15th National Conference on e-Governance

National Awards on e-Governance 2011-12

With a view to recognize and promote excellence in implementation of e-Governance initiatives, the Government of India presents National Awards on e-Governance every year. **Nominations are invited from Central Ministries/Departments, States/Union Territories, Districts, Local Bodies, PSUs, Civil Society Organizations and Industries for consideration** in the following categories:-

- Excellence in Government Process Re-engineering
- Exemplary Re-use of ICT Based Solutions
- Outstanding Performance in Citizen Centric Service Delivery
- Innovative Use of Technology in e-Governance
- Innovative Use of ICT by PSUs for Customer's Benefits
- Best Government Portal
- Specific Sectoral Award: Focus Sector for the current year : Local Government

Modalities and other details of the Award Scheme (*including downloadable nomination forms*) are available on the Department of Administrative Reforms and Public Grievances website www.darpg.gov.in.

Kindly send the nominations in the prescribed format (**soft copy only)** to following email-ids: awards.arpg@nic.in and awards.arpg@gmail.com. **It is requested to strictly adhere to the timeline as indicated below.**

Last date for Submission of Nominations for National Awards : 15th September, 2011

For further information and clarification, please contact:-

Director (AR)
Department of Administrative Reforms & Public Grievances,
5th Floor, Sardar Patel Bhawan, Parliament Street,
New Delhi – 110001
Telefax:- 011-23360369
Email: ritika.bhatia@nic.in

PROFORMA OF AWARD SPECIFIC FORM

'EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING'

1. Coverage –Geographical (Comprehensiveness of reach of delivery centers, Number of delivery centers, Geographical spread of delivery centers etc)

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2. Scope of Services/ Activities Covered (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) reengineering; 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)[#])

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

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4. **User convenience** (Give details about Completeness of information provided, Accessibility (Time Window), Distance required to travel, Access Points, Facility for online download and submission of forms[#])

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[#] These are just an indicative list of indicators. Applicant can add on more information based on suitability of the project mentioned.

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

6. **Cost effectiveness** (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, man days/man hours required to do a job etc.[#])

7. Capacity Building and Organizational Sustainability (Give details about Hiring skilled staff, imparting training etc[#])

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

[#] These are just an indicative list of indicators. Applicant can add on more information based on suitability of the project mentioned.

9. **Innovation** (Give Details on the extent to which reengineered process is unique, compared to other common process reengineering efforts, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc.[#])

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10. **Appropriate Delegation** (Give details on whether a team involving employees from all levels has been deployed for the project implementation and maintenance, can employees be held accountable for their actions, etc. [#])

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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.

AWARD SPECIFIC FORM

'EXEMPLARY RE-USE OF ICT BASED SOLUTIONS'

1. Coverage –Geographical (Number of locations in which the original project has been replicated (for example, a district-level project to other districts, a state-level project to other states#)

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2. Scope of Services/ Activities Covered (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled) #)

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3. Original Project from which the Best Practice is replicated (Provide details of the original project which prompted you to do this project; how is this project similar/ different in terms of services provided, design, functionality, technology etc from the original project #)

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4. Appropriateness of Context & localization of best practice (Give details about application domain that is not unique but generic, such that it can be easily replicated, local level adaptation such as local language support etc.#)

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5. **Scalability** (Give details about ability to leverage shared NeGP infrastructure, Standardisation of technology used (hardware, software, application, etc.#)

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6. **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.#))

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7. **Cost Effectiveness** (Give details about impact on cost incurred w.r.t. overhead cost, direct and indirect cost, Man days/man hours required to do a job etc.#)

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8. Innovations to original Project (Give Details about number of steps involved in process, new activities, steps introduced into the system, identification and removal of bottlenecks/Irrelevant steps etc.#)

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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.

