



## **9<sup>th</sup> e-Governance Excellence Awards Madhya Pradesh - 2017**

### **Award Scheme**

#### **Award Scheme for “9<sup>th</sup> e-Governance Excellence Awards Madhya Pradesh – 2017”**

In order to recognize excellence in e-Governance initiatives, Department of Science & Technology, Government of Madhya Pradesh has constituted an Award Scheme. The Award Scheme from this year onwards will be held once in Two years. This year the Award scheme will be known as “9<sup>th</sup> e-Governance Excellence Awards Madhya Pradesh – 2017”. MAP\_IT on behalf of the Department of Science & Technology, Government of Madhya Pradesh administers this scheme. The awards have been instituted to:

- Recognize achievements in the area of e-Governance
- Disseminate knowledge on effective methods of designing and implementing sustainable e-Governance initiatives
- Encourage horizontal transfer of successful e-Governance solutions
- Promote and exchange experiences in solving problems, resolving issues and planning for success using Information Technology (IT)
- Promote m-Governance / open source in the State
- Recognize efforts of CSC's, for their exemplary contribution towards promotion of e-Governance
- Promote the use of Hindi in IT

#### **1. Award Categories**

<b>Award Category</b>	<b>Title</b>	<b>Purpose</b>	<b>Eligibility Criteria</b>
<b>Category - 1</b>	<b>Improvement in Citizen Service Delivery/ Governance through use of IT</b>	To recognize efforts that have harnessed the use of IT / ITES to improve the delivery of citizen services / governance in Madhya Pradesh.	
	<b>a. Govt Sector</b>	To recognise initiatives taken by the government	<b>a)</b> Any MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU.



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Award Category	Title	Purpose	Eligibility Criteria
	<b>b. Non-Govt /Private sector</b>	To recognise, promote and document the IT/ITES driven initiatives of private /non-government entities that have improved services / improved access to services that involve citizen interaction with the government/ has improved delivery of citizen services/ governance.	b) Any private / non-government organization that has improved citizen service delivery in MP through IT/ITES.  <b>Note:</b> Projects / Initiatives financed by / implemented for MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU will not be eligible under category 1(b).
<b>Category - 2</b>	<b>Best practice of Software Development Life Cycle in Government</b>	To recognize and promote the best industry practices of Software Development Life Cycle (SDLC) applied in the government sector.	Any MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU.
<b>Category - 3</b>	<b>Innovative use of ICT for e-Governance</b>	To recognize innovative use of IT to improve citizen service delivery/ governance in the State.	Any MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU.
<b>Category - 4</b>	<b>m - Governance</b>	To recognize and promote m-Governance for improved citizen service delivery/governance in the State.	Any MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU.



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<b>Award Category</b>	<b>Title</b>	<b>Purpose</b>	<b>Eligibility Criteria</b>
<b>Category - 5</b>	<b>Improvement in Citizen Service Delivery through Government Process Reengineering (GPR)</b>	To recognize and promote process re-engineering and process optimisation to improve citizen service delivery/improve governance. In this category, it is not essential that the initiative should have a component of IT/ITES. This category has been constituted to highlight the importance of GPR and to emphasise that technology is an enabler and not an end in itself.	Any MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU.
<b>Category - 6</b>	<b>The best e-Governed District</b>	To recognize and promote best performing district in terms of use and promotion of e-Governance to deliver government services and has improved in-house functioning through the use of ICT in the respective district.	Any District administration of MP headed by the District collector and President, District E Governance society
<b>Category - 7</b>	<b>Sustainability of IT initiative in Government Sector</b>	To recognize and promote IT led Projects that have been to demonstrate longevity and sustainable adoption over a longer period of time. It also aims to document and recognise those features that contribute to sustainability of IT led initiatives.	Any MP State Government Department, Division, District, Agency, State Government Organization, Corporation owned by the State Government, Registered Government Society or State owned PSU. <u>The project/initiative must be sustained for a minimum period of 5 years, as on 31<sup>st</sup> March 2017.</u>



