

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

NAME OF CATEGORY: USE OF ICT FOR DEVELOPMENT BY NON- GOVERNMENT INSTITUTIONS

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres,

Bakhtawar Pur, Delhi-110036

(ii) Number of delivery centres

Burari, Delhi-110084

(iii) Geographical

(a) National level – Number of State covered

NO

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

Yes

(c) District level- Number of Blocks covered

TWO

Please give specific details:-

(iv) Demographic spread (percentage of population covered)

600 Women's Students

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

Challenges

3. **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) #

Aganbadi (Teacher, Workers & Supervisor

4. Strategy Adopted

(i) The details of base line study done,

Women's awareness

(ii) Problems identified

Important role in her critical condition

(iii) Roll out/implementation model,

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

Advertising and Project file

5. Technology Platform used-

(i) Description,

Projector class

(ii) Interoperability

(iii) Security concerns

Transport

(iv) Any issue with the technology used

no

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

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

7. 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,

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(v) Stakeholder consultation

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

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

By SMS

(ii) Completeness of information provided to the users,

(iii) Accessibility (Time Window),

(iv) Distance required to travel to Access Points

1 KM

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

Offline

(vi) status tracking

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

300 P.M.

10. 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,

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(v) Number of delays in service delivery

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

12. 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. #)

13. 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. #)

14. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure replicability

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

(iv) Risk Analysis

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

16. 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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17. **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**

18. 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):

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

20. 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.