सत्यमेव जयते

web ratna awards 2014

WINNERS

Department of Electronics & Information Technology (DeitY)
Ministry of Communications and Information Technology
Government of India

NATIONAL INFORMATICS CENTRE **NIC**

National e-Governance Plan

india.gov.in
INITIATIVE

Web Ratna Awards 2014 Compendium

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2014

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2014

रवि शंकर प्रसाद
RAVI SHANKAR PRASAD

मंत्री
संचार एवं सूचना प्रौद्योगिकी
भारत सरकार
MINISTER
COMMUNICATIONS & IT
GOVERNMENT OF INDIA

MESSAGE

The World Wide Web has emerged as a potent tool in forging a constructive relationship between the government and the citizens. The power of ICT has enabled enhanced public participation in government's decision making process, thus strengthening the premise of democracy.

In India, e-Governance has steadily transcended into an effective delivery gateway for various citizen centric services, entailing transparency and accountability in service delivery process necessary for the realization of national development goals. The need of the hour is to ensure and foster comprehensive, universally accessible & up-to-date web presence.

It gives me immense pleasure to learn that Web Ratna Awards have been instituted under the ambit of India Portal mission mode project executed by NIC. This award acknowledges e-Governance initiatives across the country using the medium of web. This would go a long way in enhancing the delivery of various citizen centric sevices along with synergizing the e-Governance efforts at different verticals within government.

I extend my compliments to all the winners of Web Ratna Awards 2014 for their exemplary initiatives and wish them success in their future endeavours.

(RAVI SHANKAR PRASAD)

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आर एस शर्मा
सचिव

R S Sharma
Secretary

भारत सरकार
संचार और सूचना प्रौद्योगिकी मंत्रालय
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी विभाग
Government of India
Ministry of Communications &
Information Technology
Department of Electronics &
Information Technology (DeitY)

Message

As India is getting ready to usher in a new era of heightened economic activity and growth coupled with ever increasing need for transparency and accountability to streamline the public service delivery system in the country, Digital India initiative of the Government of India has come as a major attribute towards creating a sound environment for collaboration between Government and citizens to enhance the levels of citizen welfare schemes.

Digital India is an umbrella programme that covers multiple government ministries and departments weaving together a large number of ideas and thoughts into a single comprehensive vision so that each of them can be implemented as a part of the larger picture. Initiatives planned for early completion (Early Harvest Programs) and Citizen Communication initiatives have already started going live and are being completed. The various initiatives and web platforms which are already in place contributing to the goal of digital India include MyGov, Data Portal, Digital Locker, ESign, Cloud Computing (Meghraaj), Aadhaar based biometric attendance, Jeevan Praman for online life certificate etc. All these initiatives are being hosted through robust front end web platforms and websites forming an interface between the government & citizens.

In order to encourage and take the goal of Digital India forward through innovation in the sphere of e-governance the Web Ratna Awards have been instituted under the ambit of National Portal of India a mission mode project being executed by National Informatics Centre (NIC). These awards honour the exemplary e governance initiatives using the medium of world wide web and have been instrumental in knowledge transfer, encouraging Government departments to emulate best practices and endeavour for novel ICT applications in their respective domains.

I would like to take this opportunity to compliment NIC for conceptualizing Web Ratna Awards and their sustained role and effort in accelerating the cause of e-Governance at all levels of governance as we set forth on our journey to achieve the ultimate aims and objectives of Digital India.

Most important of all I wish to congratulate all the winners of Web Ratna Awards 2014 and wish them success in future.

(RS Sharma)

New Delhi
17th March, 2015

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2014

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D.O.NO..........................

17th March, 2015
दिनांक/Dated...

MESSAGE

E-Governance or ICT enabled governance has leveraged transparency, efficiency, accountability and information transactions at all level within government and also between government and citizens. The diversification of ICT landscape combined with deeper penetration of mobile technology has completely revolutionized the delivery of various citizen centric services, heralding a new era in the G2C relationship.

In the times to come, Government websites have to enrich the user experience by rendering themselves more pervasive, information rich, accessible and interactive in order to cater to the needs of a common man in a simple and convenient manner on anywhere, anytime basis. It is our responsibility to come up with novel ideas and technologies for furtherance of this cause.

I admire the efforts of National Informatics Centre for coming up with the concept of Web Ratna Awards under the ambit of India Portal mission mode project to recognize the efforts of Government Organizations in taking the principle of e-Governance to all new heights by adopting innovative technology.

I congratulate the awardees of Web Ratna Awards 2014 for their exemplary performance and also urge each one of you to contribute towards enhancing the web presence of your e-governance initiatives.

(Tapan Ray)

राष्ट्रीय इ-गवर्नेंस योजना
National e-Governance Plan

Public services closer home

web
ratna awards
2014

Dr. Ajay Kumar
Joint Secretary, DeitY & DG, NIC

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भारत सरकार
GOVERNMENT OF INDIA
संचार और सूचना प्रौद्योगिकी मंत्रालय
MINISTRY OF COMMUNICATIONS AND IT
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी विभाग
DEPARTMENT OF ELECTRONICS AND
INFORMATION TECHNOLOGY
इलेक्ट्रॉनिक्स निकेतन/ELECTRONICS NIKETAN
6,सी.जी.ओ. कॉम्पलेक्स / 6,C.G.O. COMPLEX
नई दिल्ली /New Delhi-110003
Website : www.deity.gov.in

दिनांक/Dated.............................. March 19, 2015

Foreword

All over the world, Governments are increasingly striving to leverage the medium of World Wide Web to deliver government services realizing the fact that e-Government not only offers new technology, but also delivers a mechanism to transform governance. In adherence to this requirement to transform governance in India, the Government of India launched the Digital India initiative. The nine identified pillars of Digital India aim to digitally empower the society and at the same time also promote a knowledge based economic framework.

