b>Stage 3</b> - Presentation of the shortlisted initiative before Jury. The presentation will be made by the Project Head, and, the team of not more than 3 (three) members can participate in the presentation who   |





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|      | shall invariably be from the team as proposed/nominated during application stage ( <i>as indicated in para 8.4</i> ).   |
| 9.4. | In case the project is selected for an Award, the Award shall be conferred to the incumbent Head of the Organization and/or the officer(s) nominated by him/her, subject to the condition that not more than 4 (four) officers, who have contributed towards the initiative/project (indicated as per para 8.4 above), may be nominated for the receipt of the Award. |
| 9.5  | The citation film on the initiatives awarded with NAeG 2024 will display the names of four Team Members/officers, who have contributed towards the initiative.  |