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Award Category	Title	Purpose	Eligibility Criteria
Category - 8	<b>The Best Citizen Service Centre</b>  (Two awards for Rural CSCs and two for urban).	To promote Citizen service Centres providing service delivery to the citizens / Improved access to services that involve citizen interaction with the government / have improved delivery of citizen services.	Any Common Service Centre (CSC) / Kiosk designated as Common Service Centre by Govt. of MP.
Category - 9	<b>Evangelizing Open Source</b>	To recognize and promote the best e-Governance Project which adopts Open Source in software application.	Any MP state Government Department, Division, District, Agency, State Government Organization, Corporation Owned by State Government, Registered Government Society, State Owned PSU or any private entity operating in MP.
Category - 10	<b>Evangelizing Hindi in IT</b>	To promote the usage of Hindi in IT / ICT / e Governance activities so that accessibility of e governance applications/utilities may be extended up to the common man of MP.	<b>Open for all.</b>  Any Individual / organization promoting Hindi in IT/ ICT / e Governance / m Governance in the State.

**2. Evaluation Criteria**

**Category 1 - Improvement in Citizen Service Delivery/ Governance through use of IT**

1. Noticeable Improvement in Citizen Service Delivery
2. User Convenience/ Efficiency Enhancement
3. Geographical/ Demographic Coverage
4. Effective use of Technology
5. Sustainability
6. Benefits Accrued/ Impact assessment



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**Category 2 - Best practice of Software Development Life Cycle in Government**

1. Utilization of Core State Infrastructure
2. Functional and Performance Testing Certification
3. Security Audit
4. Project Documentation
5. System Architecture
6. Multilingual Support

**Category 3 - Innovative use of ICT for e-Governance**

1. Type of innovation
2. Impact of innovation
3. Benefits of innovation
4. Characteristics of Innovation (Adaptability, Scalability, Sustainability)
5. Coverage (Geographical , Demographic)

**Category 4 - m – Governance**

1. Technical components in the project related to m-Governance
  - Unicode (Hindi) support
  - Auto update feature
  - Is available in any app store
  - Available in more than one platform (e.g. Android, I-OS)
  - IVR or USSD feature availability
  - WAP used (application accessible through mobile browser)
  - Is WAP responsive
  - Integrated with MPMOBILE / UMANG
  - Customized Push Messaging Service
  - Customized Pull Messaging Service
  - GPS support/feature
  - Photo/Video capture facility
  - Messaging/Alert/Notification pop up in app
  - One time login/authentication (Remember Login)
  - User friendliness
  - Integration with payment gateway
  - No. of downloads during FY 2015-16 and 2016-17
  - No. of transactions during FY 2015-16 and 2016-17
  - User rating/feedback feature
  - Availability of operation manual/help/FAQ's
2. Availability of operation manual/help/FAQ's)



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3. Integration of Mobile based Technologies with the Departmental Application
  - Is using common database with departmental website/portal
  - Is using MIS report of transactions happened in WAP/Mobile application
4. Offline support
5. Impact of project on the beneficiaries/ stakeholders

**Category 5 - Improvement in Citizen Service Delivery through Government Process Reengineering (GPR)**

1. Direct benefit to Citizen/Beneficiary
2. Improvement in In-house functioning
3. Service accountability, reliability and transparency increased
4. Involvement of stakeholders in the GPR Process
5. Whether GPR Initiative is bringing paradigm shift?
6. Innovative approach in GPR process

**Category 6 - The best e-Governed District**

1. State Core Policies
  - Use of Unicode within district
  - SWAN Coverage
  - Number of active / functional CSC & MP Online kiosks
  - Number of additional services provided by district administration through LSK
  - Average participation in Virtual Class Room
  - Implementation status of state level Projects (SAMAGRA, e-Panjiyan, e-Procurement, CCTNS, Bhu-Abhilekh, e-Panchayat and others)
2. District level Initiatives
  - Number of e-Governance projects initiated by district and running successfully
  - Best practices adopted by the district
  - Employee's training / mobilization towards IT / e-Governance
  - Office automation in different offices at various level within district
  - Effectiveness of e-Gov society (Financial Management & activities undertaken)

