

# winners

# web ratna awards 09



india.gov.in  
INITIATIVE

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

services, public participation initiatives, outstanding web content, innovativ  
comprehensive web presence - ministry, comprehensive web presence - state

year, nic coordinator of the national portal, best in citizen centric ser-

services, best in public participation initiatives, outstanding web content, innovative use of technology

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Department of Information Technology  
 Ministry of Communications and IT  
 Government of India



National e-Governance Plan



WEB RATNA AWARDS '09 COMPENDIUM

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 Ministry of Communications & IT  
 Government of India

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India Portal Development Team





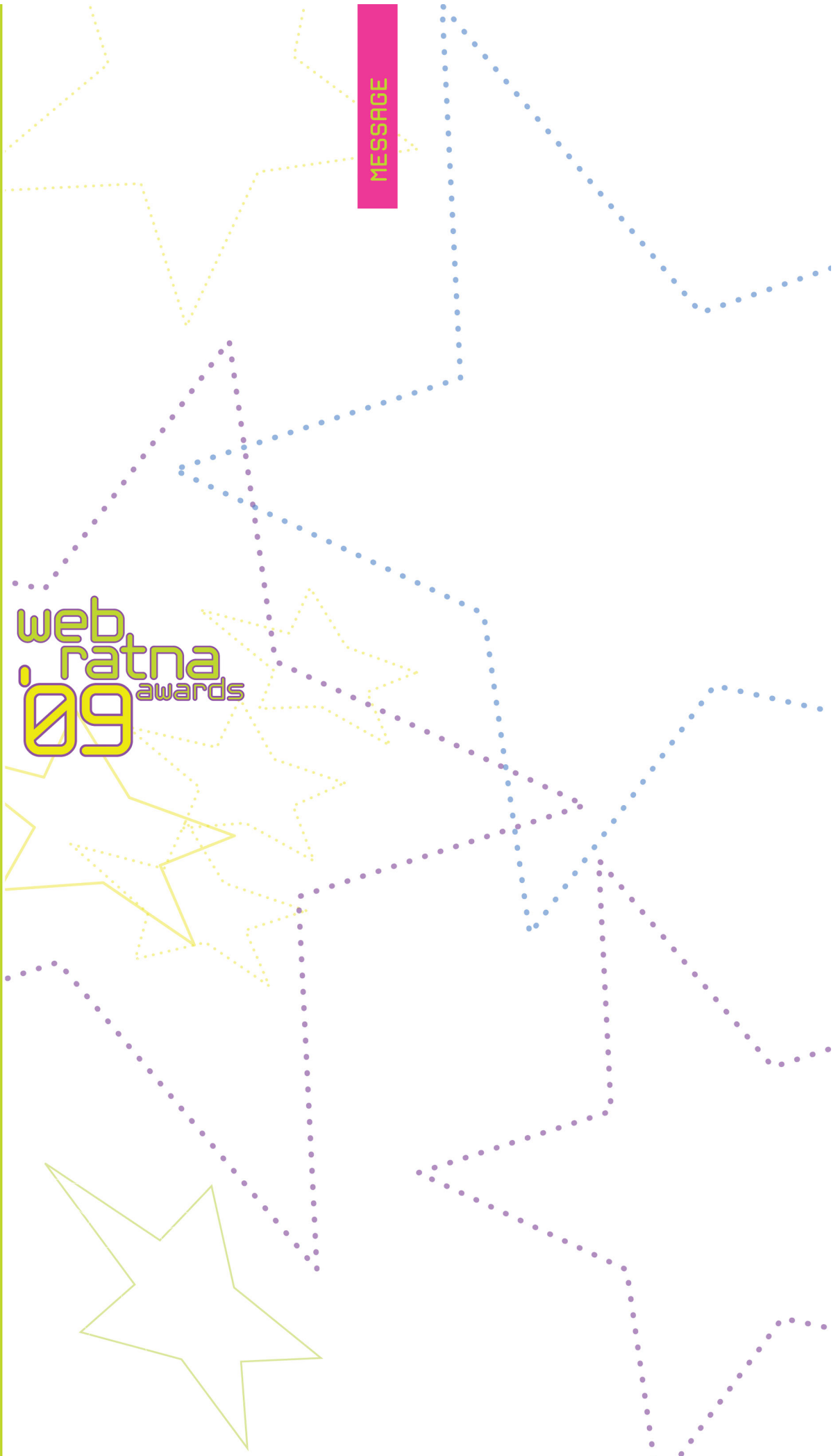
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MESSAGE

