Category I: Excellence in Government Process re-engineering for Digital Transformation

**PART I - GENERAL DETAILS OF THE PROJECT**

1. Name of the Project:

2. Nature of the Project:  
   - Select -

3. Details of the Project Head:
<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>E-mail</th>
<th>Mobile No.</th>
</tr>
</thead>
</table>

4. Details of the Team Members working/worked for the project (not more than 4):
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Objective of the Project: (Please provide the brief summary of the project being nominated for the National Award for e-Governance along with salient features highlighting the work undertaken in e-Governance (In 500 words approx.).)

Content limited to 3500 characters, Max. 3500 characters left

6. Date of Launch of Project (The launch date of the project should be between 01.10.2019 to 30.09.2021. The project must be operational for a period of at least one year (excluding Pilot Period)):

7. Beneficiaries of the Project:

8. Details of National/International Awards received:

9. Details of Point of Contact of the nominated project:
   - Name of the Point of Contact of the project:
   - Designation:
   - Contact Address:
   - E-mail Address:
   - Fax:
   - Telephone:
   - Mobile Number:

(The above details will be used by the DARPO for all future correspondence/communication.)
10. Self-certification by the Project Head of the Project in the prescribed format [Please refer to para 8.11 of the Guidelines of the Award Scheme. pdf file to be scanned and uploaded: Download here]

Upload Self-certification document.

Choose File  No file chosen

Only files with the following extensions are allowed: pdf.

11. Upload any relevant documents:

Upload document relevant to the project

Choose File  No file chosen

Only files with the following extensions are allowed: pdf, PPT, DOCX.

12. Photographs relevant to the project (maximum six up to 5 mb each):

Upload photographs relevant to the project.

Add More  Remove

Only files with the following extensions are allowed: jpg, jpeg, png.

Photo #1:

Choose File  No file chosen

13. Video link relevant to the project:

Enter complete URI with (http:// or https://)

Enter complete URI with (http:// or https://)

Enter complete URI with (http:// or https://)

Next
### PART II – TECHNICAL DETAILS OF THE PROJECT

#### 1. Brief Details of the Project:

Content limited to 2000 characters, Max.2000 characters left

#### 2. Project Coverage – Geographical and Demographic:

<table>
<thead>
<tr>
<th>Level</th>
<th>Absolute value</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>Input</td>
<td></td>
</tr>
<tr>
<td>Population projected to benefit (in absolute value and %age)</td>
<td>Input</td>
<td>0%</td>
</tr>
<tr>
<td>Population Actually benefitted (in absolute value and %age)</td>
<td>Input</td>
<td>0%</td>
</tr>
</tbody>
</table>

* If Not Applicable please enter 0 (zero).

#### National Level
- a. Total number of States and UTs
- b. No of State(s) covered out of total States and UTs
- c. Percentage of States covered out of total

#### State Level
- a. Total number of Districts
- b. No of District(s) covered out of total Districts
- c. Percentage of Districts covered out of total

#### Demographic spread (percentage of population covered)
- * If Not Applicable please enter 0 (zero).

#### iii. Please give impact in terms of persona details

(Not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

#### 3. Situation before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project)

(Not more than 300 words)

Content limited to 2000 characters, Max.2000 characters left

#### Situation after the Initiative (Specific improvement details in terms of benefits, processes, services, transactions & user feedback, etc vis-à-vis situation before)

(Not more than 300 words)
4. 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))

4.1 Process Flow Before GPR
(not more than 200 words)

4.2 Process Flow After GPR (Include percentage of processes re-engineered)
(not more than 200 words)

4.3 Information/Data Flow Before GPR
(not more than 200 words)

4.4 Information/Data Flow After GPR
(not more than 200 words)

4.5 Specifics on removal of non-value add activities (Include number of activities as well) during GPR
(not more than 200 words)

4.6 Specifics on new value add activities (Include number of activities as well) during GPR
(not more than 200 words)

4.7 Specific on change in rules, regulations, and policies
(not more than 200 words)

5. Strategy/Methodology Adopted:
(i) Details of baseline study done
(not more than 200 words)

(ii) Problems identified
(not more than 200 words)
(ii) Roll out/Implementation model
(not more than 200 words)

(iv) Capacity Building and Awareness & Communication Approach
(not more than 200 words)

