





# Award Scheme for National Awards for e-Governance 2023

# Department of Administrative Reforms & Public Grievances

Government of India New Delhi





National Awards for e-Governance are presented every year to recognize and promote excellence in implementation of e-Governance initiatives.

#### 1. Purpose of Award

The purpose of the award is to:-

- i. Recognize achievements in the area of e-Governance
- ii. Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives
- iii. Encourage innovations in successful e-Governance solutions
- iv. Promote and exchange experiences in solving problems, mitigating risks, resolving issues and planning for success.

#### 2. Scope of Award

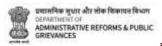
The scope of the National Awards for e-Governance, 2023 (NAeG, 2023) is to identify areas of significant outcome-oriented performance by Districts/Centre/States in identified categories. The Awards seek to recognize the best performing Central Government Ministries/Departments; States/UTs; Districts and local bodies; Academic/Research Institutions (Government and Non-Government) and Startups in facilitating implementation of new initiatives and bringing transparency by use of technology.

The NAeG, 2023 Awards will be presented for the best achievement in implementation of e-Governance innovation and the efforts made to fast track the implementation of an initiative/ technology/project or program.

#### 3. Criteria for Evaluation

The initiative will be evaluated on the following criteria:

- i. Initiating and implementing an innovative project to meet stakeholders' requirement through use of ICT
- ii. Use of technology in bringing perceptible improvement in processes/ systems
- iii. Making public delivery systems responsive, transparent and efficient particularly by leveraging technology
- iv. Bringing significant improvement/enhancement by use of technology
- v. Innovations / integration / intervention of technology / of the best performing Centre/State/District in a particular field/ project/program or area. The criteria for evaluation will be designed during the assessment process.





### 4. Categories of awards

S.	Award Category	Scope of Award	Who can	Period of
No.		_	apply/compete	consideration
1	2	3	4	5
Ι	Government	This award seeks to	i. Central	The launch
	Process Re-	recognize innovative	Ministries/	date of the
	engineering for	projects that involve	Departments	project should
	Digital	analysis and re-design	1	be between
	Transformation	of workflow and has	ii. State/UT	01.10.2021 -
		resulted in	Government	30.09.2022.
	i. Central level	improvement in		
	initiatives	outcomes related to		The project
		efficiency,		must be fully
	ii. State/UT	effectiveness of		commissioned
	level	process, cost, quality,		and operational
	initiatives	service delivery, data		as on
		analytics or a		01.12.2022.
	(Total 4 Awards	combination of these		
	- 2 Gold and 2	through a		
	Silver)	dashboard/an		
		application including		
		mobile application.		
		The impact of the re-		
		engineering process		
		should be a significant		
		digital transformation.		
II	Application of	This award seeks to	i. Central	The launch
	Emerging	recognize the projects	Ministries/	date of the
	Technologies	that have resulted in	Department	project should
	for providing	providing	S	be between
	Citizen Centric	universalized access	ii. State/UT	01.10.2021 -
	Services	including e-Services to	Government	30.09.2022.
		citizens, the unique		-
	i. Central	digital instance for all		The project
	level	government entities.		must be fully
	initiatives	The project proposals		commissioned
		should broadly cover		and operational
	ii. State/UT	areas of status of		as on
	level	accessibility, content		01.12.2022.
	initiatives	availability, ease of		
	(TD 4 1 4 A 1	use, information		
	(Total 4 Awards	security & privacy,		
	-2 Gold and 2	end to end service		
	Silver)	delivery, integrated		
		service delivery and		
		tracking of requests		





		made for Delivery of		
		made for Delivery of Public Services.		
Ш	District level initiative in e-Governance  (Total 4 Awards – 2 Gold and 2 Silver)	This award seeks to recognize the district level e-Governance projects covering the area of redressal of Public Grievances, and has resulted in delivering services to citizens' through effective use of ICT in the Districts.	Districts and Local Bodies	The launch date of the project should be between 01.10.2021 - 30.09.2022.  The project must be fully commissioned and operational as on 01.12.2022.
īv	Research on Citizen Centric Services by Academic/ Research Institutions (Total 2 Awards – 1 Gold and 1 Silver)	This award seeks to recognize the exemplary research done in the field of e-Governance by Academic/ Research Institutions for the benefit of the citizen.	Academic/ Research Institutions (Government and Non- Government)	The launch date of the project should be between 01.10.2021 - 30.09.2022.  The project must be fully commissioned and operational as on 01.12.2022.
V	Application of Emerging Technologies in Governance by Startups  (Total 2 Awards – 1 Gold and 1 Silver)	This award seeks to recognize the exemplary use of e-Governance solutions by Startups, as defined by DPIIT.	defined by	The launch date of the project should

5. There will be a total 16 awards under 5 categories of Award Scheme.





- 5.1 The National e-Governance Award, 2023 shall consist of a Gold Award and a Silver Award, as per details given below:
- 5.1.1 Gold Award: The Gold Awards shall consist of (i) a trophy, (ii) a certificate and (iii) incentive of Rs.10.00 Lakh to be awarded to Department/Organization/ Institution to be utilized for implementation of project/programme or bridging gaps in any area of Public Welfare and a certificate for each team member not exceeding four in number (including Project Head).
- 5.1.2 Silver Award: The Silver Awards shall consist of (i) a trophy, (ii) a certificate and (iii) incentive of Rs.5.00 Lakh to be awarded to Department/Organization/ Institution to be utilized for implementation of project/programme or bridging gaps in any areas of Public Welfare and a certificate for each team member not exceeding four in number (including Project Head).