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09 awards





श्री. अशोक  
ए. राजा  
A. RAJA



मंत्री  
संचार एवं सूचना प्रौद्योगिकी  
भारत सरकार,  
इलेक्ट्रॉनिक्स निकेतन, 8, सी.जी.ओ. कॉम्प्लेक्स,  
नई दिल्ली-110 003  
MINISTER  
COMMUNICATIONS & INFORMATION TECHNOLOGY,  
GOVERNMENT OF INDIA,  
ELECTRONICS NIKETAN, 8, C.G.O. COMPLEX,  
NEW DELHI-110 003

### Message

It is indeed a pleasure to learn that the National Informatics Centre, Department of Information Technology has conceptualised the Web Ratna Awards to acknowledge and promote noteworthy e- Governance initiatives in India.

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 the power 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.

In order to promote innovative e-Governance initiatives and to harness the medium of World Wide Web (WWW) for delivery of Government Information & Services, **Web Ratna Awards** have been instituted by National Informatics Centre, Department of Information Technology.

I congratulate all the winners of the Web Ratna Awards and wish National Informatics Centre success in this initiative.

  
(A. RAJA)



MESSAGE

web  
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सचिन पायलट  
SACHIN PILOT



संचार एवं सूचना प्रौद्योगिकी राज्य मंत्री  
भारत सरकार  
नई दिल्ली-110 003  
MINISTER OF STATE FOR  
COMMUNICATIONS & INFORMATION TECHNOLOGY  
GOVERNMENT OF INDIA  
NEW DELHI-110 003

### MESSAGE

With the proliferation of Internet, Government websites have become first point of contact between the citizen & the Government. Comprehensive, Universally Accessible & Up-to-date web presence has become a need of the hour.

A lot of initiatives have been taken by government to support the use of ICT in delivery of services to the common man in a simple & convenient manner. Due to its inherent simplicity & ease of use, Word Wide Web becomes a natural choice for delivery of government services.

I am happy to learn that National Informatics Centre, Department of Information Technology has instituted Web Ratna Awards to acknowledge the exemplary initiatives in e-Governance using the medium of Web. Different categories in Web Ratna Awards touch upon different aspect of e-Governance right from web presence to delivery of citizen services to public participation & innovation in use of technology.

I compliment all the winners of Web Ratna Awards 2009 for their exemplary initiatives & wish success to this noble initiative.

  
(SACHIN PILOT)



MESSAGE

web  
ratna  
awards  
09





**R. Chandrashekar**



सचिव  
संचार एवं सूचना प्रौद्योगिकी मंत्रालय  
सूचना प्रौद्योगिकी विभाग  
इलेक्ट्रॉनिक्स निकेतन  
६, सी.जी.ओ. कॉम्प्लेक्स, नई दिल्ली-110003

**Secretary**

Ministry of Communications & Information Technology

Department of Information Technology

Electronics Niketan

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Tel. : (011) 24364041, Fax : (011) 24363134

### **MESSAGE**

National e-Governance Programme (NeGP) lays emphasis on citizen centricity in delivery of Government Services. It suggests leveraging the medium of World Wide Web to enhance the accessibility & reach of Government Information & services across the length & breadth of the nation. Most of the Mission Mode Projects under NEGP therefore use the medium of Web to deliver services to stakeholders be they citizens, business or government itself.

Web Ratna Awards have been instituted to acknowledge and promote exemplary e-Governance initiatives largely using the medium of World Wide Web. Different categories highlight application of ICT in different domains of governance. These Awards not only acknowledge exemplary initiatives & efforts by different ministries, departments as well as individuals but also motivate other departments to take up innovative application of ICT in their respective domains.

National Informatics Centre has played an important role in adoption of information & communication technologies in the government at various levels right from Central, State to District Administrations. They have been associated with major e-Governance initiatives in the country. NIC has also set up ICT infrastructure across the country to facilitate sharing of government information & delivery of government services.

I compliment NIC for taking this initiative and bringing out this compendium. The Web Ratna Awards Compendium acknowledges the efforts of teams & individuals who have been part of these exemplary initiatives. This document will help in widespread dissemination of these initiatives and would also act as a reference for others working in the realm of e-Governance.

I congratulate all the winners of Web Ratna Awards and wish them success in their future initiatives.

  
( R Chandrashekar)

New Delhi  
Dated : March 31, 2010



राष्ट्रीय ई-गवर्नेंस योजना  
National e-Governance Plan



FOREWORD

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# Foreword

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National Informatics Centre had introduced WWW services for the government way back in 1996. We have come a long way from publishing our first website www.nic.in, in 1996, to over 6000 websites today of different ministries, departments, state governments as well as district administrations. These websites have been developed at different point of times by different departments. These websites and portals in Indian government web space use different technologies and are at different levels of maturity. From simply static website to interactive, to websites delivering services online, to websites facilitating public participation for governance. It is truly a diverse collection.