(v) Automated, Assisted and/or Physical Assessment or Feedback Mechanism
(not more than 200 words)

(vi) Annual Maintenance Cost for Project (Before and After OPR)
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>AMC Cost (in Indian Rupee)</th>
<th>Before OPR</th>
<th>After OPR</th>
<th>% Increase or Decrease</th>
</tr>
</thead>
</table>

(vii) Project Performance before and after OPR
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>No. of Services taken up</th>
<th>Average number per month (Before OPR)</th>
<th>Average number per month (After OPR)</th>
<th>% Increase or Decrease(if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No. of Transactions</th>
<th>input</th>
<th>input</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average number of Paper documents used (May please mark '0', in case no paper document is for service delivery)</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of beneficiaries</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of feedback</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of positive feedback</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

(viii) Citizen Experience with OPR
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>Average time for making a complete transaction (service-wise) (in Hours)</th>
<th>Before OPR</th>
<th>After OPR</th>
<th>% Increase or Decrease(if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

| Average cost for making a complete transaction (service-wise) (in Indian Rupee) | input | input |                                       |
| % positive feedback out of total feedback received                      | input | input |                                       |

Name and No. of Channels for Service Accessibility (Mobile, Kiosk, website, Govt. office, CSC etc)
Service Assessment Facility
Availability of on-call support having ticket number
Average time to close issues reported through online or offline mode
6. Technology Platform used:
(i) Description along with list of Open Source and Proprietary Technologies
(not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

(ii) Interoperability and Integration Aspects (Integrating System, Use of APIs, Microservices etc.)
(not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

(iii) Consent Management, Data Privacy and Cyber Security Aspects
(not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

(iv) Any issue with the technology used
(not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

(v) Parameters used in Service level Agreements (SLAs) and brief details (Give details about presence of SLA, whether documented, whether referred etc. If)
(not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

☐ I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.

Save As Draft Final Submit
CATEGORY 2: Excellence in providing Citizen Centric Delivery

PART I - GENERAL DETAILS OF THE PROJECT

1. Name of the Project:

2. Nature of the Project:
   - Select-

3. Details of the Project Head:
   Name: 
   Designation: 
   E-mail: 
   Mobile No.: 

4. Details of the Team Members working/worked for the project (not more than 4):

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
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</tr>
<tr>
<td>4</td>
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8. Details of National/International Awards received:

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   Designation:
   
   Contact Address:
   
   E-mail Address:
   
   Fax:
   
   Telephone:
   
   Mobile Number:

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11. Upload any relevant documents:
Upload document relevant to the project

| Choose File | No file chosen |

(Only files with the following extensions are allowed: .pdf, .ppt, .docx)

12. Photographs relevant to the project (maximum six up to 5 MB each):
Upload photographs relevant to the project.

| Add More + | Remove - |

(Only files with the following extensions are allowed: .jpg, .jpeg, .png)

Photo #1:

| Choose File | No file chosen |

13. Video link relevant to the project:
Enter complete URL with (http:// or https://):

- Enter complete URL with (http:// or https://)
- Enter complete URL with (http:// or https://)
- Enter complete URL with (http:// or https://)
### CATEGORY 2: Excellence in providing Citizen Centric Delivery

#### PART II – TECHNICAL DETAILS OF THE PROJECT

1. Brief Details of the Project:

   

Content limited to 2100 characters, Max 2100 characters left

2. Accessibility and Coverage - Geographical and Demographic:
   i. Compliance to GIGW (Provide compliance in terms of percentage as well)

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall percentage of compliance</td>
<td>--Select--</td>
</tr>
<tr>
<td>Date of compliance</td>
<td>mm/dd/yyyy</td>
</tr>
<tr>
<td>Audit compliance</td>
<td>mm/dd/yyyy</td>
</tr>
</tbody>
</table>

