Award Scheme for

National Awards for e-Governance

2021-22

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

For the year 2021-22, the scope of the National Awards for e-Governance has been expanded to identify areas of significant outcome-oriented performance by few Districts / States in certain identified programs. The Awards seeks to recognize the best performing Central Government Ministries/Departments, State/UT Governments/Districts and local bodies, Central and State Government PSUs, Academic/Research Institutions (Government and Non-Government) in facilitating implementation of new initiatives and bringing transparency by use of technology.

The Awards will be presented for the best achievement in implementation of e-Governance innovation and those performers who have taken efforts 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 / intervention of technology / integration against the best performing District/State in particular field/ project/program or area. The criteria for the 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	**Excellence in Government Process Re-engineering for Digital Transformation** **i. Central level initiatives** **ii. State/UT level initiatives** **(Total 4 Awards – 2 Gold and 2 Silver)**	This award seeks to recognize the innovative 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, data analytics or a combination of these through a dashboard/an application including mobile application. The impact of the re-engineering process should have been a significant digital transformation.	i. Central Ministries/ Departments ii. State/UT Government	**The launch date of the project should be between 01.10.2019 – 30.09.2021.** **The project must be operational for a period of at least one year** *(excluding Pilot Period).*
II	**Excellence in providing Citizen Centric Delivery** **i. Central level initiatives** **ii. State/UT level initiatives** **(Total 4 Awards – 2 Gold and 2 Silver)**	This award seeks to recognize the projects which 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 & privacy, end service delivery, integrated service delivery and status request and tracking in Delivery of Public Services.	i. Central Ministries/ Departments ii. State/UT Government	
III	**Excellence in District level initiative in e-Governance** **i. North-East and Hill**	This award seeks to recognize the district level e-Governance projects including in the field of redressal of Public Grievances, which resulted in delivering enhanced value	Districts and Local Bodies	

	States; ii. **UTs (including Delhi);** iii. **Other States** **(Total 6 Awards – 3 Gold and 3 Silver)**	to citizens' through effective use of ICT.		
IV	**Outstanding research on Citizen Centric Services by Academic/Research Institutions** **(Total 2 Awards – 1 Gold and 1 Silver)**	This award seeks to recognize the exemplary research in the field of e-Governance by Academic/Research Institutions for the benefit of the citizen.	Academic/ Research Institutions (Government and Non-Government)	
V	**Excellence in Adopting Emerging Technologies** **(Total 2 Awards – 1 Gold and 1 Silver)**	This award seeks to recognize the exemplary adoption of emerging technologies (such as blockchain, artificial intelligence, machine learning, natural language processing etc.) for e-Governance projects.	Central Ministries/Departments, State/UT Governments, Central and State Government PSUs	**The launch date of the Project must be between 01.10.2020 – 30.09.2021.** **The project must be operational as on 30.09.2021.**

5.   There will be total 18 awards under 5 categories of Award Scheme.

5.1 Gold Award: It carries a certificate and a trophy for the Project and cash award of Rs.5.00 Lakh for the Department/Organization/Institution and a certificate for each team member not exceeding four in numbers (including Project Head).

5.2 Silver Award: It carries a certificate and a trophy for the Project and cash award of Rs.3.00 Lakh for the Department/Organization/Institution and a certificate for each team member not exceeding four in numbers (including Project Head).

6. Terms and Conditions

6.1 General

(a)   The project must be new and path breaking initiative in public service.

(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 as mentioned in para 8 below before the last date.

(e)   **Only incumbent Head of the Organization may register and submit online application(s).**

(f)   The application must reflect the organization email ID, individual email ID applications will be rejected at any stage of the scrutiny of the applications or till the award function.

(g)   Individual Nominations/self-nominations shall not be accepted.

(h)   Nominations received after the last date will not be accepted under any circumstances. **email/Hard Copies/fax of the application forms will NOT be accepted.**

(i)   Details furnished would need to be comprehensive and cover the specified aspects of the initiative undertaken including the team members working / 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. **Incomplete submissions not complying with the directions/guidelines detailed herein would not be considered**.

(j)   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.

(k)   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.

(l)   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.

(m) 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.

(n) **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 nominations.**

(o) **Applications without completely filled information will be summarily rejected**.

6.2 Specific

For Category-IV - 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.

7. How to apply

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

8. Guidelines for applying for the nominations for the National Awards for e-Governance 2021-22:-

(A) Application Stage

8.1 **Nominations are to be submitted online only through the portal.**

8.2 Nomination other than above mode **will NOT be accepted in any case.**

8.3 **Online registration of the organization is mandatory** before submitting online application form.

8.4 Present incumbent Head of the Organization will apply for the nominations for NAeG 2021-22 including furnishing details of team 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 Contact details of such an officer may be provided who is well versed with the project and access emails and calls on priority under Point of Contact column.

8.6 **Online Award Specific Forms** for 5 distinguished categories {as mentioned in para 4 (2) above} are available in a prescribed format for each category of the projects being nominated.

8.7 **An organization needs to register only once and can submit more than one project/initiative through the same login ID**.

8.8 To register an organization, visit the website https://nceg.gov.in and click the **"Register"** tab.

8.9 Before registering the organization, please check whether your organization is already registered. To check whether your organization is already registered, click the **"List of already registered organization/ Department/ Ministry/District"** tab. 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, click "Log in" tab and fill in the User name, Password and Captcha details to apply for the category-wise Application Form.

8.11 **The Self Certification Form (Format-I/Format-II) may be submitted on the letter head of the Department/Organization.**

8.12 Download Self Certification Form (**Format-I** for Government Organizations and **Format- II** for Non-Government institutions/Non-Government Academic and Research organizations) from the prescribed place in the 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.

(B) Evaluation Stage/Shortlisting of Applications :

8.13   **Stage 1 -** Initiatives will be shortlisted by a Screening Committee for spot study/project verification, which may be done in a short notice.

8.14   **Stage 2 -** Screening Committee will consider the spot study reports for shortlisting the initiatives for recommendation to the Jury.

8.15   **Stage 3 -** In case the project is shortlisted for presenting before Jury, presentation may be made by the officer nominated/authorized by the Organization. A team of not more than 4 (four) members can participate in the presentation. Such members shall invariably be from the team as proposed/nominated during application stage *{Ref. Guideline number 8.4 above}.*

(C) Award Stage :

8.16   In case the project is selected for the Award, 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) members, who have contributed for the initiative/project, may be nominated for receipt of the award, as per para 8.4 above.

8.17   The citation film on the initiatives awarded with NAeG 2021-22 will display the names of officers, who have contributed towards the initiative.