Today, Web has become an important medium for government to disseminate information as well as deliver services to its citizens. It's therefore important that government websites are easy to use, citizen centric & kept always up-to-date. To help these websites enhance their quality & sustainability & maintainability, NIC had formulated guidelines for Indian Government Websites, which have received wide support from all levels in the government. Department of Administrative Reforms & Public Grievances (DAR&PG) has adopted these guidelines as an integral part of Central Services Manual of Office Procedures (CSMOP).

To take these initiatives further, it was felt that we should acknowledge those who have taken exemplary initiatives to disseminate government information & citizen services using the medium of World Wide Web. Web Ratna Awards are announced with this objective to acknowledge those innovative & exemplary initiatives.

I am glad to note that we had an overwhelming response to call for nominations. This Compendium is designed to acknowledge the exemplary e-governance initiatives by all the winners. I congratulate all the winners of Web Ratna Awards. I would also like to extend my sincere thanks to the esteemed Jury for deciding the most deserving entries for conferring the web ratna awards.

**Dr. B. K. Gairola**  
Director General  
National Informatics Centre  
Department of Information Technology  
Ministry of Communications & Information Technology

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PREFACE

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'09 awards



# Preface

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National Portal of India, [india.gov.in](http://india.gov.in) acts as a gateway to government websites, portals and web enabled applications. Launched in 2005, National Portal has come a long way in providing a simple & easy interface to a plethora of Government Information & Services. It is accessed by Indian citizens as well as overseas communities and has thousands of registered users seeking regular updates from the portal.

However beyond a certain level, quality of information or service delivered by National Portal, depends on the quality of individual websites; the primary source of Government Information & Services. It is therefore critical to enhance the quality of Government websites, portals as well as web-enabled delivery of citizen services. Number of initiatives have been taken in this direction at various levels in Government, including Guidelines for Indian Government Websites. It was felt that these initiatives will get further strengthened if we acknowledge the efforts of those who have taken exemplary initiatives using the medium of World Wide Web. This was the genesis of Web Ratna Awards.

With the help of my colleagues at NIC in creating awareness about the Awards, We had an excellent response to the call for nominations from all over India. All the nominations were evaluated by Screening Committee, chaired by Professor M.P. Gupta. Specific evaluation criterion were devised for specific category of awards. Nominations, shortlisted by screening Committee were then presented to our esteem Jury chaired by Secretary (IT). All the shortlisted applications were equally deserving and it was really tough to rank them. I am extremely thankful to Secretary(IT), Shri R. Chandrashekhar and all the members of Jury for their valuable guidance & support during the entire process of evaluation.

I am grateful to my Director General Dr. B.K. Gairola for entrusting his confidence & giving me this opportunity to execute such a prestigious assignment.

I would fail in my duty, if I do not acknowledge the contribution of my colleagues in Data Centre & Web Services Division, without which it would have not been possible to carry out this assignment.

