



सत्यमेव जयते

**GUIDELINES FOR**

**GOVERNMENT ONLINE  
EXCELLENCE AWARDS**

**GOVERNMENT OF MIZORAM**

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## **I. INTRODUCTION**

Government Websites has become an important medium where citizen can get information. It can also be an important tool for Government to interact with the citizen and can be utilized as the delivery channel for services to the citizen. Department Website has become the face of the department and its more likely that the very first-time citizens engage with the Department is by visiting the website of the Department. Successful government websites are consistent, accessible, and current. Now, most of the departments have their own websites. However, many of these department websites are lagging, missing the most important goal: serve the public with up-to-date information. It is the duty as a government to inform the public on the programme, schemes, activities etc. of the government to the public. Websites can be an important tool to fulfil these duties.

Moreover, in our connected, customer-centric world, citizens have come to expect that their needs will be met quickly and frictionless. Government, however, too often offered a different experience. Forms that must be collected in person at the office counter and again to be submitted at the office, payments taken only in cash or check; appointments that must be conducted in person and in offices during office hours only.

Steps must be taken to improve the livelihood of the citizen by creating a citizen centric platform where they can get information, interact with the department, and avail services from the comfort of their home at their fingertip. Websites can be used for this platform to fulfill the needs and expectation of the citizen.

## **II. PURPOSE**

To promote awareness and create constructive competitions with delivering online services, Department of Information & Communication Technology, Government of Mizoram propose creating “GOVERNMENT ONLINE EXCELLENCE AWARDS” for Departments and Institutions that are directly under the Government of Mizoram where Departments and Institutions having the best online system including website, portal and/or mobile apps will be selected based on the several pre-defined parameters.

It is envisaged that Government Online Excellence Awards will further motivate the Department and Institutions in providing the best possible online services to the citizen through online system.

### **III. ARCHITECTURE OF COMMITTEE**

#### **i. Selection Committee for Government Online Excellence Awards:**

Selection Committee will be formed to select the winners based on the report submitted by the Technical Evaluation Committee. The committee will be comprised of the following members:

Chairman	-	Chief Secretary to the Govt. of Mizoram
Member Secretary	-	Secretary to the Govt. of Mizoram, ICT Dept.
Member	-	SIO, NIC Mizoram
Director	-	NIELIT, Mizoram
Member	-	HOD, Mass Communication Dept, MZU
Member	-	Representative, MJA

#### **ii. Technical Evaluation Committee for Government Online Excellence Awards:**

A technical evaluation committee will be formed for evaluating and scrutinizing the websites under Government of Mizoram. This committee will submit report to the Selection Committee for the final selection of the winners. The committee will be comprised of the following members:

Chairman	-	CIO, ICT Dept.
Member Secretary	-	SIO, ICT Dept.
Member	-	IO (i/c Website), ICT Dept.
Member	-	Representative from IT Dept, MZU
Member	-	Representative from NIC
Member	-	Representative from NIELIT

### **IV. AWARD CATEGORY**

The Award will be divided into Four (4) categories

- I.** Official Department Website
- II.** Official Institution Website
- III.** Best Online Service Initiatives
- IV.** Special Recognition

## V. ELIGIBILITY

- i. Any Departments and Institutions directly under the Government of Mizoram having **active online presence (website/portal/mobile apps) of not less than SIX (6) Months** as of the current running financial year under the domain \*.mizoram.gov.in / \*.nic.in / \*.edu.in / \*.ac.in
- ii. Websites / Mobile Apps directly under the administration of Department of ICT will not be considered.
- iii. Each entry for the award maybe considered only for one of the categories.
- iv. For Category III, any initiative receiving the award in the past FY may be considered only after five years and with a new version of the previous initiatives.
- v. For Category IV, Technical Committee may recommend to Selection Committee.

## VI. WEBSITE MANAGEMENT TEAM

- i. Website Management Team is expected to be formed in all the Department as per the OM issued by Department of ICT. The team leader will be the main contact person and representative of the team.

## VII. JUDGING

- i. Selection of the winners will be done by the “**Selection Committee for Government Online Excellence Awards**” based on the report submitted by the “**Technical Evaluation Committee for Government Online Excellence Awards**”.
- ii. For Category I & II, websites will be judge based on the parameters at Annexure-I.
- iii. For Category III, website will be judge based in the parameters of Annexure-II.
- iv. For Category IV, Technical Committee will give recommendations with unanimous decisions that are not eligible under Category I, II and III.
- v. The Committee decisions in all matters relating to this program, including eligibility of the participants and the selection of the winners, will be final and the Committee shall not be obliged to entertain any correspondence or queries in relation to the same.

## VIII. AWARDS

The details of the Awards including certificates will be decided by the Selection Committee for Government Online Excellence Awards.

**PARAMETERS TO BE USED FOR JUDGING CATEGORY I & II BY THE TECHNICAL EVALUATION COMMITTEE.**

Gartner Maturity Model for e-Governance suggest **Four Stages: Web Presence, Interaction, Transaction and Transformation**. Based on these stages, the following parameters are considered for judgement criteria:

**Stage I (60% Weightage): Web Presence** (Evaluate provisions of providing **Basic Information** to the stakeholders). The criteria should consider presence of the most updated relevant information in each criterion wherever applicable.

