

National Awards for e-Governance 2020-21



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS & PUBLIC
GRIEVANCES



सत्यमेव जयते

About the Awards

Purpose of the Award

- 1 Recognize achievements in the area of e-Governance
- 2 Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives

- 3 Encourage incremental innovations in successful e-Governance solutions
- 4 Promote and exchange experiences in solving problems, mitigating risks, resolving issues and planning for success

Scope of the Award has been expanded to

- 1 Identify areas of significant outcome – oriented/leapfrog performance by few districts/states
- 2 Recognize the best in facilitating implementation of new initiatives and bring transparency by use of technology
- 3 Achievement in implementation of e-Governance innovation

Projects will be evaluated on

- 1 Initiating and implementing an innovative project to meet stakeholder's requirement through use of ICT
- 2 Use of technology in bringing perceptible improvement in processes/systems
- 3 Making public delivery systems responsive, transparent and efficient particularly by leveraging technology
- 4 Bringing significant improvement/enhancement by use of technology

Awards Snapshot

Award Categories	Awardees	Awardees
1 Excellence in Government Process Re-engineering for Digital Transformation	Central Ministries/Depts, State/UT Govts, Districts	6 Awards (two each for Centre, State and District)
2 Universalizing Access including e-Services	Central Ministries/Depts, State/UT Govts, Districts	6 Awards (two each for Centre, State and District)
3 Excellence in District level initiative in e-Governance i. North-East States + Hilly States ii. UTs (including Delhi) iii. Other States	District and Local Bodies	6 Awards (two for each category)
4 Outstanding research on Citizen Centric Services by Academic/Research Institutions	Academic/Research Institutions (Government and Non-Government)	2 Awards
5 Excellence in Adopting Emerging Technologies	Central Ministries/Depts, State/UT Govts, Central and State Govt PSUs	2 Awards
6 Use of ICT in the management of COVID 19	Central Ministries/Depts, State/UT Govts, Districts	6 Awards (two each for Centre, State and District)

GOLD

Certificate and trophy for project with cash award of Rs. 2 lakh

SILVER

Certificate and trophy for project with cash award of Rs. 1 lakh

Excellence in Government Process Re-engineering for Digital Transformation

Details

- Improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination
- Impact should be a significant digital transformation
- Six Awards under this scheme

Evaluation Parameters

- Project Coverage – Geographical and Demographic
- Situation Before & After the Initiative
- Extent of Process re-engineered
- Strategy/Methodology Adopted
- Technology Platform used

Universalizing Access including e-Services

Details

- e-Services to citizens, the unique digital instance for all government entities
- Cover areas of status of accessibility, content availability, ease of use, information security & privacy, end service delivery, integrated service delivery, and tracking in Delivery of Public services
- Six Awards under this scheme

Evaluation Parameters

- Compliance to GIGW
- Accessibility and Coverage – Geographical and Demographic
- Situation Before & After the Initiative
- Strategy/ Implementation Methodology Adopted
- Technology Platform used (including assistive technologies)

Excellence in District level initiative in e-Governance

Details

- Reorganize the district level e-Governance projects including in the field of redressal of Public Grievances
- Delivering enhanced value to citizen's through effective use of ICT
- Six Awards under this scheme

Evaluation Parameters

- Coverage – Geographical and Demographic
- Situation Before & After the Initiative
- Strategy / Implementation Methodology Adopted
- Technology Platform used
- Replication Aspects

Outstanding research in Citizen Centric Services by Academic/Research Institutions

Details

- Recognize the exemplary research in the field of e-Governance by Academic/Research institutions for the benefit of citizens
- Two Awards under this scheme

Evaluation Parameters

- Scope of Research
- Research Methodology
- Service Impact
- Feedback from beneficiaries
- Use of Technologies in the project and the purpose of usages
- Research Impact - IPR & Beneficiaries

Excellence in Adopting Emerging Technologies

Details

- Recognize the exemplary adoption of emerging technologies for e-Governance projects
- Technologies such as blockchain, artificial intelligence, machine learning, natural language processing etc
- Two Awards under this scheme