The Government of India has always been a flag bearer in the contemporary ICT enabled developing countries to provide the effective information and services to its citizens. This effort of Government of India received further impetus with the initiation of Digital India initiative, envisaging enhanced levels of public service delivery mechanisms coupled with the principles of transparency and accountability.

Digital India is an umbrella programme that covers multiple government ministries and departments putting together a large number of ideas and thoughts into a single comprehensive vision so that each of them can be implemented contributing the larger picture. To convert the thoughts laid down by Digital India into action, the government has already developed various strategies and policy for integration of information and communications technology in the country. A range of e-governance initiatives for enhancing rural as well as urban development is in different stages of maturity.

National Informatics Centre (NIC) has always been at the forefront to leverage ICT in Government and has contributed significantly in nationwide projects such as MyGov, Data Portal, IVFRT, Transport, MNREGA, Cloud Computing (Meghraj), Aaadhar based biometric attendance, Jeevan Pramaan etc.

Web Ratna Awards have come a long way in felicitating the innovative, exemplary e-Governance initiatives in the government. This compendium will play an instrumental role in widespread dissemination of emblematic initiatives and act as a ready reference source for others to follow.

I congratulate the winners of Web Ratna Awards 2014 and hope they will continue their tryst with success in future endeavours.

(Dr. Ajay Kumar)

ELECTRONICS INDIA
Billion Needs Million Chips

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नीता वर्मा
उप महानिदेशक
Neeta Verma
Deputy Director General

Preface

National Portal of India, india.gov.in, has come a long way in providing a simple & easy interface to a vast repository of Government Information & Services. Excellence of information or services delivered by National Portal depends on the quality of individual websites: the primary source of Information and Services. It is therefore critical to enhance the quality of Government portals as well as web-enabled delivery of citizen services. A number of initiatives have been taken in this direction at various levels in Government, including Guidelines for Indian Government Websites (GIGW). To take this initiative further, under Digital India Programme, Common Minimum Framework has been developed. Websites developed using this framework shall comply with GIGW as well as shall be mobile friendly & responsive in design.

It was felt that these initiatives will get further strengthened if we acknowledge the efforts of those who have taken exemplary inventiveness using the medium of World Wide Web. This was the genesis of Web Ratna Awards instituted in the year 2009. We had overwhelming response to the call for nominations to Web Ratna Awards 2014 from all over the country. Evaluation was a three stage process from screening of the nominations as per the laid down eligibility criteria, thereafter top 5 nominations in each category was shortlisted based on scientifically devised matrix for each of the category. The shortlisting was done by a team led by Professor M.P. Gupta of IIT Delhi.

Nominations shortlisted by the screening committee were presented to our esteemed Jury chaired by Secretary (DeitY). All the shortlisted applications were equally deserving and it was really tough to rank them. I am extremely grateful to Shri R.S. Sharma, Secretary (DeitY) and all the esteem members of Jury for their valuable guidance in the process of evaluation.

I also express my gratitude to our Director General, Dr. Ajay Kumar for his valuable guidance & support. Last but not the least, I would like to acknowledge the contribution of my colleagues in Data Centre & Web Services Group, without which it wouldn't have been possible to carry out this assignment.

(Neeta Verma)

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Jury

Ram Sewak Sharma
Secretary, DeitY

Dr. Ajay Kumar
Director General, NIC

Dr. Rajendra kumar
JS, DeitY

V Vidyavathi
JS (ARC), DARPG

Neeta Verma
DDG , NIC

Prof. M P Gupta
Dept of Management Studies, IIT Delhi

Rama Vedashree
Vice President, NASSCOM-eGovernance and Domestic IT

Shyamanuja Das
Director/Columnist, JuxtConsult Research & Consulting Pvt. Ltd

Anjali Kaushik
Associate Professor, Management Development Institute

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The Government of India has been proactively engaged in seamless delivery of information/services with adoption of best ICT practices. Almost all Government Departments are now utilizing the medium of World Wide Web in making their services accessible and integrated with the citizens.

In order to promote more innovative e-governance initiatives, the Web Ratna Awards have been instituted under the ambit of the National Portal of India. The award acknowledges exemplary initiatives/practices of various states/UTs in the realm of e-governance. These awards have been constituted under the following categories:

1.   **Citizen Centric Service**

2.   **Open Data Champion**

3.   **Outstanding Content**

4.   **Innovative Use of Technology**

5.   **Comprehensive Web Presence - Ministry**

6.   **Comprehensive Web Presence - State**

Online Nominations were called from various Government entities and overwhelming response was received for all these categories.

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Web Ratna Awards 2014
The process followed...

Online nominations were called from Government entities and overwhelming response was received for all the six categories.

An extensive process for evaluation of filed nominations was followed which was conducted in two stages. In the initial stage, entries were screened based on a scientifically formulated Evaluation Matrix which was specifically designed for each category of the Web Ratna Awards. The distinguished Jury thereafter reviewed the shortlisted nominations and finalised the awards in each category.