ii. Accessibility Parameters

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Conformance to parameters and the details of proof</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceivable: Information and user interface components must be presentable to users in ways they can perceive.</td>
<td></td>
</tr>
<tr>
<td>a. Text Alternatives (Braille)</td>
<td>Yes</td>
</tr>
<tr>
<td>b. Time-based Media</td>
<td>Yes</td>
</tr>
<tr>
<td>c. Adaptable (configurable)</td>
<td>Yes</td>
</tr>
<tr>
<td>d. Distinguishable (see/hear)</td>
<td>Yes</td>
</tr>
<tr>
<td>e. Additional details</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Operable: User interface components and navigation must be operable.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Conformance to parameters and the details of proof</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Keyboard Accessible</td>
<td>Yes</td>
</tr>
<tr>
<td>b. Enough Time</td>
<td>Yes</td>
</tr>
<tr>
<td>c. Navigable</td>
<td>Yes</td>
</tr>
<tr>
<td>d. Additional details</td>
<td>Yes</td>
</tr>
<tr>
<td>e. Additional details</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Understandable: Information and the operation of user interface must be understandable.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Conformance to parameters and the details of proof</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Readable</td>
<td>Yes</td>
</tr>
<tr>
<td>b. Predictable</td>
<td>Yes</td>
</tr>
<tr>
<td>c. Input Assistance</td>
<td>Yes</td>
</tr>
<tr>
<td>e. Additional details</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Robust: Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Conformance to parameters and the details of proof</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Compatible with other software and hardware</td>
<td>Yes</td>
</tr>
<tr>
<td>e. Additional details</td>
<td>Yes</td>
</tr>
<tr>
<td>iii. Geographical Spread</td>
<td>Yes</td>
</tr>
</tbody>
</table>

* If Not Applicable please enter 0 (zero).
a. Total number of States and UTs
b. No of State(s) covered out of total States and UTs
  input

c. Percentage of States covered out of total
  
State Level
a. Total number of Districts
b. No of District(s) covered out of total Districts
  input

c. Percentage of Districts covered out of total
  
Demographic spread (percentage of population covered)
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>Level</th>
<th>Absolute Value</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Population projected to benefit (in absolute value and %age)</td>
<td>input</td>
<td>0%</td>
</tr>
<tr>
<td>Population actually benefitted (in absolute value and %age)</td>
<td>input</td>
<td>0</td>
</tr>
</tbody>
</table>

v. Please give impact in terms of persona details

Differently-Abled

Senior Citizen

Women

Children

BPL Families

General Public

Any other

3. Situation before the initiative (Bottlenecks, Challenges, constraints etc. with specific details as to what triggered the Organization to conceptualize this project)

(Not more than 300 words)

Content limited to 2100 characters, remaining 2100 characters left.

Situation after the initiative (Specific improvement details in terms of benefits, processes, services, transactions & user feedback etc. vis-à-vis situation before)

(Not more than 300 words)

Content limited to 2100 characters, remaining 2100 characters left.

4. Strategy / Implementation Methodology Adopted

(i) The details of baseline study done along with stakeholder consultation

(Not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(ii) Problems identified

(Not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.
(iv) Process Flow
(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(v) Data Flow
(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(vi) Capacity Building and Awareness & Communication Approach
(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(vii) Automated, Assisted and/or Physical Assessment or Feedback Mechanism
(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(viii) Project Performance
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Average number per month (Before Initiative)</th>
<th>Average number per month (After Initiative)</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Services taken-up</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of Transactions</td>
<td>input</td>
<td>input</td>
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<tr>
<td>Average number of Paper documents used (May please mark '0', in case no paper document is for service delivery)</td>
<td>input</td>
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<td>No. of beneficiaries</td>
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</tr>
<tr>
<td>No. of feedback</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of positive feedback</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

* Please write Not Applicable whenever parameter is not relevant

(ix) Citizen Experience
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Before initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average time for making a complete transaction (service-wise) (in Hours)</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Average cost for making a complete transaction (service-wise) (in Indian Rupee)</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>% positive feedback out of total feedback received</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Name and No. of Channels for Service Accessibility (Mobile, kiosk, website, Govt. office, CSC etc)</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Service Assessment Facility</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of on-call support having ticket number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average time to close issues reported through online or offline means (service-wise) (in Hours)</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Name of Service</td>
<td>Type of Service (Informational / Transactional)</td>
<td>Service Delivery Channels (Web, Mobile, Email, Social Media, Kiosk, CSC, Govt. as applicable)</td>
<td>Complete Automation (i.e., no use of paper for filing, processing, and fulfillment of service request)</td>
</tr>
<tr>
<td>----------------</td>
<td>-----------------------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>

