

# web ratna awards '09

Acknowledging exemplary e-governance initiatives

<http://webratna.india.gov.in>



The Indian Government has been amongst the frontrunners when it comes to initiatives towards adoption of best practices and integrated delivery of information and services to achieve ICT led development in the country. Today, almost every Government department is trying to leverage upon the benefits of ICT to provide better services to the common citizen. A number of e-Governance initiatives have been undertaken by the government departments at Central and State levels. Some of the e-Governance projects are already running successfully in different parts of the country. An endeavour like the National Portal provides an ideal front-end for these initiatives as the citizen gets to access diverse services and information from a single point.

In order to promote more and more innovative e-Governance initiatives and to give due recognition to the exemplary efforts in this direction, the Web Ratna Awards have been instituted under the ambit of the National Portal of India, <http://india.gov.in>.

The awards aim not only to recognise the noteworthy and sustainable initiatives in the realm of e-Governance but also to disseminate information about such initiatives for others to customise and replicate the successful solutions.

## 1

### Citizen Centric Service

The Award aims to acknowledge those ICT based services by a Government Department (Central /State) which have displayed exemplary citizen focus, reach, scope and innovation in approach. The service should have effectively contributed to an enhancement in efficiency, productivity as well as in imparting transparency and accountability in the governance process. The service should use the web as a primary mode of delivery in addition to other conventional/ nonconventional modes.

## 2

### Public Participation Initiative

The Award aims to honour initiatives taken by Government entities which have leveraged upon the use of ICT to solicit active participation of the citizen in the process of governance. The winning entries have to display relevance of context, mode of participation, involvement of stakeholders and an innovative use of ICT, both for response acquisition as well as for analysis of inputs received. The impact of the initiative (qualitative as well as quantitative) would be a significant criterion for judging this award.

## 3

### Outstanding Web Content

The Award shall felicitate outstanding content published on the web by a Government entity. The winning entries should reflect content packaged from the perspective of the citizens and adhering to the basic tenets of usability such as ease of navigation, design, accessibility, visual appeal, clarity (textual and design), download time and the overall quality of creative expression.

## 4

### Innovative Use of Technology

The Award shall acknowledge innovative application of technology highlighting the acceptance and maturity level of implementation, scalability, sustainability and the impact of the use of technology.



## 5 Comprehensive Web Presence - MINISTRY/DEPARTMENT

The Award shall felicitate a Ministry/Department of the Government of India which has a comprehensive web presence in terms of quantity, quality, spectrum of coverage, innovation, citizen centricity and responsiveness in their web based information & service delivery initiatives. Aspects of usability & accessibility shall also be considered.

## 6 Comprehensive Web Presence - STATE

The Award category aims to acknowledge the State/UT of India which has displayed exemplary initiative in establishing comprehensive web presence. The selection criteria shall include the overall quality and quantity of web based initiatives, the spectrum of sectors/departments having a good web presence and the level of responsiveness towards web based queries by citizens. Aspects of usability & accessibility shall also be considered.

## 7\* National Portal Coordinator (NPC)

National Portal Coordinators (NPCs) have been appointed for each State/UT as well as for Central Government Ministries and Departments to facilitate contribution of content to the National Portal. This award aims to acknowledge those NPCs who have displayed a pro-active approach and initiative towards content contribution as well as generated awareness about the National Portal in their domain.

## 8\* NIC Coordinator for the National Portal (NCNP)

The National Portal Coordinators of each State/UT are supported by NIC Co-ordinators for the National Portal (NCNPs), who are instrumental in providing technical expertise in ensuring an effective and sustained contribution of information/content to the National Portal. This Award category shall acknowledge those NCNPs who have displayed exemplary initiative in fulfilling this mandate.

\* These awards are not application based as all the NPCs and NCNPs would be nominated by default for assessment.

## NOMINATION ELIGIBILITY

Central Government Ministries/ Departments/ Offices/ Institutions, State Government Departments/ Offices/ Institutions, District Administrations and Indian Missions Abroad are eligible to apply for the Web Ratna Awards.

The Web Ratna Awards aim at encouraging Ministries/ States/ Departments/ Districts/ Projects which have made significant contributions towards the implementation of electronic governance and shown an exemplary & innovative approach to achieve administrative efficiency and transparency.

For submitting your nominations, log on to the Web-Ratna Awards website :

<http://webratna.india.gov.in>

All entries should be submitted online in the prescribed proforma available at the website. The nomination entries should be supported by an Authorisation Certificate as per the prescribed format, duly signed by the respective nominating authority. A scanned copy of the certificate should be submitted online and original to be sent by post to the National Portal Secretariat (*Address given overleaf*).

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## ABOUT **india.gov.in**

'india.gov.in', the National Portal of India, has been designed & developed by the National Informatics Centre, Department of Information Technology, Government of India as a Mission Mode Project under the National e-Governance Plan (*NeGP*). The Portal provides single window access to information and services being provided by different entities of the Indian Government at various levels.

The National Portal provides a unified interface to over 5000 Indian Government websites and acts as a logical front-end to e-Governance initiatives under various Central and State Government schemes & programmes. It caters to a wide range of audiences, right from common citizens, Government Departments & Corporates to non-resident Indians, the Media and the world-wide community.

## CONTACT US

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