Evaluation Parameters

- Overview of Initiative
- Specific Emerging Technologies and details on its adoption
- Use of Other Technologies in the project and the purpose of usages
- Implementation Methodology
- Solution Architecture including consent management
- Situational Analysis and Service Impact
- Feedback from beneficiaries
- Geographical and Demographic Impact
- Replication Aspects

Use of ICT in the Management of COVID 19

Details

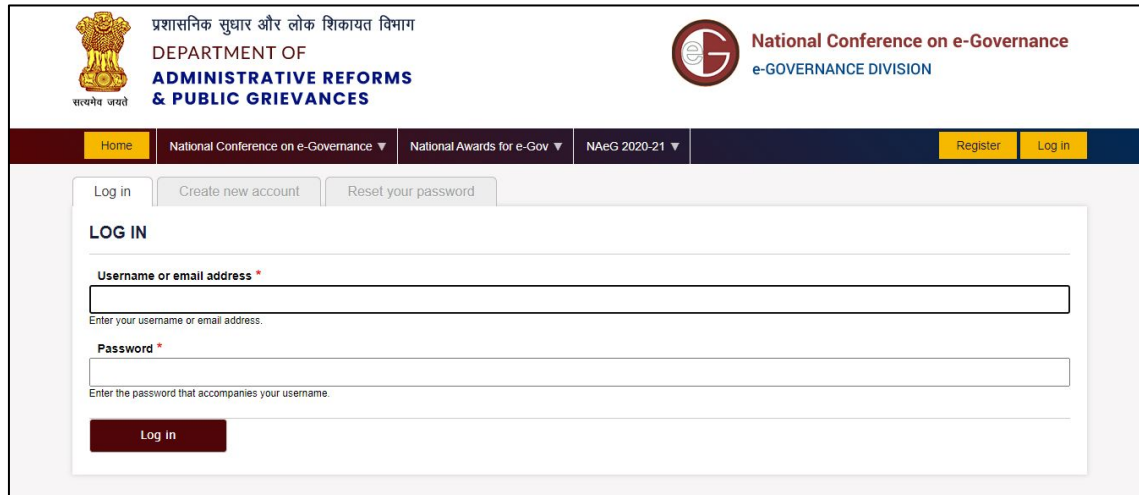
- Recognize the projects which provided technology solutions to manage COVID 19
- Six Awards under this scheme

Evaluation Parameters

- Overview of Initiative
- Use of Technologies in the project and the purpose of usages
- Implementation Methodology
- Solution Architecture including consent management
- Situational Analysis and Service Impact
- Userbase & Feedback from beneficiaries
- Geographical and Demographic Impact