**Neeta Verma**

Project Lead, National Portal of India  
Senior Technical Director, NIC

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# Screening Committee

**Prof. (Dr.) M.P. Gupta**  
Department of Management Studies, IIT Delhi

**Sh. Sanjeev Kumar**, Director (e-Gov)  
Department of Administrative Reforms & Public Grievances

**Ms. Renu Budhiraja**  
Director, Department of Information Technology

**Sh. Rajdeep Sahrawat**  
Director, NASSCOM

**Sh. Shyamanuja Das**  
Executive Editor, Dataquest

**Ms. Neeta Verma**  
Senior Technical Director  
National Informatics Centre

**Ms. Alka Mishra**  
Technical Director  
National Informatics Centre



# web ratna awards 09 Jury

**Sh. R. Chandrashekar**  
Secretary, Department of Information Technology

**Dr. B.K. Gairola**  
Director General, National Informatics Centre

**Sh. D.U. Singh**  
Special Secretary  
Department of Administrative Reforms & Public  
Grievances

**Sh. S.R. Rao**  
Additional Secretary, Deptt of Information Technology

**Dr. Y.K. Sharma**  
Deputy Director General, National Informatics Centre

**Prof.(Dr.) Subhash Bhatnagar**  
Indian Institute of Management, Ahmedabad

**Prof.(Dr.) M.P. Gupta**  
Department of Management Studies, IIT Delhi

**Sh. Som Mittal**  
President, NASSCOM

**Sh. Pradeep Gupta**  
Chairman & CMD, Cyber Media (India) Limited

**Ms. Neeta Verma**  
Senior Technical Director, National Informatics Centre

# web 'ratna 09 awards

Government Ministries / Departments / States are using the medium of World Wide Web to disseminate information about their functions and activities. Number of government services are also accessible through the web. Departments are making innovative use of technology to deliver e-governance services. There are over 6000 Government websites of Indian Government on the web. With the proliferation of internet more and more government information and services are now innovatively delivered through web. In order to promote these exemplary practices in e-Governance, an initiative has been taken to institute Web Ratna Awards. These awards have been instituted under the following eight categories:

1. **Citizen Centric Service**
2. **Public Participation Initiative**
3. **Outstanding Web Content**
4. **Innovative Use of Technology**
5. **Comprehensive Web Presence -Ministry/Department**
6. **Comprehensive Web Presence -State**
7. **National Portal Coordinator of the Year (NPC)**
8. **NIC Coordinator of the National Portal (NCNP)**





## WEB RATNA AWARDS '09

### The process followed...

Online Nominations were called from Government entities and an overwhelming response was received in all the first six categories. However, awards for NPCs and NCNPs were nomination based on their contribution towards the National Portal initiatives were evaluated and nominated by default.

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



CATEGORY:

# Citizen Centric Service

This Award category honours the ICT driven citizen services which have displayed exemplary citizen focus, reach, scope and innovation in approach. The services rendered by these web based initiatives have effectively contributed to an enhancement in efficiency and productivity.

# winners

## Platinum Icon

Indian Railways Passenger  
Reservation Enquiry System

## Gold Icon

HIMPOL: Himachal Pradesh  
Police on Web

## Silver Icon

Bangalore One: Integrated  
Citizen Services Portal





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## PLATINUM Icon:

Indian Railways Passenger Reservation  
Enquiry System[www.indianrail.gov.in](http://www.indianrail.gov.in)

Earlier, Indian Railways had limited options for information dissemination, mainly, Enquiry Terminals at Stations & Interactive Voice Response System. Both options, had issues of long queues, waiting time, limited flexibility etc. Over the years, Railways have built up an elaborate and well established information system to help them in monitoring their moving assets. Indian Railways Passenger Reservation Enquiry System ([indianrail.gov.in](http://indianrail.gov.in)) has been established to provide access to up-to-date information concerning various aspects of train reservation to general public, without any restrictions like user registration, login etc.

This web based service has helped Indian Railways in reducing queue lengths and helped public in getting relevant information conveniently through internet. India has one of the largest numbers of Mobile phone users, therefore all train related information is also available on mobile phones through Short Messaging Service from this website through some of the service providers.

[indianrail.gov.in](http://indianrail.gov.in) is one of the most successful G2C service which has a pan-India coverage. Centre for Railway Information Systems (CRIS) has efficiently and effectively accomplished the task of design, development and implementation of all IT applications for Railways, along with its associated communications infrastructure.



## Nominated by:

Seema Kumar  
General Manager (PRS), Indian Railways  
([seema.kumar@cris.org.in](mailto:seema.kumar@cris.org.in))

## Project Team:

Pitamber Verma, CRIS  
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Partha Majumdar, CRIS  
Rinku Saxena, CRIS  
Arun Uyas, CRIS  
Dinesh Sharma, CRIS

GOLD Icon:

**HIMPOL**  
**Himachal Pradesh Police on Web**<http://admis.hp.nic.in/himpol>

HIMPOL, Himachal Pradesh Police Web Portal is set up to facilitate interaction between the public and police, providing the citizens a platform to interact with police efficiently and effectively. HIMPOL provides facilities like online payment of traffic challans, online complaint/information to the Police Stations and FIR.

Besides this, the Web Portal includes useful information for public as well as for the department like telephone directory of Police officers, necessary guidelines and tips for general public, tourists and foreigners, crime trends, the information under RTI Act, list of Most Wanted & Missing Persons, details of various Community Policing Schemes launched by HP Police.

With the help of this website, the public has also become more self-assertive and the police more responsible. HIMPOL has been a welcome step in dispelling the negative perception of police. This initiative evidences the power and flexibility of ICT in bringing transparency in governance and adapting to the needs of any government department.