**Category 7 - Sustainability of IT initiative in Government Sector**

1. Sustainability Duration
2. Project's year-on-year Growth in terms of transactions, beneficiaries, functionality, technology etc.
3. Project Audit Status (Up to date Technical Audit, process Audit, Security Audit)



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4. Project Documentation & Budgeting

**Category 8 - The best Citizen service Center**

1. Services (G2C, B2C etc), being provided
2. Transactions
3. Revenue generated
4. Organizing Awareness programs
5. Self Initiatives
6. Kiosk Banking Operations
7. Look & Feel of the kiosk
8. Citizen Satisfaction
9. Turnaround Time for providing the services

**Category 9 - Evangelizing Open Source**

1. Level of adoption of Open Source (Operating system / Back End / Front End / Utilities)
2. Sustainability
3. Cost effectiveness by using Open Source
4. Existence of operational support for the software
5. Availability of necessary Device Drivers
6. Stages followed for induction of OSS solution
  - Exploration and testing
  - PoC
  - Training and hand holding
  - Roll out in live system
  - Creating multiplication effect
7. Coverage
8. Additional Features
  - Use of Open Standard
  - Any Third party Integration service
  - Standard Password Policy
  - Version Control
  - Database Backup policy
  - Optimization Policy
  - User friendliness
  - Utilization of Core Infrastructure
  - In RFP / Proposal the preference given to OSS



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**Category 10 – Evangelizing Hindi in IT**

1. Relevance
2. Adoptability
3. Sustainability
4. Cost effectiveness
5. Impact
6. User friendliness
7. Scalability

**3. Prize Money**

1. The awards given for each category will be for the period of 2 years (1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2017).
2. An award will carry cash prize of Rs. 2,00,000/- along with a trophy and citation which will be given to all the winners in each category.
3. An award will carry cash prize of Rs. 1,00,000/- along with a trophy and citation which will be given to all the runners-up in each category.
4. In case of Award category 8, cash prize of Rs. 50,000/- each will be given to 4 recipients along with a certification of recognition.
5. For Award categories 1 to 7, 9 and 10, 50% will be paid to the Team Leader and rest 50% of the prize money will be equally distributed amongst the project team members.
6. As there are two sub categories under Award Category – 1, Prize money for winners and runner ups will be Rs 2,00,000 and 1,00,000 respectively for each of the sub categories.

**4. Procedure For Submission of Nominations**

1. Proposal forms to be submitted ONLINE at <http://www.mapit.gov.in/itawards> in the prescribed format and duly completed in all respect. Offline proposals (Hardcopy/FAX etc) will not be accepted in any case.
2. Registration of the proposal has to be done at first stage. Login id and password will be generated and communicated to the nominee / contact person via email and SMS. In the next step, details of the registered proposal has to be entered into relevant category.
3. Selection of the appropriate award category would lie with the nominee of the proposal. It is suggested to select the most appropriate award category while submitting the proposal.
4. Users would be able save their proposals as draft till final submission. However, the proposals saved as draft would not be considered, final submission would be must.
5. All the relevant documents, photographs, presentations, URL of video (if any) etc should also be uploaded before final submission of the proposal.





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6. Self-certification in prescribed format has also to be uploaded prior to final submission of the proposal.
7. Upon submission of the proposal, a Registration ID will be generated which will be utilized for all future correspondence.
8. Proposal submitted after the last date, or incomplete proposals or proposals not complying with the procedural requirements would not be entertained.