AWARD SPECIFIC FORM

'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

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

2. Scope of Services/ Activities Covered (Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled) #)

3. **Stakeholder Consultation** (Give details about type of stakeholders consulted, Number of stakeholders consulted stages at which stakeholder input was sought, any user satisfaction study done etc.#)

4. **Citizen centricity and relevance** (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfilment etc.#)

5. User Convenience (Give details about Access Points, Comprehensiveness of information provided, Accessibility, distance required to travel etc. [#])

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

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

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

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

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

11. **Innovation** (Give Details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc.#)

12. **E-Inclusion** (Give Details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

13. **Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc.#), Organization (hiring trained staff, training etc.#), financial (Scope for revenue generation etc.#))

14. **Number of users and services** (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc.#)

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

AWARD SPECIFIC FORM

'INNOVATIVE USE OF TECHNOLOGY IN E-GOVERNANCE'

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

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

3. **Demonstrate innovative use of ICT for development** (Give Details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of life/organizational effectiveness, relevance of technology to provide the service#)

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

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

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

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

8. Sustainability (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc.#), Organization (hiring trained staff, training etc.#), financial (Scope for revenue generation etc.#))

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

AWARD SPECIFIC FORM

'INNOVATIVE USE OF ICT BY PSUs FOR CUSTOMERS BENEFITS'

1. **Coverage –Geographical** (Comprehensiveness of coverage in terms of beneficiaries' etc #)

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2. Scope of Services/ Activities Covered (Relevance of choice of application for clients/PSU, Extent of computerization in terms of number of services computerized, Extent to which steps in each service have been ICT- enabled #)

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

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

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5. **Service Delivery – Business/Client Centricity** (Give details about Improvement in interaction with clients and outcome for clients, relevance of access points, Length and Breadth of services provided online etc. #)

6. **Innovation** (Give details on how the usage of technology is exemplary, any use of new and emerging technology, impact on number of steps required, identification and removal of bottlenecks/Irrelevant steps etc.#)

7. **Defined and Achieved outcomes** (Give Details about extent of improvement in terms of organizational objectives, output targeted in the beginning of the project and output achieved, extent to which the project is able to reach/fulfil the requirements of planned beneficiaries etc.#)

8. **Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared- Digital Signature/Encryption etc.#), Organization (hiring trained staff, training etc.#), financial (Scope for revenue generation etc.#))

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

AWARD SPECIFIC FORM

'BEST GOVERNMENT PORTAL'

1. URL : _____

2. Hosted at : _____

3. Designed and Developed by : _____

4. Information Availability (Give details about Relevance of information content, Availability of contact details, Search Capability, Contact Management etc. [#])

5. Service Delivery (Give details about services provided, interactivity, end to end online services, commercial/ transaction-oriented services, online payments etc.[#])

6. Public Access (Give details about Multi-lingual support, Disability Access etc. [#])

7. Security/ Privacy (Give details about security/ privacy of data shared by user (if applicable), Linkages for financial processes (if applicable) - Digital Signature/Encryption etc. #)

8. Compliance with the guidelines for Indian Government Website issued by Department of Administrative Reforms & Public Grievances jointly with National Informatics Centre.

9. **Design and Visual Appeal** (Give details about Synchronization of elements (like visual, graphics, text etc.), measures deployed to ensure ease of use etc. [#])

10. Currency of Updation (Give details about the average frequency of updation of the website etc. [#])

11. Website Usage Data (Give details about Number of visitors, Number of unique Visitors, number of hits, Overall usage trends over time etc.[#])

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

AWARD SPECIFIC FORM
'SECTORAL AWARD (Focus Sector for 2011-12 – LOCAL GOVERNMENT)'

1. **Outreach** (Give details about geographical & stakeholder coverage #)

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

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

4. **Ease of transaction** (Give details about methods deployed to educate users on how to avail service, security of data shared by user (if applicable), completeness of information provided, Linkages for financial processes (if applicable) etc#)

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

6. **Appropriateness of context and degree of localization** (Give details about degree of localisation i.e. local language interface, database support etc. relevance of content; etc.#)