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Citizen Centric Service

This category of award intends to acknowledge premium ICT based services by Government Departments (Central/State) which have exhibited exemplary citizen focus, reach, capacity and innovation in approach. These services have effectively leveraged efficiency, productivity as well as infused transparency and accountability in the governance process using World Wide Web as the primary mode of delivery in addition to other conventional/nonconventional approaches.

WINNERS

Platinum Icon

Passport Seva

Gold Icon

National Safai Karamcharis Finance & Development Corporation

Silver Icon

NIOS Online for providing Learner Centric Services

web
ratna awards
2014

Citizen Centric Service

PLATINUM Icon:

Passport Seva

https://passportindia.gov.in/

Passport Seva Portal is a single window online interface for multiple stakeholders that guarantees effective and transparent processes for the delivery of passport and other related services to Indian citizens.

The key stakeholders of portal are citizens, Police, India Post, ISP Nashik, Immigration authorities, Indian Missions and Posts abroad. It has an indigenous Content Management System, tailor made to suit the custom portal design requirements and lightweight portal design for a quick user response.

Core features are email authentication, password management for user provision to register for value-added SMS. Documents and fee advisors are published on Homepage as well as within mobile PSP application. Applicants need not have to register themselves to know the type of documents and fees required while applying for the passport. PSK wise appointment availability status is also displayed in the portal.

The website displays the location of all Passport Offices, PSKs, and other Physical Offices in India on a map as well as in a textual format. Google maps are available to locate any Passport Seva Kendra of choice. Exclusive Mobile App (mPassport Seva) has been developed on various devices to provide important information like viewing the status of an application, locating a Passport Seva Kendra, required documents and fees, etc. PSP portal has been integrated with Social Media. Once the application is submitted, the status can be tracked through the portal, mobile app or the value-added SMS service.

Project Team:
Mukesh K Pardeshi
Anil K Sobti
Golok Kumar Simli
A K Bhatnagar
Shalini Mathur

GOLD Icon:

National Safai Karamcharis Finance & Development Corporation

http://nskfdc.nic.in/

National Safai Karamcharis Finance & Development Corporation (NSKFDC) has an objective to empower the Safai Karamcharis, Scavengers and their dependents so that they can break away from their traditional occupation, depressed social conditions and poverty. The final aim is to leverage them to work their own way up the social and economic ladder with dignity and pride.

The website of NSKFDC disseminates information essential for the Safai Karamcharis, Scavengers and their dependents. NSKFDC provides financial assistance in the form of various loan schemes and training programmes through State Channelizing Agencies (SCAs) nominated by State Governments/UTs, RRBs and Nationalised Banks across the country.

The portal is a unique platform where users can access the latest information pertaining to welfare activities, schemes and training programmes meant for persons engaged in or employed for any sanitation work. The website has been designed and developed in compliance to GIGW guidelines.

NSKFDC has setup dedicated team for website content management under the supervision of Web Information Manager for keeping content up-to-date.

Media Gallery is incorporated for presenting the media data i.e. images and videos on the website in a well-structured manner. Visitors can also do free text search in web pages as well as in linked documents. The website provides a Loan Calculator Application, results of which are meant for comparison purpose only. The site also offers bilingual content in English and Hindi languages.

Project Team:
V K Parwanda
M Nagaraj
B L Yadav
Harish Kumar
P K Bhandari

Citizen Centric Service

SILVER Icon:

NIOS Online for providing Learner Centric Services

http://www.nios.ac.in/

National Institute of Open Schooling (NIOS) aims to cater to the wide spectrum of courses of study up to the pre-degree level for all categories of learners through open school movement. The portal enables learners to take admissions anywhere, anytime. They can select the study centre of their choice. Examination fees submission is much more convenient as the same is done online. The registration for the On-Demand Examination is also available round the year with open dates of examination to be selected by the learners. The facility of e-payment through credit/debit card makes payments convenient. The bilingual portal also comes with a Content Management System to keep the content in sync.

The website has individual sections like - Information Section, Services and Interactivity, Student Information Section, Study Centre Information System, Virtual Open Schooling, Open Educational Resource, Examination System and Support, etc. In-built Search facility, FAQs and all other information has been integrated in the interface and is available at any time while filling up the form.

Virtual Open Schooling facility assists learners in taking admission into the course of their choice, study online, submit their assignments and clear their doubts, study along with peer groups and take online assessment. The availability of seats in a particular study centre is also available. Learners can also monitor their application themselves.

The system ensures transfer of learner's data to the Mailing and Distribution Unit for easy distribution of course materials. The gestation period of data processing has also been reduced, assisting learners in getting their course materials faster.

Project Team:
J Alam
Dr. S S Jena
S K Prasad
Pramod Tripathi
C Dharuman

Open Data Champion

This category of award intends to acknowledge proactive release of resources (datasets/apps) in an Open/Machine readable format, on the Open Government Data (OGD) Platform (http://data.gov.in), by the ministries / departments / organizations / states in compliance with the National Data Sharing and Accessibility Policy (NDSAP). The selection criteria shall include overall consumption of resources by public at large with respect to their ratings, views, downloads etc. Potential usage of such datasets for development of Apps to deliver citizen services innovatively would be an added advantage.

WINNERS

Platinum Icon
Office of the Registrar General & Census Commissioner, India

Gold Icon
Ministry of Statistics & Programme Implementation

Gold Icon
Planning Commission

Silver Icon
Ministry of Water Resources

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PLATINUM Icon:

Office of the Registrar General & Census Commissioner, India

https://data.gov.in/catalogs/ministry_department/regis-trar-general-and-census-commissioner-india

Office of the Registrar General and Census Commissioner, India (ORGI), an attached office to Ministry of Home Affairs, Government of India, is responsible for conducting decennial population census in the country and disseminates its results.