* Please write Not Applicable whenever parameter is not relevant

5. Technology Platform used
   (i) Use of Assisted Technologies (viz., hearing aids, vibrations, speech to text, text to speech, graphics organizer, word prediction etc.)
   (not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(ii) Use of mobility solutions and mobile devices and details on specification of solution or device in terms of vendor limitation, if any
   (not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(iii) Description along with list of Open Source and Proprietary Technologies
   (not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(iv) Interoperability and Integration Aspects (Integrated System, Use of APIs, Micro services etc.)
   (not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

((v) Consent Management, Data Privacy and Cyber Security Aspects
   (not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(vi) Any issue with the technology used
   (not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(vii) Parameters used in Service level Agreements (SLAs) and brief details (give details about presence of SLA, whether documented, whether referred etc. if)
   (not more than 200 words)
I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.
CATEGORIE 3: EXCELLENCE IN DISTRICT LEVEL INITIATIVE IN E-GOVERNANCE

PART I – GENERAL DETAILS OF THE PROJECT

1. Name of the Project:

2. Nature of the Project:
   - Select-

3. Details of the Project Head:
<table>
<thead>
<tr>
<th>Name</th>
<th>Designation</th>
<th>E-mail</th>
<th>Mobile No.</th>
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4. Details of the Team Members working/worked for the project (not more than 4):
<table>
<thead>
<tr>
<th>S. No.</th>
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<th>Designation</th>
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<tbody>
<tr>
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<tr>
<td>4.</td>
<td></td>
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Objective of the Project. (Please provide the brief summary of the project being nominated for the National Award for e-Governance along with salient features highlighting the work undertaken in e-Governance)

Content limited to 3500 characters, Max. 3500 characters left

Date of Launch of Project (The launch date of the project should be between 01.10.2018 to 30.09.2021. The project must be operational for a period of at least one year (excluding Pilot Period)):

7. Beneficiaries of the Project:

8. Details of National/International Awards received:

9. Details of Point of Contact of the nominated project:
   | Name of the Point of Contact of the project: |
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   | Contact Address: |
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Download here
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Choose File  No file chosen

(Only files with the following extensions are allowed: pdf.)

11. Upload any relevant documents:
Upload document relevant to the project

Choose File  No file chosen

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12. Photographs relevant to the project (maximum six upto 5 mb each):
Upload photographs relevant to the project.

Add More  Remove

(Only files with the following extensions are allowed: jpg, jpeg, png)

Photo #1:

Choose File  No file chosen

13. Video link relevant to the project:

Enter complete URL with (http:// or https://);

Enter complete URL with (http:// or https://);

Enter complete URL with (http:// or https://);

Next
PART II – TECHNICAL DETAILS OF THE PROJECT

1. Brief Details of the Project:

Content limited to 2100 characters, Max.2100 characters left.

2. Coverage – Geographical and Demographic:

   i. Geographical Spread
      * If Not Applicable please enter 0 (zero).

   District Level
   a. Total number of Blocks
      input
   b. No of Blocks covered out of total Blocks
      input
   c. Percentage of Blocks covered out of total
      input

   ii Demographic spread (percentage of population covered)
     * If Not Applicable please enter 0 (zero).

   level Absolute value Percentage
   Total Population
   Population projected to benefit (in absolute value and %age)
   Population Actually benefitted (in absolute value and %age)

   iii. Please give impact in terms of persona details
        (not more than 300 words)

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   (not more than 300 words)

Content limited to 2100 characters, Max.2100 characters left

4. Strategy / Implementation Methodology Adopted
   i) The details of baseline study done along with stakeholder consultation
      (Not more than 200 words)
(ii) Problems Identified
(not more than 200 words)

(iii) Roll out/Implementation model
(not more than 200 words)

(iv) Process Flow
(not more than 200 words)

(v) Data Flow
(not more than 200 words)

(vi) Capacity Building and Awareness & Communication Approach
(not more than 200 words)

(vii) Automated, Assisted and/or Physical Assessment or Feedback Mechanism
(not more than 200 words)

(viii) Project Performance

* If Not Applicable please enter 0 (zero)

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Average number per month (Before initiative)</th>
<th>Average number per month (After initiative)</th>
<th>% Increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Services taken-up</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of Transactions</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Average number of Paper documents used (May please mark '0', in case no paper document is for service delivery)</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of beneficiaries</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of feedback</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>No. of positive feedback</td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