#	Criteria	Max Weightage	Score
1	Organization Information	10	
2	Citizen Charter Information	6	
3	Official Notification / PR / OM / Circular / News	20	
4	Other Information relevant to the Organization	8	
5	Compliance with GIWG	10	
6	Overall Information Architecture	6	

**Stage II (15% Weightage): Interaction** (Evaluate provisions of **Tools for Interaction** with stakeholders like search engines, documents downloading and emails). The criteria should consider presence of the most updated relevant information and its completeness in each criterion wherever applicable.

#	Criteria	Max Weightage	Score
1	Search Engine Visibility	3	
2	Digital Resources (pdf, ppt, docx, xlsx etc.) relating to organization (Reports / Brochures / Programme or Scheme Guidelines / Forms / Tender etc.)	6	
3	Online Grievance Channel (Contact Us Page / Email / Phone No. / Social Media Account)	3	
4	Effective use of Pictures and Video	3	

**Stage III (15% Weightage): Transactions** (Evaluate provisions of **Online Transactions** including forms submissions, fee payment, tracking applications). The criteria should consider effectiveness and efficiency of the online services wherever possible. Mere presence without effective functionality may not be entertained for score.

#	Criteria	Max Weightage	Score
1	Accepting Online fee payment through any third-party services (mobile app/wallet or UPI / Bharat QR)	3	
2	Integration of Payment Gateway	3	
3	Online Services of Citizen Charter	7	
4	Online application tracking	2	

**Stage IV (10% Weightage): Transformation** (Evaluate provisions of various services integrated with another services-department and whether they are personalized)

#	Criteria	Max Weightage	Score
1	Whether services in citizen charter are available fully online without the need to visit office physically	6	
2	Integration with other services (internal or external) through API	2	
3	Availability of Native Mobile App (Android and iOS)	2	

**NOTE: The Technical Evaluation Committee may review and update the parameters as required.**

**PARAMETERS TO BE USED FOR JUDGING CATEGORY III BY THE TECHNICAL EVALUATION COMMITTEE.**

Cisco Maturity Model for e-Governance suggest **Three Stages: Information Interaction, Transaction Efficiency and Transformation Citizen Centric**. Based on these stages, the following parameters are considered for judgement criteria:

**Stage I (35% Weightage): Information Interaction** (Evaluate provisions of Information, Online Forms and Personalized Portals). This stage should consider the practicality and easability of using the portal wherever possible.

#	Criteria	Max Weightage	Score
1	Availability of proper guide / information about the portal (service) and its usage.	4	
2	Aesthetic (Color Combinations, Fonts and Design)	5	
3	Effective use of any media – picture / animation / video	3	
4	Ease of <b>Registration and Onboarding</b> <ul style="list-style-type: none"> <li>- Data Collection Strategy (Transformation)</li> <li>- Forms Validation (including attachment if any)</li> <li>- Error handling</li> <li>- Notifications (Alerts, SMS, Email)</li> <li>- Password reset</li> </ul>	10	
5	Other Information relating to the online initiatives available prominently and unambiguous	3	
6	Compliance with GIWG	10	

**Stage II (40% Weightage): Transaction Efficiency** (Evaluate provisions of self-service features such as online form submissions, payment gateway integration, error handling, action response). This stage should consider the efficiency of all transactions relating to services available wherever applicable.

#	Criteria	Max Weightage	Score
1	Ease of use of <b>Services</b> <ul style="list-style-type: none"> <li>- Data Collection Strategy (Transformation)</li> <li>- Forms Validation (including attachment if any)</li> <li>- Error handling</li> <li>- Notifications (Alerts, SMS, Email)</li> <li>- Status Tracking</li> <li>- Responsiveness from Staff or Actions</li> <li>- Quality of End Product (Digital Card, Permission etc., if any) and Online Verification</li> </ul>	30	



	- Turnaround time - Technical Support		
2	Accepting Online fee payment through any third-party services (mobile app/wallet or UPI / Bharat QR)	4	
3	Integration of Payment Gateway	6	

**Stage III (25% Weightage): Transformation Citizen Centric** (Evaluate the provisions of transformation with the initiative and its effectiveness).

#	Criteria	Max Weightage	Score
1	Whether services available fully online without the need to visit office physically	10	
2	Integration with other services (internal or external) through API	5	
3	Availability of all or partial services Native Mobile App (Android and iOS)	10	

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**GOVERNMENT OF MIZORAM  
DEPARTMENT OF INFORMATION & COMMUNICATION TECHNOLOGY  
MIZORAM : AIZAWL**

No.A.37020/1/2016-ICT

Dated Aizawl, the 24<sup>th</sup> February, 2022

To,

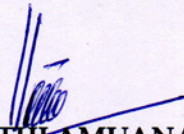
**The Chief Informatics Officer,  
Deptt.of Information & Communication Technology.**

**Subject: Approval of "Guidelines for Government Online Excellence Award".**

Sir,

With reference to your letter No.B.12013/22/2016-ICT (DTE) dated 7th February, 2022, I am directed to convey Government's approval of Guidelines for Government Online Excellence Award and request you to take necessary action from your end.

Yours faithfully,



(Dr. LALTHLAMUANA)

Joint Secretary to the Govt. of Mizoram  
Deptt of Information & Communication Technology

Chief Informatics Officer  
Deptt. of I.C.T

Receipt No. 581

Date 24/1/22

PB of CIO  
Deptt. of ICT  
Receipt No. 224  
Dated : 24/2/22