The Indian Census is the most credible source of information on Demography (Population characteristics), Economic Activity, Literacy and Education, Housing and Household Amenities, Urbanisation, Fertility and Mortality, Scheduled Castes and Scheduled Tribes, Language, Religion, Migration, Disability and many other socio-cultural and demographic data since 1872. Census 2011 is the 15th Census of the Country since 1872 and 7th after Independence.

ORGI has been an active contributor to the Open Government Data (OGD) Platform, sharing data on important socio-economic census conducted on a frequent basis. Till date OGD Platform has 3582 published datasets from RGI at its disposal. The major datasets shared by ORGI on OGD Platform include Houselisting and Housing Census Data – 2011, Primary Census Abstract & Village town directory.

This time, ORGI has also decided to publish the entire data set regarding demographic, housing and other aspects of population of India at various administrative levels, on website www.data.gov.in as per the NDSAP.

Project Team:
Dr. C Chandramouli
Deepak Rastogi
M S Thapa
Anil Arora
A K Srivastava
V S Dixit

GOLD Icon:

Ministry of Statistics & Programme Implementation

https://data.gov.in/catalogs/ministry_department/ministry-statistics-and-programme-implementation

The Ministry of Statistics and Programme Implementation has been in the forefront of opening its data to the public. Since 1998 when the first Data Dissemination Policy was adopted by the Cabinet, the Ministry has been disseminating micro-level data for researchers and other users. Over the years, it has developed a user friendly catalogue of micro data following international metadata standards.

Since the launch of the Open Government Data (OGD) Platform, the Ministry has been active in uploading its collection of important national statistics on a wide variety of topics on the OGD Platform. The Ministry has shared and published 1432 resources under 345 catalogues on the OGD Platform. It is also working on a wider framework for dissemination of official statistics. The important datasets which have been shared and uploaded on the portal include National Accounts, Statistical Year Book etc.

The Ministry, being the apex level organization for coordinating all official statistical activities, collects both primary and secondary data. It also compiles the Statistical Year Book, Environmental Statistics and such other publications containing tables on a variety of subjects every year. These contain data collected from different agencies and put together to get a long time series.

Project Team:
Prof. T C A Anant
P C Mohanan
P Kaur
Chetna Shukla
R P Thakur
Aparoop Bhattacharya

Open Data Champion

GOLD Icon:

Planning Commission

https://data.gov.in/catalogs/ministry_department/planning-commission

To implement the NDSAP in the Planning Commission, an Oversight Committee was constituted on 11 May, 2012 to advise and facilitate divisions of the Planning Commission to contribute datasets resources in open data format. Till date 1560 datasets in 776 catalogues have been uploaded onto the OGD Platform. All datasets are updated as and when made available by the subject matter division, on an average 5 times in a month. In the last quarter, on an average around 200 dataset resources have been updated.

The Planning Commission has received an encouraging public response for published datasets. About 554 suggestions have come so far to make it more exhaustive or to include particular datasets. Many datasets have potential for creating Apps further adding value to the datasets.

During 12th Plan Hackathon organized to promote the concept of Twelfth Five Year Plan many apps and info-graphics were developed and suitable rewards were presented to the developers. OGD Platform acts as a promoter, facilitator and is a good initiative for organizing such type of competitions. Feedbacks received from users are resolved internally by the data Controller in consultation with the Chairman of Oversight Committee.

Project Team:
B N Satpathy
Ashok Kumar Chanana
Dr. Ashok Sonkusare
R K Gupta
Mini Malik
Garima Sogani

Open Data Champion

SILVER Icon:

Ministry of Water Resources

https://data.gov.in/catalogs/ministry_department/ministry-water-resources

The Ministry of Water Resources has been a major source for publishing essential data from time to time . It has been one of the leading contributors of datasets in open format to the OGD Platform India. Till date the Ministry has contributed 1060 resources under 557 catalogs.

The data shared by the ministry include facts and figures pertaining to irrigation projects and water replenishment providing definite figures on construction of tubewells, dugwells and various other irrigation projects.

The Ministry deals with irrigation, water replenishment and environmental sustainability and is also a repository of huge material and information on water resources policy and the various schemes and initiatives. Ministry having huge potential datasets which includes data relating river & river basin utilization, rainfall, hydropower projects, water quality and inland waterway navigation apart from datasets generated through Water Resource Information System (WRIS) of the Central Water Commission, etc. can also be planned to publish on OGD Platform.

Project Team:
Anuj Kumar Bishnoi
Sarvesh Kumar
Sudha Midha
A K Gupta

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Outstanding Content

The Award felicitates outstanding content published on the web by a Government entity. The winning entries 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 over-all quality of creative expression.

WINNERS

Platinum Icon

Ministry of External Affairs

Gold Icon

Kerala Tourism

Gold Icon

Ministry of Tribal Affairs

Silver Icon

Ministry of Development of North Eastern Region

web
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PLATINUM Icon:

Ministry of External Affairs

http://www.mea.gov.in/

The Ministry of External Affairs (MEA) is the Government of India agency that is directly related with India's relations with foreign nations. The MEA web portal aims to disseminate India's position and views on various facts of bilateral relations, foreign policy and salient information about India. A microsite is developed where each Indian Mission has a separate Login to manage its content, which appears under 'What's New in Missions' section on homepage of MEA website.