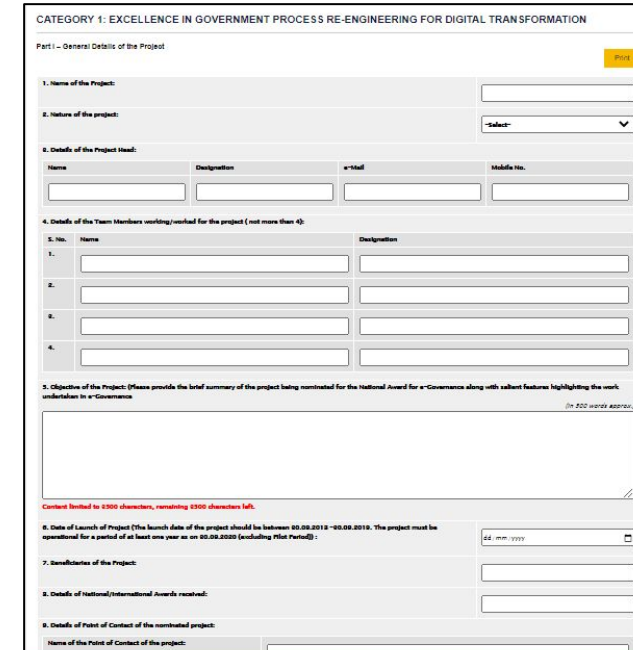
Call for Registration

All are requested to register at <https://nceg.gov.in/>



The screenshot shows the homepage of the National Conference on e-Governance (NCEG). At the top, there is a header with the Government of India emblem, the text 'प्रशासनिक सुधार और लोक शिकायत विभाग' (Department of Administrative Reforms & Public Grievances), and the NCEG logo with the text 'National Conference on e-Governance e-GOVERNANCE DIVISION'. Below the header is a navigation bar with links for 'Home', 'National Conference on e-Governance', 'National Awards for e-Gov', 'NAeG 2020-21', 'Register', and 'Log in'. The main content area features a 'LOG IN' section with fields for 'Username or email address' and 'Password', and a 'Log in' button. There are also links for 'Log in', 'Create new account', and 'Reset your password'.

Homepage registration/ Login



The screenshot shows a sample application form for the NCEG award. The form is titled 'CATEGORY 1: EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING FOR DIGITAL TRANSFORMATION'. It is divided into several sections: 'Part I - General Details of the Project', '1. Name of the Project', '2. Nature of the project', '3. Details of the Project Head', '4. Details of the Team Members working/worked for the project (not more than 4)', '5. Objective of the Project', '6. Date of Launch of Project', '7. Beneficiaries of the Project', '8. Details of National/International Awards received', and '9. Details of Point of Contact of the nominated project'. The form includes various input fields, dropdown menus, and a 'Submit' button.