#### 6. Terms and Conditions

#### 6.1 General

- i. The project must be new and a path breaking initiative in public service.
- ii. A project can compete only for one category and the category for which it is competing should be clearly mentioned.
- iii. At the time of submission of nominations for the NAeG, 2023, the award category under which the submission is made may be indicated.
- iv. All nominations should be submitted online with in the stipulated date.
- v. Only incumbent Head of the Organization may register and submit online application(s).
- vi. The application must reflect the organization email ID / individual email ID.
- vii. Individual Nominations/self-nominations shall not be accepted.
- viii. Nominations received after the last date will not be accepted under any circumstances. Further, email / Hard Copies / fax of the application forms will NOT be accepted.
- ix. Details furnished would need to be comprehensive and cover the specified aspects of the initiative undertaken including the team members who are working / have worked for the project. No changes or request for change i.e. addition of names will be considered at later stage or any other stage of the award process.
- x. The project must relate to any of the areas of poverty reduction and economic development, social services, education, health, rural and community development, environmental management, transportation, housing, urban governance and regional planning, land use management/GIS, disaster and





risk management, grievance redressal, trade practices, commerce, business development and any such other domains of governance.

- xi. 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.
- xii. 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.
- xiii. Verification of the ownership of all shortlisted projects shall be carried out before finalizing results. Supporting details should be made available by the Project-in-Charge.
- xiv. 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, 2023 shall be final and binding on all the nominations.
- xv. Incomplete submissions not complying with the directions/guidelines detailed herein would not be considered.
- xvi. Applications received may be rejected at any stage of the evaluation process.
- xvii. Applications with incomplete information will be rejected.

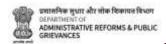
#### 6.2 Specific

For Category-IV - Outstanding research on Citizen Centric Services by Academic/Research Institutions

- Project should be either in social or economic domain of development.
- Project should leverage use of ICT for social or economic growth/ development.
- Project should not be about use of ICT for improving organization's internal or project's efficiencies.
- Project should not be implemented under a State or Central Department/ Ministry approved scheme.
- Project should demonstrate tangible impact on core developmental issues through number of citizens impacted.

#### 7. How to apply

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





# 8. Guidelines for applying for the nominations for the National Awards for e-Governance 2023:-

8.1	Nominations are to be submitted online only through the NCeG portal <a href="https://www.nceg.gov.in">https://www.nceg.gov.in</a>		
8.2	Nomination other than above mode will NOT be accepted.		
8.3	Online registration of the organization is mandatory before submission of the application form online.		
8.4	The existing incumbent, Head of the Organization should apply for the nominations for NAeG 2023 and furnish details of team members/officers who have worked for the successful design and implementation of the project. No changes or request for change, i.e. addition of names will be considered at later stage or any other stage of the award process.		
8.5	The Single Point of Contact details of an officer may be provided who is well versed with the project and can access emails and calls on priority under Point of Contact column.		
8.6	The Online Category Specific Application Forms for all the Award categories are available on the portal <a href="https://www.nceg.gov.in">https://www.nceg.gov.in</a> .		
8.7	An organization needs to register only once and can submit more than one project/initiative through the same login ID.		
8.8	To register an organization, visit the website https://nceg.gov.in and click the "Register" tab.		
8.9	At the time of registration, it may kindly be checked as to whether your organization is already registered. To check the same "List of already registered organization/ Department/ Ministry/District" tab may be checked. If yes, sign up with the User name, Password and Activation Link sent to the email ID provided at the time of initial registration of the organization. If you do not have these details, the same can be obtained by sending an email to the email ID mentioned against the name of the organization already registered. This email ID has been provided by the authority registering the organization. However, if it is not possible to obtain the same ID, Password and Activation key against which organization is earlier registered, the organization can be registered again using a different email ID.		
8.10	For logging, click "Log in" tab and fill in the User name, Password and		





	Captcha details to apply for the category-wise Application Form.		
8.11	The Self Certification Form (Format-I for Government Organizations and Format- II for Non-Government institutions/Non-Government Academic and Research organizations) may be submitted on the letter head of the Department/Organization.		
8.12	Download Self Certification Form <b>(Format-I/Format-II)</b> . Fill in the applicable data, get it signed with seal, scan it and save it in pdf format and upload.		

# 9. Evaluation Stage/Shortlisting of Applications:

9.1	<b>Stage 1</b> - Initiatives will be shortlisted by a Screening Committee for spot study/project verification, which may be done in a short notice.
9.2	<b>Stage 2</b> - Screening Committee will consider the spot study reports for shortlisting the initiatives for recommendation to the Jury.
9.3	<b>Stage 3</b> - In case the project is shortlisted for presenting before Jury, the presentation will be made by the officer nominated/authorized by the Organization. A team of not more than 4 (four) members can participate in the presentation. Such members shall invariably be from the team as proposed/nominated during application stage (as indicated in para 8.4).
9.4.	In case the project is selected for the Award, the incumbent Head of the Organization and/or the officer(s) nominated by him/her, subject to the condition that not more than 4 (four) officers, who have contributed for towards the initiative/project (indicated as per para 8.4 above), may be nominated for receipt of the award,.
9.5	The citation film on the initiatives awarded with NAeG 2023 will display the names of four Team Members/officers, who have contributed towards the initiative.