The MEA Portal gives all important details highlighting activities of Ministry of External Affairs and its Missions/Posts, thus updating visitors both in India and abroad on what's happening in India's diplomatic front. The single web interface is among highly-accessed Government website, fully compliant with the Guidelines for Indian Government Websites (GIGW) and is accessible to people with different abilities. The portal has undergone STQC audit and was one of the first to be compatible with GIGW Guidelines.

The portal has social media sharing capabilities and is compatible to most of the platforms. Responsive version of the website as well a Native Mobile app- MEAIndia is available in Android and IOS platforms.

A rigorous Quality Check protocol verifies and checks data thoroughly. The website is user-friendly as the content is presented using graphics, images, videos and text. The CMS has time filters like Last Updated, Updated 1 month ago, Updated 3 Months ago, etc. There is a LinkChecker tool to identify broken links in every three months. The site is available in English, Hindi and Spanish languages.

Project Team:
Syed Akbaruddin
Bishwadip Dey
J P Singh
Dr. Sumit Seth
Dr. Vishnu V Reddy
Upendra Singh Negi
Shivam Singh
Yusuf Jamal
Virendra Kumar Bilonia

GOLD Icon :

Kerala Tourism

www.keralatourism.org

Launched in 1988, the website of Kerala Tourism comprises of 24,000 pages of content on Kerala, including 3,300 videos and 1,500 images. It is available in 11 International languages and 10 Indian languages.

Designed specially to provide information with minimum clicks, it also comes with minimal and balanced use of colours for highlighting the contents featured in all pages. Easy navigation between pages is a key feature. The homepage image is used for highlighting a particular event or destination of importance.

All major subsections are placed at the footer region of the website with separate hyperlinks like Kerala, Experiences, Specialties, Destinations, Travel Information etc. The site has been revamped with HTML5 and is now available on all devices including mobile phones and tablets. The content of the website is published after getting due approval from Kerala Tourism authorities. The content team runs spell-check manually as well as with the aid of various IT tools.

The website provides handy and complete information for travelling in Kerala. The Department of Tourism finds it as a quick and efficient means to provide maximum publicity to its initiatives, whenever required.

The website and e-Newsletter have won the Pacific Asia Travel Association's (PATA) Gold Award four times and the Award of Excellence instituted by the Ministry of Tourism, Government of India for the Most Innovative Use of Information Technology and Best Tourism Website Portal for six times.

Project Team:
Kamalavardhana Rao
P I Sheik Pareeth
Anupama T V

GOLD Icon :

Ministry of Tribal Affairs

http://www.tribal.nic.in/

The Ministry of Tribal Affairs aims to achieve integrated socio-economic development of the Scheduled Tribes (STs) in a coordinated and planned manner. The website provides instant information about the Ministry, which can be accessed within 2-3 clicks. A dedicated team looks after the website content under the supervision of Web Information Manager for keeping the content up to date.

The links are updated in real time as per the need. The website is checked for broken links on monthly basis. There is an approval process in place to ensure accuracy of content. The website is checked for possible errors on monthly basis with the help of W3C tools.

The entire content of the website is categorized keeping citizens' interest in mind, for example related data is grouped under similar categories. Visitors can also do free text search in web pages as well as linked documents.

Photo Gallery module is incorporated for presenting the media data i.e. images on the website in a well-structured manner. Icon based presentation of the links is made available to enhance the presentation of the website.

The website is available in both English and Hindi. The content is translated manually by Hindi section and then uploaded on the website by the Content Management Team.

Project Team:
Ashok Pai
H S Hora
Iqbal Hasan
HT Hliri

SILVER Icon :

Ministry of Development of North Eastern Region

http://mdoner.gov.in

The aim of the website of Ministry of Development of North Eastern Region (M/o DONER) is to provide instant information about North East Region of India, various Development activities in the region, Infrastructure updates, etc. The visitors can easily access any content of their choice on the website within 2-3 clicks.

The website has a dynamic sitemap covering links up to the last level. The site map gets updated in real time whenever any changes are made through the CMS system.

M/o DONER website is bilingual and is available in English and Hindi versions. There is a dedicated team for managing website content, which ensures that all the content available in English section is also made available in Hindi section of the website.

Photo Gallery module is incorporated for presenting the images on the website in a well-structured manner. Visitors can also do free text search in web pages as well as linked documents. The website is checked for possible errors on monthly basis with the help of W3C tools.

The Department has setup a nodal officer for each web page for website content management under the supervision of Web Information Manager for keeping the content up-to-date. The last updated date of each page is displayed on the website. There is an approval process in place to ensure correctness of content before making it live.

Project Team:
A M Singh
Ashim Kumar Jha
P K Pankaj

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2014

Innovative Use of Technology

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

WINNERS

Platinum Icon

mKisan - Unleashing the power of Mobile in the hands of farmers

Gold Icon

Computerization Project of Madhya Pradesh

Commercial Tax Department

Gold Icon

e-Services Department of Commercial Taxes, Tamil Nadu

Silver Icon

e-Sahakar - Online Cooperative Society Process Management System, Maharashtra

Innovative Use of Technology

PLATINUM Icon :

mKisan - Unleashing the power of Mobile in the hands of farmers

http://mkisan.gov.in

mKisan is an effective medium for providing timely knowledge inputs or advisories to the farming community so as to increase their productivity and ensure best remunerations for their produces. These inputs are in the form of relevant information on quality seeds, fertilizers, credit, weather information, proper sowing period and use of correct type and quantities of pesticides/insecticides. Further, information and advisories on post harvest in terms of market information processing, value addition storage facilities and buyers-sellers platform are also provided.

mKisan has created a platform wherein user departments or applications need not have to go for back-end integration. In case of SMS based services, they are just required to register and plug in a short code in their applications while all other activities are taken care of by mKisan. Easily comprehensible dashboard with graphical view provides complete information on the status of overall number of messages sent as well as number of farmers benefited.

mKisan is developed using a modular approach. Services already integrated to this portal include Kisan Call center, Buyer-Sellers Interface, Choice of machine & dealer market prices, Agro-met advisories, Farm-Mechanization, Micro-irrigation, Animal-husbandry, Fertilizer testing, Dealer licensing etc.