* Please write Not Applicable whenever parameter is not relevant

(i) Citizen Experience
**If Not Applicable please enter 0 (zero).**

<table>
<thead>
<tr>
<th>Average time for making a complete transaction (service-wise) (in Hours)</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>input</td>
<td>input</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average cost for making a complete transaction (service-wise) (in Indian Rupee)</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>% positive feedback out of total feedback received</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name and No. of Channels for Service Accessibility (Mobile, Kiosk, website, Govt. office, CSC etc.)</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service Assessment Facility</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Availability of on-call support having ticket number</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Average time to close issues reported through online or offline means (service-wise) (in Hours)</th>
<th>Before Initiative</th>
<th>After Initiative</th>
<th>% increase or decrease (if applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>input</td>
<td>input</td>
<td></td>
</tr>
</tbody>
</table>

* Please write Not Applicable whenever parameter is not relevant

(x) Service Details

<table>
<thead>
<tr>
<th>Name of Service</th>
<th>Type of Service (Informational / Transactional)</th>
<th>Service Delivery Channels (Web, Mobile, Email, Social Media, Kiosk, CSC, Govt. as applicable)</th>
<th>Complete Automation (i.e. no use of paper for filing, processing, and fulfillment of service request) Yes or No</th>
<th>Monthly Average Volume and Value of Transaction</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Additional services uploaded as a separate document.</th>
</tr>
</thead>
</table>

Choose File  No file chosen

5. Technology Platform used

(i) Description along with list of Open Source and Proprietary Technologies

(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(ii) Interoperability and Integration Aspects (Integrated System, Use of APIs, Micro services etc.)

(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(iii) Consent Management, Data Privacy and Cyber Security Aspects

(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

(iv) Any issue with the technology used

(not more than 200 words)

Content limited to 1400 characters, remaining 1400 characters left.

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

(not more than 200 words)
5 Replication Aspects

- Whether Replicated: Yes
- Cloud Enabled: Yes
- Mobile Enabled: Yes
- Integration using API: Yes

If replicated, Name of States/UTs

Estimated Cost for project replication (in Indian Rupee)

Estimated Time for project replication (in Hours)

Team required for project replication

Any other details relevant for replication

I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.
### PART I - GENERAL DETAILS OF THE PROJECT

1. **Name of the Project:**

2. **Nature of the Project:**
   - Select

3. **Details of the Project Head:**
   - Name
   - Designation
   - E-mail
   - Mobile No.

4. **Details of the Team Members working/worked for the project (not more than 4):**
   - **S. No.**
   - **Name**
   - **Designation**

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name</th>
<th>Designation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. **Objective of the Project:** (Please provide the brief summary of the project being nominated for the National Award for e-Governance along with salient features highlighting the work undertaken in e-Governance)

   Objective of the Project

6. **Content limited to 3500 characters, Max. 3500 characters left**

7. **Date of Launch of Project (The launch date of the project should be between 01.10.2019 to 30.09.2021. The project must be operational for a period of at least one year (excluding Pilot Period)):**

8. **Beneficiaries of the Project:**

9. **Details of National/International Awards received:**

10. **Details of Point of Contact of the nominated project:**
   - **Name of the Point of Contact of the project:**
   - **Designation:**
   - **Contact Address:**
   - **E-mail Address:**
   - **Fax:**
   - **Telephone:**
   - **Mobile Number:**

   (The above details will be used by the DARPO for all future correspondence/communication.)
10. Self-certification by the Project Head of the Project in the prescribed format. Please refer to para 8.11 of the Guidelines of the Award Scheme. pdf file to be scanned and uploaded: Download here

Upload Self-certification document.

Choose File No file chosen

(Only files with the following extensions are allowed. pdf.)

11. Upload any relevant documents:

Upload document relevant to the project

Choose File No file chosen

(Only files with the following extensions are allowed: pdf, PPT, docx)

12. Photographs relevant to the project (maximum six upto 5 mb each):

Upload photographs relevant to the project.

Add More Remove

(Only files with the following extensions are allowed: jpg, jpeg, png.

Photo #1:

Choose File No file chosen

13. Video link relevant to the project:

Enter complete URI with (http:// or https://)

Enter complete URI with (http:// or https://)

Enter complete URI with (http:// or https://)

Next
**PART II – TECHNICAL DETAILS OF THE PROJECT**

1. Brief Details of the Project:

   Content limited to 2100 characters, Max. 2100 characters left.