7. **Accessibility & User Convenience** (Give details about how following has been enhanced with automation: user accessibility, transparency in system, single-window resolution, ease of navigation; impact on service response time, number of visits required for accomplishing the task before and after automation etc #)

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

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

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

Proforma of Main Application Form

NOMINATION FORM FOR
NATIONAL AWARDS FOR e-GOVERNANCE 2011-12

Name of the Organization : _____

Name of the Department : _____

Name of the Project : _____

Award(s) Category Applying for [1] : **1.**_____

                                            2._____

Objective of the Project : _____

_____

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Date of Launch of Project[2]: _____

Beneficiary of the Project: _____

Please provide the following details about the project nominated for the National award for e-Governance

(i) **Situation before the initiative**:

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(ii) **Strategy Adopted**:

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

[2] **Only those projects which have been operational on or before 1st June 2010 (Excluding Pilot period) are eligible to apply.**

(iii) **Result Achieved/ Value Delivered to the beneficiary of the project**:

(iv) **Extent to which the Objective of the Project is fulfilled**:

Other distinctive features/ accomplishments of the project:

1.

2.

3.

Details of Owner of the nominated project

Owner of the project : _____

Designation: _____

Contact Address: _____

_____

E-mail address: _____ **Fax :** _____

Telephone: _____ **Mobile Number:** _____

Details of team for the nominated project[3]

Team Members with their Role Designation (Please mention all key officers/ staff whose contributions were most significant for the success of the Initiative).

Name (s)   : _____

Designation (s)   : _____

Declaration by the owner of the project nominated for the National Award for e-Governance

I/We hereby declare that the particulars furnished above are correct and true to the best of my/our knowledge. I/We have gone through the information on the Award Scheme published in the Website of the Department of Administrative Reforms and Public Grievances (http://darpg.gov.in) and the terms and conditions. I/We shall abide by the decision of the Jury for declaration of the award.

Place: **(Signature)[4]**

Date   **Seal of Organisation**

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[3] *It is important to identify the names of all the relevant team members at this stage only as these names will be included for acknowledgement in case the nomination is awarded. Under no circumstances, the names would be allowed to change.*

[4] *This page of application duly signed and sealed may be scanned and attached with soft copy of the application form. The original copy may be kept which will be collected by the Department, if the nomination is shortlisted for field visit/further studies.*

Awards For
Exemplary Implementation of e-Governance Initiatives
Year 2011-12

To recognize and promote excellence in implementation of e-governance initiatives, the Department of Administrative Reforms and Public Grievances presents National Awards for e-Governance every year.

1. Purpose of the Award

The purpose of these awards is to:-

    (a) Recognize achievements in the area of e-Governance.

    (b) Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives.

    (c) Encourage horizontal transfer of successful e-Governance solutions.

    (d) Promote and exchange experiences in solving problems, mitigating risks, resolving issues and planning for success.

2. Category of awards

    (i) Excellence in Government Process Re-engineering: This award seeks to recognize the best-in-class projects that involved analysis and re-design of workflow and aimed at improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

    (ii) Exemplary Re-Use of ICT Based Solutions: This award seeks to recognize the exemplary projects implemented at department or organization level that have been replicated to other departments or organizations with suitable modifications.

    (iii) Outstanding performance in Citizen-Centric Service Delivery: This award seeks to recognize the projects aimed at delivering enhanced value to its beneficiaries through effective use of ICT.

    (iv) Innovative use of Technology e-Governance: This award seeks to recognize the projects demonstrating use of path-breaking ICT or innovative use of an existing ICT.

    (v) Innovative use of ICT by PSUs for Customer's Benefits: This award seeks to recognize projects implemented in PSUs that demonstrate effective use of ICT focused at improving the process outcomes.

    (vi) Best Government Portal: This award seeks to recognize the departments that have contributed most towards development of a content enriched and visually appealing website, enhancing public access and service delivery through use of ICT.