Messages from mKisan can be sent to the farmers in the language of their choice. This is being achieved with the help of easy phonetic typing in 12 different languages. The portal ranks at number one in e-Taal Portal (e-transaction portal for various government applications in the country). mKisan is a web based portal and extensively uses mobile/SMS for its outreach.

Project Team:
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GOLD Icon :

Computerization Project of Madhya Pradesh Commercial Tax Department

https://mptax.mp.gov.in

Madhya Pradesh Commercial Tax Department has taken various e-Governance and m-Governance initiatives to provide online facilities for all of its major services like e-Registration, e-Returns, e-Payments, downloading and verification of Waybills and Statutory Forms, Assessments, Audits, Tax Accounting System, Appeal & Court Cases, Arrears Recovery, Industrial Incentives, etc. These initiatives have helped in providing transparent and efficient services to the dealers and taxpayers.

Two Mobile apps enable dealers to download Waybills for interstate transactions besides verifying the status of any other dealer and track status of their filed applications. Department officials can use these apps to verify authenticity of Waybills for interstate transactions.

Recently, a facility (e-Gatimaan) has been launched for dealers to generate Waybills through SMS. The department has introduced various m-Governance services for different stakeholders. Online user manuals and a helpdesk facility to all its stakeholders are available. The computerization project of the department has resulted in saving around Rs.15 crores of taxpayers' money, besides 3 crores stationery pages and around 3 crores man-days of dealers. The initiative has helped in reducing tax evasion by data-centralisation and empowering Anti Evasion Bureau to access information through mobile app, pull SMS, etc.

The cost of internal communication has been reduced between various offices of the department as they can now communicate online through email and SMS. The online facility has also enhanced efficiency by bringing taxpayers online, increased staff productivity, reduced time and cost by streamlining various processes.

Project Team:

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GOLD Icon :

e-Services Department of Commercial Taxes, Tamil Nadu

http://www.tnvat.gov.in

The Department of Commercial Taxes, Tamil Nadu has taken various initiatives to bring in more transparency and to improve performance in the process of filing returns, online payment of taxes, online issue of e-Transit pass, refund to dealers, online issue of saleable forms and Fast Track Clearance System at the checkposts.

Online registration facility enables the new dealer to submit the online applications for grant of Registration Certificate. e-Transit pass is issued to the dealers of Department of Commercial Taxes for movement of goods to other state or for moving from one state to another state via Tamil Nadu, where sale is not effected within Tamil Nadu.

Online payment of taxes has been enabled through 20 Public/Private sector banks for both individual and corporate account holders. The online payment application uses encryption to communicate the data between the banks. This portal is also used for collecting statutory payments collected as tax from the citizens/businesses. The 24x7 service has helped in reducing the cost, effort and time incurred by the users. Online request of claims can also be made through this portal. The concerned Commercial Tax Official processes the refund claim and updates the status of application accordingly. Dealers can now file their return and also retrieve the information at any point of time. Dealers are also allowed to modify the returns at any time before the confirmation of each return.

To avoid delays in checking time at the checkposts, the department has taken steps to reduce the vehicular checking time by introducing an online system in which the dealers can update the details of their vehicles' movement, goods and checkposts crossing in advance.

Project Team:

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SILVER Icon :

e-Sahakar - Online Cooperative Society Process Management System, Maharashtra

http://mahasahakar.maharashtra.gov.in

e-Sahakar project was conceptualized to provide an electronic platform to all the stakeholders to make the key processes of cooperative societies more simple, manageable and transparent. It constitutes 5 online modules: Online Society Information Management System, Online Audit Management System, Online Mandatory Returns Management System, Online Society Election Management System and Online Deemed Conveyance Management System.

Online submission and generation of all Society Process Management is available. GRs are issued to allow only online workflows. Crowd-sourcing of information collection and document upload activity to the respective stakeholders is also carried out. Timestamp ensures transparency in workflows.

Facility for creation of Online Repositories for Society Information, Audit Reports, Registration Certificates, Mandatory Returns and Deemed Conveyance cases is also available. Dynamic Analytics Dashboards provide real time visibility to Departmental stakeholders on the activities of the societies, auditors and other stakeholders. Tasks such as society enrolment, annual audit management, election management, mandatory returns management etc., are now channelized and catered through the online platform reducing human touch points and stakeholder footfalls in department offices.

GRs are issued to allow only online enrolment of societies, online audit management, online mandatory returns filing, online election management and online deemed conveyance management.

Introduction of Video Conferencing facilities for Department officials has reduced the time, effort and expenses incurred on travel. The end objective of the application is to ensure Digital inclusion and transparency in cooperative societies in the state of Maharashtra.

Project Team:
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web
ratna awards
2014

Comprehensive
Web Presence - Ministry/Dept.

The Award felicitates a Ministry or 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 its web-based information & service delivery initiatives. Aspects of usability & accessibility are also considered during the judgement process.