2. **Scope of Research**
   a. Research Overview
      (not more than 300 words)

3. **Type of Research** (Empirical or Applied) and details
   (not more than 300 words)

4. **Research Methodology** (including baseline study, stakeholder consultation, problem statement, sampling details, hypothesis, solution development and deployment, etc.)
   (not more than 300 words)

5. **Service Impact**
   **Total no. of services impacted** –
   Input

   Input

6. **Feedback from beneficiaries (Quantitative and qualitative)**
   a. **Qualitative**
      (not more than 300 words)

   b. **Quantitative**
      Types of Feedback Channel (Email/Phone/App/Kiosk/Web/Govt. office)
      Total Feedbacks Received per month
      input
      input

Content limited to 1400 characters, Max. 1400 characters left
6. Use of Technologies in the project and the purpose of usages

<table>
<thead>
<tr>
<th>Name of Technology</th>
<th>Purpose of use</th>
<th>Observed Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Not more than 300 words)</td>
<td>(Not more than 300 words)</td>
<td>(Not more than 300 words)</td>
</tr>
</tbody>
</table>

7. Research Impact – Intellectual Property Rights (IPR) and Beneficiaries

a. Before and After Situation Analysis

<table>
<thead>
<tr>
<th>Situation Before Research</th>
<th>Situation After Research</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Not more than 300 words)</td>
<td>(Not more than 300 words)</td>
</tr>
</tbody>
</table>

b. Lab to Land / Market Details

| (Not more than 200 words) |

7.1. Patent Details

| (Not more than 200 words) |

7.2. Technology Transfer Details (if any)

| (Not more than 200 words) |

e. Quotation of research paper in National / International Journal

| (Not more than 200 words) |

7.3. Geographical and Demographic Impact

<table>
<thead>
<tr>
<th>National Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Total number of States and UTs</td>
</tr>
<tr>
<td>b. No of State(s) covered out of total States and UTs</td>
</tr>
<tr>
<td>c. Percentage of States covered out of total</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>State Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Total number of Districts</td>
</tr>
<tr>
<td>b. No of District(s) covered out of total Districts</td>
</tr>
<tr>
<td>c. Percentage of Districts covered out of total</td>
</tr>
</tbody>
</table>

Remarks: Please note that all fields are limited to a maximum of 1400 characters. Please fill in the appropriate information in the respective fields.
District Level

a. Total number of Blocks

b. No of Blocks covered out of total Blocks

c. Percentage of Blocks covered out of total

ii. Demographic impact (percentage of population covered)
* If Not Applicable please enter 0 (zero).

<table>
<thead>
<tr>
<th>Level</th>
<th>Absolute value</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Population projected to benefit (in absolute value and %age)</td>
<td>input</td>
<td>0%</td>
</tr>
<tr>
<td>Population Actually benefitted (in absolute value and %age)</td>
<td>input</td>
<td>0</td>
</tr>
</tbody>
</table>

iii. Please give impact in terms of persona details
(Not more than 200 words)

Content limited to 1400 characters, Max. 1400 characters left

☐ I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.

Save As Draft Final Submit
CATEGORY 5: EXCELLENCE IN ADOPTING EMERGING TECHNOLOGIES

PART I - GENERAL DETAILS OF THE PROJECT

1. Name of the Project:

2. Nature of the Project:  
   - Select -

3. Details of the Project Head:
   
   Name  
   Designation  
   E-mail  
   Mobile No.

4. Details of the Team Members working/worked for the project (not more than 4):

   S. No.  
   Name  
   Designation

   1.  
   2.  
   3.  
   4.  

Objective of the Project. (Please provide the brief summary of the project being nominated for the National Award for e-Governance along with salient features highlighting the work undertaken in e-Governance)


Content limited to 3500 characters. Max. 3500 characters left

Date of Launch of Project (The launch date of the project should be between 01.10.2020 to 30.09.2021. The project must be operational for a period of at least one year (excluding Pilot Period)):

mm/dd/yyyy

7. Beneficiaries of the Project:

8. Details of National/International Awards received:

9. Details of Point of Contact of the nominated project:

   Name of the Point of Contact of the project:

   Designation:

   Contact Address:

   E-mail Address:

   Fax:

   Telephone:

   Mobile Number:

