

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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 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 the last two years in the projects which has been awarded with National Award for 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 in innovative and effective way 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 in innovative and effective way which resulted in delivering enhanced value to its beneficiaries

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- (viii) **Sectoral Award:** This award seeks to recognize achievements in the focus sector for the year for innovative use of ICT for customer benefit. (Focus Sector for 2015-16: Financial Inclusion)
- (ix) **Innovative Use of ICT by Central Government PSUs:** This award seeks to recognize projects implemented by Central PSUs that demonstrate effective and innovative 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 and innovative 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 two awards for each category:

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

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.

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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 only in category (xii): Use of ICT for Development by Non-Government Institutions.

5. 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 and **both** the Main Application Form (common for all categories) and Award Specific Form (separate award specific forms are prescribed for 12 distinguished categories as mentioned in para 2 above) as per prescribed format **for each category of the** projects being nominated. Registration of the organization is online only. Main Application form is to be filled online. Award specific form for the particular category of the project you want to apply can be accessed and downloaded from the Guideline tab on <http://nceg.gov.in/awards> or it can directly be browsed while filling main application form. After filling up the necessary information in Award Specific form for particular category, same is to be uploaded in **pdf format** at a space prescribed for that in the online main application form.

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 <http://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,

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click the “list of already registered organization” 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 online Main Application Form..
- (e) Download Award specific form from the prescribed place in the main application form.
- (f) Fill in 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 need to register only once and can submit more than one project/initiative through the same log in 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 12 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 <http://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 or awards.arpg@gmail.com before the last date. Nominations received after last date will not be accepted under any circumstances.

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

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6. Terms and Conditions

6.1 General

- (a) The project must be new and path breaking initiative in public service. For further details please refer para 6.2 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 (<http://nceg.gov.in/awards/www.darpg.gov.in>) or through email at email addresses mentioned in para 5(ii) above before the last date. Nominations received after 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.

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- (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 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.**

6.2 Specific

- (a) 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 relevant for the year for which nominations have been invited. It should, however, not be operational for more than two years (i.e., not more than two years old) on the date of publication of advertisement of the relevant year. For example if an advertisement is released for seeking nominations on 3rd August, 2015 then the project launch date must be between- 3rd August, 2013 to 3rd August, 2014.
- (b) For '**Incremental Innovations in existing projects Category**' :
 - **Only the** project that has been awarded National Award for e-Governance by DARPG (for any category) **at least** two years prior to

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the year of advertisement is eligible to apply. (For example the project which have won National Award for e-Governance of DARPG (Govt of India) in or before the year 2013 is eligible to apply for advertisement published in the year 2015).

- Furthermore, the project must have demonstrated substantial incremental innovations during the last two years from the date of publication of advertisement. For example if an advertisement is released for seeking nominations on 3rd August, 2015 then the substantial incremental innovation in the project must be between- 3rd August, 2013 to 3rd August, 2015.
- Additional document required is a scanned PDF copy of the Certificate received by the Project for National Award for e-Governance received in yesteryears. A scanned PDF copy of this document is to be attached in Main Application Form and the original is to be produced during the spot study, if the project is shortlisted for the same.

(c) 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 two year old on the date of publication of advertisement.
- 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: 14.09.2015 (1730 hrs.) for advertisement year 2015-16. Extension in last date shall not be given.

Awards will be presented to the initiative/ project selected by DARPG during the 19th National Conference on e-Governance. The venue and other details of the Conference shall be intimated separately.