(vii) Specific Sectoral Award (Focus Sector for 2011-12 – Local Government) This award seeks to recognize achievements in the focus sector for the year.

3. There will be three awards in each category, namely **Gold Icon**, **Silver Icon** and **Bronze Icon**.

4. Who can nominate:

Central Ministries/Departments, States/ UTs, Districts, Local Bodies, PSUs, Civil Society Organisations and Industry.

5. Criteria for selection of Awards – All nominated projects must have been operational **on or before 1st June 2010** (Excluding Pilot period).

Award-specific criteria

S.No.	Award Category	Evaluation Criteria (Parameters)
1	Excellence in Government Process Re-Engineering	**(i)** Coverage - Geographical **(ii)** Scope of Services/Activities Covered **(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	Exemplary Re-Use of ICT Based Solutions	**(i)** Coverage **(ii)** Scope of Services/Activities Covered **(iii)** Original project from which the Best Practice is replicated **(iv)** Appropriateness of Context & localization of best practice **(v)** Scalability **(vi)** Sustainability **(vii)** Cost Effectiveness **(viii)** Innovations to original project
3	Outstanding performance in Citizen-Centric Service Delivery	**(i)** Coverage – Geographical **(ii)** Scope of Services/Activities Covered **(iii)** Stakeholder Consultation **(iv)** Citizen Centricity and relevance **(v)** User Convenience **(vi)** Cost to User **(vii)** Citizen Charger

		(viii) Adhereance 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
4	Innovative Use of Technology in e-Governance	**(i)** Coverage – Geographical **(ii)** Scope of Services/Activities Covered **(iii)** Demonstrate innovative use of ICT for development **(iv)** Adaptability and Scalability **(v)** New Models of Service Delivery **(vi)** Efficiency Enhancement **(vii)** User Convenience **(viii)** Sustainability
5	Innovative Use of ICT by PSUs for Customer's Benefits	**(i)** Coverage –Geographical **(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
6	Best Government Portal	**(i)** URL **(ii)** Hosted at **(iii)** Designed and developed by **(iv)** Information available **(v)** Service Delivery **(vi)** Public Access **(vii)** Security/Privacy **(viii)** Compliance with the guidelines for Indian Government Website issued by DARPG/NIC **(ix)** Design and Visual Appeal **(x)** Currency of Updation **(xi)** Website usage data
7	Sectoral Award (Focus Sector for 2011-12 – Local Government)	**(i)** Outreach **(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

6. **How to Apply:**

All applicants must fill both the Main Application Form and Award Specific Form **as per prescribed format** for each of the projects being nominated.

7. **Terms and Conditions**

a) Any project that has been **awarded** National Award for e-governance by DARPG (for any category) in the past cannot be nominated again.
b) A project can be nominated for a **maximum of two award categories** only.
c) At the time of submission of nominations for award, the award category under which the submission is to be considered may be indicated. However, it would be prerogative of the jury to decide the category to which a given submission can be treated for the purpose of selection for the award.
d) All nominations **MUST be sent** to awards.arpg@nic.in **and** awards.arpg@gmail.com simultaneously before the last date. **Nominations received after last date will not be accepted under any circumstances.** Hard Copies of the forms will **NOT** be accepted in any case.
e) Details furnished would need to be comprehensive and cover the specified aspects of the initiative undertaken. Incomplete submissions not complying with the directions/guidelines detailed in this brief would not be considered.
f) The intervention 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 solutions using technology, innovative people centred approaches 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 centred approaches would need to be clearly brought out.
i) Verification of the ownership of all shortlisted projects shall be carried out before finalizing results. Supporting details shall be made available by the Project Incharge.

8. **Time Frames (To be strictly adhered to)**

Last date for submission of nominations: 16th August, 2011 (23:00 Hrs)

Awards will be presented during inaugural session of 15th National Conference scheduled to be held in February, 2012 at Bhubaneswar, Orissa.

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