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10. Self-certification by the Project Head of the Project in the prescribed format. (Please refer to para 8.11 of the Guidelines of the Award Scheme. pdf file to be scanned and uploaded. Download here)
11. Upload any relevant documents:
Upload document relevant to the project

Choose File No file chosen

(only files with the following extensions are allowed: pdf, ppt, docx)

12. Photographs relevant to the project (maximum six up to 5 mb each):
Upload photographs relevant to the project.

Add More + Remove -

(only files with the following extensions are allowed: jpg, jpeg, png)

Photo #1:

Choose File No file chosen

13. Video link relevant to the project:
Enter complete URI with (http:// or https://):
Enter complete URI with (http:// or https://):
Enter complete URI with (http:// or https://):

Next
CATEGORY 5: EXCELLENCE IN ADOPTING EMERGING TECHNOLOGIES

PART II – TECHNICAL DETAILS OF THE PROJECT

1. Brief Details of the Project:

Content limited to 2100 characters, Max.2000 characters left

2. Overview of Initiative
   (Not more than 300 words)

Content limited to 1400 characters, Max.1400 characters left

3. Specific emerging technologies and details on its adoption
   (Not more than 300 words)

Content limited to 2100 characters, Max.2000 characters left

4. Use of Technologies in the project and the purpose of usages

<table>
<thead>
<tr>
<th>Name of Technology</th>
<th>Purpose of use</th>
<th>Observed Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Not more than 300 words)</td>
<td>(Not more than 300 words)</td>
<td>(Not more than 300 words)</td>
</tr>
</tbody>
</table>

Content limited to 1400 characters, Max.1400 characters left

5. Implementation Methodology (including baseline study, stakeholder consultation, problem statement, solution design, development and deployment, Agile/SDLC, UI and UX, Analytics etc.)
   (Not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

6. Solution Architecture including consent management
   (Not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

7. Situational Analysis and Service Impact

<table>
<thead>
<tr>
<th>Situation Before Initiative</th>
<th>Situation After Initiative</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Not more than 300 words)</td>
<td>(Not more than 300 words)</td>
</tr>
</tbody>
</table>
ii. Service Impact

Total no. of services impacted

Name of services | Change made in existing service or designed new service along with details

Observed impact (including increase in average volume & value of transaction per month)

Additional services uploaded as a separate document

Choose File | No file chosen

Only files with following extensions are allowed: .pdf

8. Feedback from beneficiaries (Quantitative and qualitative)

a. Qualitative

(Not more than 300 words)

Content limited to 1400 characters, Max. 1400 characters left

b. Quantitative

Types of Feedback Channel (Email/Phone/App/Kiosk/Web/Govt. office)

Total Feedbacks Received per month

Total Positive Feedback per month

9. Geographical and Demographic Impact

i. Geographical Impact

* If Not Applicable please enter 0 (zero).

National Level

a. Total number of States and UTs

b. No of State(s) covered out of total States and UTs

c. Percentage of States covered out of total

State Level

a. Total number of Districts

b. No of District(s) covered out of total Districts

c. Percentage of Districts covered out of total

District Level

a. Total number of Blocks

b. No of Blocks covered out of total Blocks

c. Percentage of Blocks covered out of total

ii. Demographic Impact (percentage of population covered)

* If Not Applicable please enter 0 (zero).
<table>
<thead>
<tr>
<th>Level</th>
<th>Absolute Value</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>input</td>
<td></td>
</tr>
<tr>
<td>Population projected to benefit (in absolute value and %age)</td>
<td>input</td>
<td>0%</td>
</tr>
<tr>
<td>Population Actually benefitted (in absolute value and %age)</td>
<td>input</td>
<td>0</td>
</tr>
</tbody>
</table>

iii. Please give impact in terms of persona details
(not more than 200 words)

Content limited to 1400 characters, Max.1400 characters left

10. Replication Aspects

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Whether Replicated</td>
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<tr>
<td>Cloud Enabled</td>
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<td></td>
</tr>
<tr>
<td>Mobile Enabled</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Integration using API</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If replicated, Name of States/UTs

Estimated Cost for project replication (in Indian Rupee)

Estimated Time for project replication (in Hours)

Team required for project replication

Any other details relevant for replication

I certify that the information submitted in this application is true and correct to the best of my knowledge. I further understand that any false statements may result in denial or revocation of the application.