**5. Terms and Conditions**

1. There is No Registration fee for submitting proposals/entries.
2. Any entity which satisfies the eligibility criteria may submit entries under the respective category (ies).
3. The proposal can be submitted only for one category. The entities needs to give an undertaking with the proposal stating the category in which they are applying.
4. If more than one entry of the same proposal is found, the proposal submitted at last will be considered for evaluation, remaining previous entries will be discarded.
5. The initiative / Project / Proposal which was awarded in any of the preceding financial years will not be eligible to apply for the same category as like in the past. However this will not be applicable for the “**Award of Appreciation**” recipients.
6. Proposals should be comprehensive and cover the specified aspects of the initiative undertaken. Incomplete proposals not complying with the directions / guidelines detailed herein would not be considered.
7. Wherever applicable, the application should be security audited by CERT-In empaneled agency. Necessary valid certificates should be produced before the final jury, if shortlisted.
8. To encourage private players operating in IT in MP, participation of private sector has been included as indicated in the Award categories 1(b), 8, 9 and 10.
9. Details of the Team leader and Team members, up to a maximum of 5 members, must be provided during submission of the proposal. These members will be entitled for prize money and certificates despite being transferred / retired or holding some other positions at the time of declaration of Awards. The composition of Team Leader and Team Members as declared in the application will be considered as final, and no subsequent changes will be entertained by MAP\_IT.
10. Team Leader shall provide an undertaking stating that he / she was posted in the organization during the period for which the application being submitted for, and he / she has led the same. The scanned signed copy of the same shall be uploaded while submitting



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the proposal. This undertaking shall be counter signed by the concerned HoD / Highest authority of entities, should be submitted within the stipulated time.

11. No vigilance proceedings should be pending or contemplated against the project leader & team members, on the date of application.
12. The entire statutory obligation arising out for Prize Money will be the responsibility of the recipients.
13. Evaluation committee / Jury shall evaluate and select the winners of the award as per the selection process and evaluation criteria.
14. The decision of the evaluation committee and the Jury will be final and binding on all proposals. No appeals or objections shall be entertained against the decision of the Evaluation committee / Jury.
15. The proceeding of the evaluation committee / Jury shall be confidential till the declaration of the awards.
16. The submitted proposal / initiative, would have gone live / implemented during the financial year 2015-16 or 2016-17. "Category 7 - Sustainability of IT initiative in Government Sector" the proposals can be earlier than 2015-16.
17. Initiative / Proposal which has been commenced or gone live in subsequent financial year 2017-18 onwards will not be eligible.
18. It will be at the discretion of the Evaluation Committee / Jury to select more than one winner / runner up in each category if the proposals are found suitable and benefitting. In the condition, the award money will be equally divided and will be declared as the joint winners / runner ups. In addition to the winners / runner ups, the Jury may also declare "Award of appreciation" in all categories. However, appreciation Award will not include any prize money. Similarly, the Evaluation Committee / Jury may not select Winner / Runner up if it doesn't found the proposals suitable and benefitting.
19. MAP\_IT reserves the rights to make any changes in the entire process at any point of time.

**6. Selection Process**

The Evaluation Committee / Jury nominated for conducting the selection process may comprise of: Experts from IT / ICT Agencies from Government, Industry, Renowned Academicians and well known practitioner of Information & Communication Technology. The selection process will be a 3 tier process.

**a. Tier 1 : Scrutiny of the Proposals**

Scrutiny Committee will scrutinize & evaluate the proposals and award appropriate



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marks based on the information provided in the proposals. The proposals securing minimum 50% marks will be shortlisted for second level of evaluation i.e. field visits.

**b. Tier – 2: Field Visit**

At second stage, field visit of the proposal shortlisted at first stage will be carried out by the Field Visit teams constituted by MAP\_IT. Based on the data collected during field visit and the marks secured in Tier - 1, the scrutiny committee will forward maximum 5 proposals in each of the categories 1 to 7, 9 & category 10, and maximum 10 nominations for award category 8 to the Jury for final evaluation.

**c. Tier - 3 : Final Evaluation**

The Jury will evaluate the projects shortlisted at Tier-2. At this stage, nominees will be required to make the presentation before the Jury and the final evaluation will be made for recommending awards.

**7. Challenges / Representations**

In case of any challenges / representations against the award process, decision of the ACS / PS / Secretary Department of Science & Technology, government of Madhya Pradesh shall be final and binding on all.

**8. Tentative Timelines**

Call for Nominations	1 <sup>st</sup> Sep 2017
Last Date of online submission of Application	30 <sup>th</sup> Sep 2017, till 5:00 PM
Scrutiny by Scrutiny Committee	30 <sup>th</sup> Oct 2017
Field Visit and Final Short listing	30 <sup>th</sup> Nov 2017
Final evaluation by Jury	10 <sup>th</sup> Dec 2017
Presentation of Awards	Last week of December 2017

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