Sample Application forms

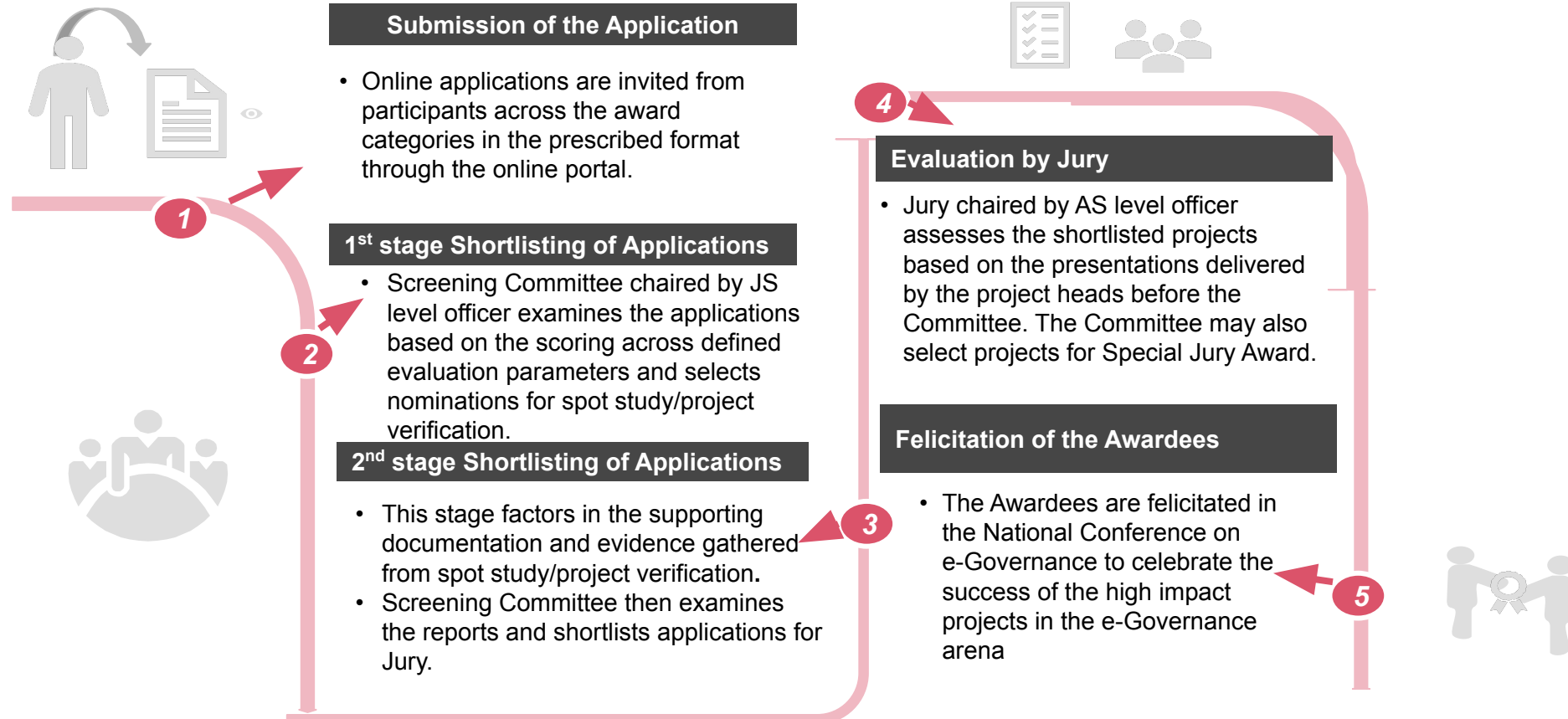
Note

- The window for Registration opens from today and the last date of application submission is 26.02.2021 (no further extension for the last date of submission)
- Please contact N.B.S Rajput (Joint Secretary) (011) 23360331 / nbsrajput[at]nic[dot]in, Satish K Jadhav (Director) (011) (23743030) / satish[dot]kj[at]nic[dot]in for any clarifications

Stages of Evaluation



Department of Administrative Reforms and Public Grievances is the key stakeholder and monitors the entire processing of the applications.



Revamp and Changes from previous years

Details	Earlier Scheme	NAeG 2020-21
Mode of Evaluation	Online/Email	Online – Live forms (No physical forms will be accepted)
No. of Awards	16	28
Date	During 23 rd NCEG on 7 th and 8 th February 2020	to be decided
Evaluation	Scheme based output based for the best initiative/ technology/ project in e-governance	Key performance Indicators (KPI) based evaluation for the best implementation of the initiative/ technology/ project
Duration	The Launch date of the project should be between 30.09.2017 -30.09.2019	The launch date of the projects for all categories should be between 30.09.2018 – 30.09.2019 except <ul style="list-style-type: none"> • Category 5 - 30.09.2018 – 30.09.2020 • Category 6 - must be during COVID period
Pre Qualification Criterion	The project should be operational for a period of atleast one year but not more than 2 years as on 30.09.2019	The project should be operational for a period of atleast one year as on 30.09.2020 for all categories except Category 5 and 6 where it must be operational on 30.09.2020

No Change

Amount of award: Gold (2 Lakh) and Silver (1 Lakh)

Note:

- Excellence in providing Citizen Service Delivery category has been changed to “Universalizing access including e-Services”
- Innovative Use of ICT in e-Governance solutions by Startups category has been removed
- “Use of ICT in Management of COVID 19” category has been introduced

General Terms and Conditions

- Applications received from individuals will not be considered for evaluation, online Registration of the organization is mandatory before submitting online application form
- An organization needs to register only once and can submit more than one project/initiative through the same login ID
- Only incumbent Head of the organization may register and submit online applications. Email/Hard Copies/fax of the applications forms will not be accepted
- The application must reflect the organization email ID, individual email ID applications will be rejected at any stage of the scrutiny of the applications or till the award function.
- Details furnished would need to be comprehensive and cover the specified aspects of the initiative. Incomplete submissions not complying with the directions/guidelines detailed herein would not be considered
- Applications without completely filled information will be summarily rejected.
- The decision of DARPG, Government of India in selecting the project/initiative for National Award for e-Governance, shall be final and binding on all the nominations
- Verification of the ownership of all shortlisted projects shall be carried out before finalizing results. Supporting details shall be made available by the Project in Charge

Important Dates

NAeG 2020-21



28th Jan 2021

**Applications invited for nominations in
NAeG 2020-21**

26th February 2021

**Last Date for Submission of
Applications**

12th April 2021 (tentative)

Presentation before Jury Committee

Thank you