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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 (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	(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

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		(vii) User Convenience (viii) Sustainability
4	Incremental Innovations in existing projects	(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	(i) Coverage –Geographical and Demographic (ii) Scope of Services Covered (iii) Innovations (iv) Stakeholder Consultation (v) Citizen centricity and relevance (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 e-	(i) Coverage (ii) Scope of Services (iii) Demonstrate Innovation in use of GIS

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	Governance	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 e-Governance-	(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 2015-16: Financial Inclusion)	(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/	(i) Geographic & Demographic Coverage (ii) Scope of Services/ Activities Covered

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	Cooperatives/Federations/Societies	(iii) Enhancement of Productivity (iv) Improvement in Efficiency (v) Service Delivery (vi) Innovation (vii) Defined and Achieved outcomes (viii) Sustainability
11	Outstanding e-Governance 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

PROFORMA OF MAIN APPLICATION
FORM

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**PROFORMA OF MAIN APPLICATION FORM (for applying through e-mail) for
NATIONAL AWARDS FOR e-GOVERNANCE**

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 eGovernance along with salient features (in 500 words approx)

8. Date of Launch of Project **(please see para 6.2 for eligibility of the project with reference to launch date)**

:

(i) For all categories except Incremental Innovation((dd/mm/yyyy) :

(ii) For Incremental innovation(period during which substantial incremental innovation has been made in the project)-

Year of National e-Governance Award

9. Beneficiary of the Project :

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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 proforma given with this award scheme. Convert to PDF and email)

(ii) 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 relevant for the year for which nominations have been invited. It should, however, not be operational for more than two years (i.e., not more than two years old) on the date of publication of advertisement of the relevant year. For example if an advertisement is released for seeking nominations on 3rd August, 2015 then the project launch date must be between- 3rd August, 2012 to 3rd August, 2014

(iii) For ‘**Incremental Innovations in existing projects Category**’ :

(a) **Only the** project that has been awarded National Award for e-Governance by DARPG (for any category) **at least** two years prior to the year of advertisement **is eligible to** apply. (For example the project which have won National Award for e-Governance of DARPG (Govt of India) in or before the year 2013 is eligible to apply for advertisement published in the year 2015).

(b) **Furthermore,** the project **must have** demonstrated substantial incremental innovations during the last two years from the date of publication of advertisement. For example if an advertisement is released for seeking nominations on 3rd August, 2015 then the substantial incremental innovation in the project must be between - 3rd August, 2013 to 3rd August, 2015.

(iv) 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.

(v) 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.

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(vi) **Self Certification by the Project Head in the format applicable to the organization must accompany the Main Application Form.**

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 Initiative]

SI NO	Name(s) :	Designation:
1.		
2.		
3.		
4.		
5.		
6.		
7.		

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FORMAT-I

Format of Self Certification by the Project Head of the project nominated for the National Award for 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 (<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.
- (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:
Head)

(Signature of Project

Date:

Seal of Organisation

Note:

1. Nominations of all organization 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 6.1 (n) of the Award Scheme.

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FORMAT-II

Format of Self Certification by the Project Head of the project nominated for the National Award for 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 (<http://darpg.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 Organisation

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 6.1 (n) of the Award Scheme.

PROFORMA OF AWARD SPECIFIC
FORMS

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I. NAME OF CATEGORY- 'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

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 covered

(b) State/UT level- No of District covered

© 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 Adopted

(i) Details of base line study done,

(ii) Problems identified,

(iii) Roll out/implementation model,

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

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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) Stakeholder consultation

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),

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(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

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number of steps required, identification and removal of bottlenecks/Irrelevant steps etc. #)

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. **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

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. **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

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

18. 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.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

II. NAME OF CATEGORY-‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE 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 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. 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. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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 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 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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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 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

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

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

14. **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.#)

15. **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.)

16. **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. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

17. **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. #)

18. 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

19. 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):

20. **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

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

22. 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.

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

**III. NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN
e-GOVERNANCE'**

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. 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 #)

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. **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 #)

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,

(v) Stakeholder consultation

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. **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. #)

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

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

(ii) Completeness of information provided to the users,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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

13. **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. #)

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**

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

17. Other distinctive features/ accomplishments of the project:

<ol style="list-style-type: none">1.2.3.
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This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

IV. NAME OF CATEGORY- INCREMENTAL INNOVATIONS IN EXISTING PROJECT

1. Year of National Award for e-Governance given to the Project

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 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

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

6. **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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

7. 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).