WINNERS

Platinum Icon
Ministry of Information and Broadcasting

Gold Icon
Ministry of Health and Family Welfare

Silver Icon
Office of Controller General of Accounts

web
ratna awards
2014

Comprehensive Web Presence
- Ministry/Department

PLATINUM Icon :

Ministry of Information and Broadcasting

http://mib.nic.in

The Ministry of Information and Broadcasting (MIB) is a core body governing the development of various administrative rules and regulations related to broadcasting of films and press in India.

The homepage of MIB website has timestamp, giving last update details. The website has a dedicated Hindi version besides regular English version. The portal has a Google-enabled search facility to search within the HTML content.
The MIB has a significant presence on all social media sites which makes it accessible for users through multiple online platforms.

The website follows GIGW guidelines. It caters the information needs of various stakeholders by providing access to all the policies and guidelines issued by the Ministry. Code Guidelines and Policies regarding Broadcasting, Information and Films can be accessed with ease on the website.

The website is based on Content Management System (CMS). All the Directors of MIB have a unique user name and password to review and update the content. Similarly, each Section Officer also possesses a username and password to update contents in the website. The content uploading is done at the Section Officers' level, which has been reviewed by the respective Directors. Once the content gets approved by the Director, it becomes available in the public domain. Since the content is being reviewed at different levels on regular basis, the content of the website is accurate. The website is being reviewed and updated as and when any new information comes. The FAQ section of the website is reviewed on monthly basis and updated as per the requirements.

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Comprehensive Web Presence
- Ministry/Department

GOLD Icon :

Ministry of Health and Family Welfare

http://www.mohfw.nic.in/

The website of Department of Health and Family Welfare is user-friendly, well structured, and enriched with content. The website comes with a number of special features for assisting visually challenged users and is accessible to all citizens/persons with other disabilities. It has been designed to comply with the mandates of GIGW and conforms to UUU trilogy - Usable, User-Centric and Universally Accessible

Contents have been grouped systematically under drop-down Menu bars, facilitating easy navigation between pages. The necessary business logic incorporated into a CMS has been deployed for updating the website content.

Based on approved Web policies, forms have been prepared for approval process before uploading the contents. The forms have multi-level approvals (By Nodal Officer, JS Concerned and Web Information Manager) to ensure the authenticity and accuracy of the content before it is published.

Content Moderation & Approval Policy and Content Review Policy are in place and have been implemented. All relevant policies have been placed at the bottom of the homepage of the website for public view.

The Web Information Manager (WIM) is responsible for coordinating and ensuring the approval of the contents for the website. Links are updated regularly; broken links are tested on weekly basis.

The redesigned website has a search engine facility for advanced and customized search operations. Search has been facilitated using GoI Search as Service (SaS) available on http://searchservice.nic.in. Responsive version of the website is also available.

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Comprehensive Web Presence
- Ministry/Department

SILVER Icon :

Office of Controller General of Accounts

http://www.cga.nic.in/

Office of the Controller General of Accounts is the apex body of the Civil Accounts Organization catering to the finance and accounts management of ministries / departments of Government of India through the Pay and Accounts Offices. The Expenditure Reporting to the Ministry of Finance on monthly basis and Union Finance Accounts along with other important documents are prepared by Office of the Controller General of Accounts and are published on the website periodically.

The contents are uploaded on the website by the concerned sections/divisions, duly approved and recommended by the Divisional Heads to ensure its accuracy. The contents are reviewed on monthly basis for currency and relevancy. Those documents which are no longer required to be on the main website are moved to the Archives section on regular basis.

The website comes with the facility to search within both HTML and non-HTML files. The website is compliant with GIGW guidelines and has explicitly stated Accessibility Statement, Disclaimer, Privacy Policy, Terms of Use and Site Map.

The bilingual website comes with Screen Reader Access and other accessibility options for readers. It also has comprehensive search facility ensuring quick and easy search by users.

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Comprehensive Web Presence - State

The Award category aims to acknowledge the State/UT of India which has displayed illustrative initiative in establishing comprehensive web presence. The selection criteria includes 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 are also part and parcel of the decision making process.

WINNERS

Platinum Icon

Maharashtra

Gold Icon

Tamil Nadu

Silver Icon

Uttarakhand

web
ratna awards
2014

Comprehensive Web Presence
- State

PLATINUM Icon :

Maharashtra

https://maharashtra.etenders.in

e-Tendering Portal of Maharashtra facilitates government-to-business purchases, sale of supplies and all other related services through internet. The primary objective of this portal is to provide a single point access to the information on procurements made across various government departments. In this way, it intends to improve transparency, efficiency and promptness in government procurement procedures.

The portal provides all aspects of procurement from indent of tender, tender preparation to bidding, bid evaluation and award of contract. At present, e-Tendering is mandatory for all the state departments of Government of Maharashtra.

Information for each supplier is updated on the portal and displayed at the time of transaction. Bidder identity is disclosed only after opening of tender while payment is collected through a payment gateway, thus helping department in curbing cartelization.

Homepage of the portal provides links for the software that are required for working with the application under Download Link section. These links (Open Office, Adobe Reader, PDF Creator, DWF Viewer etc.) point to the Open Source software requiring no licenses for their usage. DWF viewer can be used to view the AutoCAD documents which are uploaded in DWF format. The website provides search facility for HTML pages and also for non-HTML files like .pdf, .doc etc.

