AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

Award-specific criteria

Sl.No.	Award Category	Evaluation Criteria (Parameters)
1	Excellence in Government Process Re-Engineering	(i) Coverage- Geographical and Demographic (ii) Extent of Process re-engineered (iii) Citizen Centricity (iv) User Convenience (v) Efficiency Enhancement (vi) Cost Effectiveness (vii) Capacity Building and Organizational Sustainability (viii) Accountability (ix) Innovation (x) Appropriate Delegation
2	Outstanding performance in Citizen- Centric Service Delivery	(i) Coverage-Geographical and Demographic (ii) Scope of Services/ Activities Covered (iii) Stakeholder Consultation (iv) Citizen Centricity and relevance (v) User Convenience (vi) Cost to User (vii) Citizen Charter

		(viii) Adherence to SLA (ix) Problem Resolution and Query Handling (x) Privacy and Security Policy (xi) Innovation (xii) e-Inclusion (xiii) Sustainability (xiv) Number of users and services
3	Innovative use of Technology in e-Governance	(i) Coverage – Geographical and Demographic (ii) Scope of Services/Activities Covered (iii) Demonstrate innovative use of ICT for development (iv) Adaptability and Scalability (v) New Models of Service Delivery (vi) Efficiency Enhancement (vii) User Convenience (viii) Sustainability
4	Incremental Innovations in existing projects	(i) Coverage – Geographical and Demographic (ii) Scope of Services Covered (iii) Overview of the original (iv) Innovations to the original project (v) Comparative with Original Project (vi) Adaptability and Scalability (vii) Efficiency Enhancement (viii) Accessibility & User Convenience (ix) Sustainability (x) Ease of transaction (xi) Appropriateness of context and degree of localization (xii) Cost effectiveness (xiii) Number of users and services (xiv) Benefits Accrued / Impact assessment

5	Best District level initiative in citizen-centric service delivery through ICT	(i) Coverage –Geographical and Demographic (ii) Scope of Services Covered (iii) Innovations (iv) Stakeholder Consultation (v) Citizen centricity and relevance (vi) Adaptability and Scalability (vii) Efficiency Enhancement (viii) Accessibility & User Convenience (ix) Sustainability (x) Ease of transaction (xi) Appropriateness of context and degree of localization (xii) Cost effectiveness (xiii) Number of users and services (xiv) Benefits Accrued / Impact assessment
6	Innovative use of GIS Technology in e-Governance	(i) Coverage (ii) Scope of Services (iii) Demonstrate Innovation in use of GIS Technology for e-Gov (iv) Interoperability & security (v) Scalability (vi) Sustainability & adaptability (vii) Accountability (viii) New Models of service delivery (ix) Efficiency enhancement (x) User Convenience
7	Innovative use of mobile technology in e-Governance-	(i) Coverage (ii) Scope of Services (iii) Demonstrate Innovation in use of Mobile Technology for e-governance

		(iv) Adaptability and Scalability (v) New Models of Service Delivery (vi) Efficiency Enhancement (vii) User Convenience (viii) Sustainability
8	Specific Sectoral Award (Focus Sector for 2016-17: Digital Transformation towards transforming India	(i) Coverage (ii) Scope of Services/ Activities Covered (iii) Enhancement of efficiency (iv) Ease of transaction (v) Innovation (vi) Appropriateness of context and degree of localization (vii) Accessibility & User Convenience (viii) Scalability (ix) Sustainability
9	Innovative Use of ICT by Central Government PSUs	(i) Geographic & Demographic Coverage (ii) Scope of Services/Activities Covered (iii) Enhancement of Productivity (iv) Improvement in Efficiency (v) Service Delivery – Business/Client Centricity (vi) Innovation (vii) Defined and Achieved outcomes (viii) Sustainability
10	Innovative Use of ICT by State PSUs cooperatives/Federations/Societies	(i) Geographic & Demographic Coverage (ii) Scope of Services/ Activities Covered (iii) Enhancement of Productivity (iv) Improvement in Efficiency (v) Service Delivery (vi) Innovation (vii) Defined and Achieved outcomes

		(viii) Sustainability
11	Outstanding e-Governance initiative by academic and research institutions	(i) Geographic & Demographic Coverage (ii) Scope of Services/ Activities Covered (iii) Efficiency Enhancement (iv) Service Delivery – user orientation (v) Accessibility & User Convenience (vi) Innovations (vii) Sustainability
12	Use of ICT for Development by Non-Government Institutions	(i) Coverage – Geographical and Demographic (ii) Scope of Services/Activities Covered (iii) Citizen Centricity (iv) User Convenience (v) Cost to user (vi) Problem Resolution and Query Handling (vii) Innovation (viii) Sustainability (ix) Adherence to Service Level Agreement (SLA) (x) Privacy & Security Policy (xi) e-inclusion