8. Strategy 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.):

9. 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. #)

10. 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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

11. 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

12. 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

13. 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.#)

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

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

- (ii) Completeness of information provided to the users,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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

15. 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. #)

16. 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. #)

17. 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. #)

18. 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.#)

19. 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. #)

20. Benefits Accrued / Impact assessment(Give a comparative Analysis of pre- & Post- implementation in terms of (a) Service Access points, (b) service charges paid

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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.)

21. **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

22. 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):

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

24. 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.

IMPORTANT: Documentary proof of having received National Award for e-Governance earlier to be attached with main application form.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

V. NAME OF CATEGORY- BEST DISTRICT LEVEL INITIATIVE IN CITIZEN CENTRIC SERVICE DELIVERY THROUGH ICT:

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. **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. **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. **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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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).

6. Strategy 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,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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;

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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.#)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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):

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

VI. NAME OF CATEGORY- 'INNOVATIVE USE OF GIS TECHNOLOGY IN e-GOVERNANCE'

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

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. 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)

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

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

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

10. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

(ii) Measures to ensure replicability

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(iv) Risk Analysis

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

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

13. 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

14. 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,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(v) Number of delays in service delivery

15. 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

16. 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**

17. 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):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. 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.

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

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

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

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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) Stakeholder consultation

7. 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 #)

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. **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. #)

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

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

(ii) Completeness of information provided to the users,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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

13. **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. #)

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**

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

17. 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.

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

**VIII. NAME OF CATEGORY- 'SPECIFIC SECTORAL AWARD for 2015-16:
Financial Inclusion '**

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. 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#)

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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) Stakeholder consultation

7. 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,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(iv) Accuracy of output,

(v) Number of delays in service delivery

8. **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. #)

9. **Innovation** (Give details on Extent to which the initiative/ project is unique in purpose/goal, compared to other common e-Governance 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. #)

10. **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. #)

11. **Accessibility** (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.#)

12. **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,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(vi) status tracking

13. **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. #)

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

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. **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

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**

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. 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.

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

**IX. NAME OF CATEGORY- 'INNOVATIVE USE OF ICT BY CENTRAL
GOVERNMENT PSUs'**

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. 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 #)

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

7. **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

8. **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. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

9. Citizen/ Client 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

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. **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. #)

12. **Defined and Achieved outcomes** (Give details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

project and output achieved, extent to which the project is able to reach/ fulfill the requirements of planned beneficiaries etc. #)

13. **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. #)

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

16. 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**

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

17. 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):

18. Other distinctive features/ accomplishments of the project:

- | |
|--|
| <ol style="list-style-type: none">1.2.3. |
|--|

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

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

**X. NAME OF CATEGORY- INNOVATIVE USE OF ICT BY STATE
GOVERNMENT PSUs'/ COOPERATIVES/ FEDERATIONS/SOCIETIES**

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. **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 #)

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

7. 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

8. 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. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

9. 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

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. 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. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

12. 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. #)

13. 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. #)

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. 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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

18. 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.

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

**XI. NAME OF CATEGORY- OUTSTANDING E-GOVERNANCE INITIATIVE BY
ACADEMIC AND 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

(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. **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. Strategy 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-

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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. 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. #)

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,

(v) Stakeholder consultation

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

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

(ii) Completeness of information provided to the users,

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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. **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.)

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 / give details irrelevant steps, Comparative with Original Project (Provide a comparative analysis about how

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

is this project similar / different in services provided, design, functionality, technology, platform etc from the original project)

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

(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):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

17. 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.

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF
e-GOVERNANCE INITIATIVES**

**XII. NAME OF CATEGORY: USE OF ICT FOR DEVELOPMENT BY NON-
GOVERNMENT 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

(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. **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) #

4. Strategy 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.):

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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. 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,

(v) Stakeholder consultation

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

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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

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,

(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. #)

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

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).

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

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

(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.