Project Team:
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Comprehensive Web Presence
- State

GOLD Icon :

Tamil Nadu

http://www.tn.gov.in

The Government of Tamil Nadu has implemented several e-Governance projects aimed at delivering various citizen-centric G2C, G2B, G2G and G2E services in a hassle free manner. These online services cover every aspect of a citizen's daily life and can be accessed on anytime, anywhere basis. The plethora of services include -Crime and Criminal Tracking and Networking System, MRMBS Maternity Benefit Scheme, Mobile based application for Corporation of Chennai, Online Services for Commercial Taxes Department, Online Services for Transport Department, SMS based Monitoring system for Fair Price Shops for RCS office, Pre examination System for Anna University , Mobile based Monitoring System for Rural Development Department, Automatic Treasury Bill passing System, and many more e-Governance projects cutting across various departments of the State Government.

Tamil Nadu Government disseminates information on its key services through Tamil Nadu State Portal. The content on the portal is uploaded through a CMS. Its workflow comprises of Content Creator, Moderator, Nodal Officer from each of the line Department and a Publisher at the apex. The content has a fixed tenure and is moved to archives section on expiry. The three tier workflow in the CMS ensures accuracy of the hosted content. A team of experts employs various open source tools to monitor the broken links within CMS data. The role of moderator is to ensure the appropriateness of the language. In the final lag, the Nodal Officer approves the content after thorough examination.

The State Government has also infused a great deal of transparency into the system by providing various online platforms for direct engagement with the citizens.

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Comprehensive Web Presence
- State

Silver Icon :

Uttarakhand

http://uk.gov.in

Uttarakhand State Portal contains more than 100 websites of departments, boards, organizations and universities. The Portal is developed in the PHP and customized to update contents as per GIGW guidelines. All websites linked to the portal are managed by different departments independently through single interface. Departments have been given different type of options like add, edit, delete, and publish at the module level to update their information themselves in real time manner. Link to Sugam Sewa has also been provided on the portal, which contains a catalogue of all online services available for the citizens.

Home Page showcases major events like budget, elections and online services. Uttarakhand at a Glance section displays some important figures related to the state. At the bottom of this section there is a link to yearly magazine published by Department of Economics and Statistics. Government Releases section contains latest announcements, news, tenders, government orders and gazettes.

All websites linked in the Portal have some common features like bilingual support, photo gallery, tenders, news, and recruitment section. The portal has a uniform layout and navigation so that users can browse the site conveniently.

Timestamp shows the date of last update done on the website. A fortnightly report is generated to show the latest status of update for each website. Reminders are sent to the user departments accordingly. Weekly review of the portal is carried out to ensure that latest updates are incorporated. Contents are updated by Web Information Managers and then published by the website administrator.

Project Team:
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About india.gov.in

National Portal Project, **india.gov.in** is a Mission Mode Project under the National e-Governance Plan (NeGP) to provide a single window access to the information and the services of the Indian government over internet. Ever since its launch in November 2005, the Portal has been an extremely popular medium, for people across the world, to access the information on all aspects of India and its Government. It is a gateway to over 8000 Indian Government Websites providing a unified interface to these websites and it acts as a logical front- end to the e-government initiatives under various Central /State /UT government schemes and programmes.

Infrastructure setup under the National Portal Project also facilitates launch/implementation of various e-governance initiatives by the Indian Government in a cost efficient and hassle free manner. It also optimizes on the resources particularly skilled manpower needed in the management of the e-Governance infrastructure.

It defines the standards for publishing the information and electronic delivery of government information and services thus facilitating unified, seamless and universal access for the citizens of India from all walks of life and from varied demography. This enhances the quality of content in government web space and ensures compliance with basic standards. Establishing a platform for participation by public in the process of governance is also one of the key deliverables of the project.

Publication of information and documents on the net and online delivery of citizen services also leads to enhance transparency, efficiency in service delivery, reduce corruption and increase public participation, the key objectives of good governance.

An attempt has been made through this portal to provide comprehensive, accurate, reliable and up-to-date information about India and its various facets. A variety of citizen service being provided by the government across different sectors and States/UTs can also be accessed through the portal. Besides, one can find government tenders, documents, policies, forms, schemes, maps etc. on the National Portal.

Team India Portal

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We live in the age of revolution in Information Technology. The universal acceptance of the power of IT to transform and accelerate the development process, especially in developing economies is indisputable. The rapid advance of communication technologies, especially the Internet, has enabled governments all over the world to reach out to their most remote constituencies to improve the lives of their most underprivileged citizens.

National Informatics Centre under the Department

of Information Technology of the Government of India, is a premier Science and Technology Organization, at the forefront of the active promotion and implementation of Information and Communication Technology (ICT) solutions in the government. NIC has leveraged ICT to provide a robust communication backbone and effective support for e-Governance to the Central Government, State Governments, UT Administrations, Districts and other Government bodies. It offers a wide range of ICT services. This includes NICNET, a Nationwide Communication Network with gateway nodes in departments of the Government of India, 35 State/UT Secretariats and District Collectorates to service ICT applications. NICNET has played a pivotal role in decentralized planning, improvement in Government services, wider transparency of national and local Governments and improving their accountability to the people. NIC assists in implementing ICT projects, in close collaboration with Central and State Governments and endeavors to ensure that state-of the-art technology is available to its users in all areas of ICT.

NIC has spearheaded the e-Governance drive in the country for the last three decades building a strong foundation for better and more transparent governance and assisting the governments endeavor to reach the unreached. The India Portal is one of the many projects developed and implemented by the NIC.

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