

## **Awards For Exemplary Implementation of e-Governance Initiatives Year 2008-09**

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 Horizontal Transfer of ICT-based Best Practice:** This award seeks to recognize the exemplary projects implemented at department or organization level that have been/ can be 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 Usage 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.
- (v) **Exemplary Usage of ICT by PSUs:** This award seeks to recognize projects implemented in PSUs that demonstrate effective use of ICT focused at improving the process outcomes.
- (vi) **Best Government Website:** 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) **Sectoral Award (Focus Sector for 2008-09 – Health<sup>#</sup>):** This award seeks to recognize achievements in the focus sector for the year.

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

**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 for a period of not less than one year (Excluding Pilot period).

**Award-specific criteria**

<b>S.No.</b>	<b>Award Category</b>	<b>Evaluation Criteria (Parameters)</b>
<b>1</b>	Excellence in Government Process Re-Engineering	<ul style="list-style-type: none"> <li><b>(i)</b> Citizen centricity</li> <li><b>(ii)</b> User convenience</li> <li><b>(iii)</b> Efficiency enhancement</li> <li><b>(iv)</b> Cost effectiveness</li> <li><b>(v)</b> Capacity Building &amp; Organizational Sustainability</li> <li><b>(vi)</b> Accountability</li> <li><b>(vii)</b> Innovation</li> <li><b>(viii)</b> Appropriate Delegation</li> </ul>
<b>2</b>	Exemplary Horizontal Transfer of ICT-based Best Practice	<ul style="list-style-type: none"> <li><b>(i)</b> Appropriateness of context &amp; Localization of best practice</li> <li><b>(ii)</b> Scalability</li> <li><b>(iii)</b> Sustainability</li> <li><b>(iv)</b> Cost Effectiveness</li> <li><b>(v)</b> Innovations to original process/project</li> </ul>
<b>3</b>	Outstanding performance in Citizen-Centric Service Delivery	<ul style="list-style-type: none"> <li><b>(i)</b> Stakeholder consultation</li> <li><b>(ii)</b> Citizen centricity &amp; relevance</li> <li><b>(iii)</b> User convenience</li> <li><b>(iv)</b> Cost to user</li> <li><b>(v)</b> Citizen Charter</li> <li><b>(vi)</b> Adherence to SLA</li> <li><b>(vii)</b> Problem resolution &amp; exception handling</li> <li><b>(viii)</b> Privacy &amp; Security Policy</li> <li><b>(ix)</b> Innovation</li> <li><b>(x)</b> E-Inclusion</li> <li><b>(xi)</b> Sustainability</li> <li><b>(xii)</b> No of users &amp; Services</li> </ul>
<b>4</b>	Innovative Usage of Technology in e-Governance	<ul style="list-style-type: none"> <li><b>(i)</b> Demonstrate innovative use of ICT for Development (improved quality of life)</li> <li><b>(ii)</b> Adaptability &amp; scalability</li> <li><b>(iii)</b> Linked to/supported by public/private organisation</li> <li><b>(iv)</b> Be verifiable</li> <li><b>(v)</b> Sustainability</li> </ul>

5	Exemplary usage of ICT by PSUs	<p>(i) Enhancement of productivity                  (ii) Improvement in efficiency                  (iii) Service delivery – Business/Citizen Centricity                  (iv) Innovation                  (v) Defined and achieved outcomes                  (vi) Sustainability</p>
6	Best Government Website	<p>(i) Information Availability                  (ii) Service delivery                  (iii) Public access                  (iv) Design &amp; Visual appeal                  (v) Frequency of Updation</p>
7	Sectoral Award (Focus Sector for 2007-08 – Health)	<p>(i) Outreach                  (ii) No. of Services                  (iii) Enhancement of efficiency.                  (iv) Ease of transaction                  (v) Appropriateness of context &amp; degree of localization                  (vi) Accessibility &amp; User Convenience                  (vii) Scalability                  (viii) Sustainability</p>

## 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

- i. Any project that has been awarded National Award for e-governance by DARPG (for any category) in the past cannot be nominated again.
- ii. A project can be nominated for a maximum of two award categories only.
- iii. At the time of submission of nominations for award, the type of the award category under which the submission is to be considered may be indicated. However, it would be the prerogative of the jury to decide the category to which a given submission can be treated for the purpose of selection for the award.
- iv. All nominations **MUST** be sent online to [awards@arpg.nic.in](mailto:awards@arpg.nic.in) or [egovawards@gmail.com](mailto:egovawards@gmail.com) on or before the last date. Hard Copies of the forms will **NOT** be accepted in any case.
- v. 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.
- vi. 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.

- vii. 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.
- viii. 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.
- ix. 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**

**Last date for submission of nominations : 10<sup>th</sup> November, 2008**

**Results will be declared well before the XII<sup>th</sup> National Conference on e-Governance.**

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