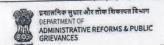107

सत्यमेव जयते

Award Scheme for

National Awards for e-Governance

2021-22

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

For the year 2021-22, the scope of the National Awards for e-Governance has been expanded to identify areas of significant outcome-oriented performance by few Districts / States in certain identified programs. The Awards seeks to recognize the best performing Central Government Ministries/Departments, State/UT Governments/Districts and local bodies, Central and State Government PSUs, Academic/Research Institutions (Government and Non-Government) in facilitating implementation of new initiatives and bringing transparency by use of technology.
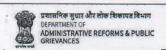
The Awards will be presented for the best achievement in implementation of e-Governance innovation and those performers who have taken efforts to fast track the implementation of an initiative/ technology/project or program.

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 / intervention of technology / integration against the best performing District/State in particular field/ project/program or area. The criteria for the evaluation will be designed during the assessment process.

4. Categories of awards

S.No.	Award Category	Scope of Award	Who can apply/compete	Period of consideration
1	2	3	4	5
I	**Excellence in Government Process Re-engineering for Digital Transformation** i. **Central level initiatives** ii. **State/UT level initiatives** **(Total 4 Awards – 2 Gold and 2 Silver)**	This award seeks to recognize the innovative projects that involved analysis and re-design of workflow and which resulted in improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery, data analytics or a combination of these through a dashboard/an application including mobile application. The impact of the re-engineering process should have been a significant digital transformation.	i. Central Ministries/ Departments ii. State/UT Government	**The launch date of the project should be between 01.10.2019 – 30.09.2021.** **The project must be operational for a period of at least one year *(excluding Pilot Period).***
II	**Excellence in providing Citizen Centric Delivery** i. **Central level initiatives** ii. **State/UT level initiatives** **(Total 4 Awards – 2 Gold and 2 Silver)**	This award seeks to recognize the projects which resulted in providing universalized access including e-Services to citizens, the unique digital instance for all government entities. The project proposals should broadly cover areas of status of accessibility, content availability, ease of use, information security & privacy, end service delivery, integrated service delivery and status request and tracking in Delivery of Public Services.	i. Central Ministries/ Departments ii. State/UT Government	
III	**Excellence in District level initiative in e-Governance** i. **North-East and Hill**	This award seeks to recognize the district level e-Governance projects including in the field of redressal of Public Grievances, which resulted in delivering enhanced value	Districts and Local Bodies	