**Nominated by:**

O.C. Thakur, IPS  
Inspector General of Police (CID)  
Himachal Pradesh Police

**Project Team:**

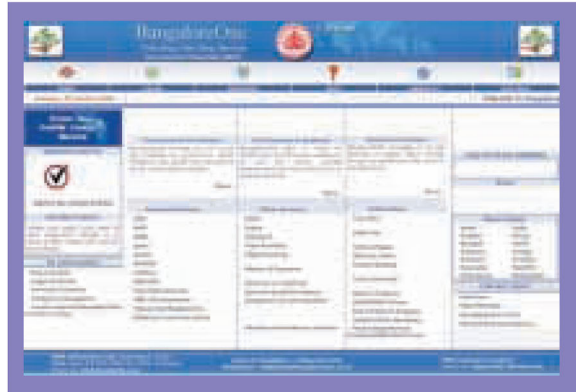
Rajesh Bahadur, NIC  
(sio-hp@nic.in)  
G.S. Gill, IPS, HP Police  
O.C. Thakur, IPS, HP Police  
Ashok Kumar Sharma, IPS, HP Police  
B.K. Aggarwal, IAS, Government of HP  
Dharmesh Kumar, NIC  
Arun Sharma, NIC  
Parveen Sharma, NIC

SILVER Icon:

**Bangalore One:  
Integrated Citizen Services Portal**<http://www.bangaloreone.gov.in>

Effective use of ICT in government administration can greatly enhance existing efficiencies, drive down communication costs, and increase transparency in the functioning of government. The Government of Karnataka's keenness to provide integrated services to the citizens through the use of ICT driven 'One-Stop-Shop' facility has resulted into **Bangalore One**. This Web based application delivers services of various Government departments and private companies through its Citizen Service Centers established in 53 Locations and also through **Bangalore One** Integrated Citizen Service Portal. Consumers can complete end-to-end transactions easily and securely including payment for various utilities.

The architecture of the **Bangalore One** portal is designed to suit the needs of the different category of users. **Bangalore One** Portal has received overwhelming response from citizens of Bangalore and over 23 Lakh transactions have been recorded with a turnover of over 23 crore Rupees from launch till June 2009. **Bangalore One** successfully brings the G2C and G2B services within its purview obviating the need for citizens and business people to visit the Government offices.

**Nominated by:**

Dr.D.S.Ravindran, IFS  
Director, Directorate of EDCS  
(director-b1@karnataka.gov.in)

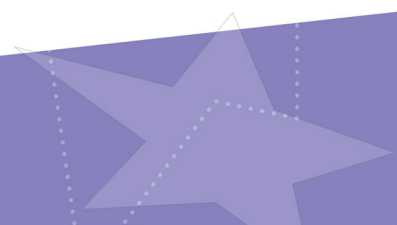
**Project Team:**

M.N. Vidyashankar, IAS  
Govt of Karnataka  
(prsegov@karnataka.gov.in)  
Dr.D.S. Ravindran, EDCS  
H.S. Kumudavally, EDCS  
Ram Mohan, CMS Computers  
Ramachandra Rao, Ram Informatics

# Public Participation Initiative

This Award honours the Government initiatives which have leveraged upon the use of ICT to solicit an active participation of the citizens in the process of governance. The winners under this category displayed relevance of context, mode of participation, involvement of stakeholders and an innovative use of ICT, both for response acquisition as well as analysis of inputs received.





# winners

## Platinum Icon

CIC Online: Filing of Appeal & Complaints online with CIC

## Gold Icon

SANJOG Helpline: Integrated Grievance Redressal System

## Silver Icon

Ideas for CM: Open Opportunity for the Civil Society





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**PLATINUM Icon:****CIC Online:****Filing of Appeals & Complaints online with CIC**<http://rti.india.gov.in>

CIC Online has been implemented with the aim of bringing the multifarious benefits of information and communication technology (ICT) to the grass-roots. In order to facilitate the citizens to file appeal and complaints before the Commission; simple & user friendly online forms have been designed in congruence with the RTI Act. These forms have been completely integrated with the backend system use for online processing of cases. Backend processing system has been enhanced to add the provision of twelve stage workflow with appropriate role based access.

CIC Online system along with its integration with backend is operational at CIC since December 2008 and a large number of citizens are benefited through this mode of participation. System also facilitates proper monitoring of the entire activity of a case from its filing to disposal. CIC Online provides ample opportunity to citizens for voice their concerns.

The CIC Online Filing of RTI Complaint and Appeal with the CIC has institutionalised the convergence of ICT with the Right to Information Act of India. The established provisions of the RTI Act, 2005 regards for a practical regime wherein the citizens can have secure access to information, which have been under the control of Public Authorities (PA) so as to promote transparency and accountability in the matters concerning with and working of the Public Authorities, the Central Information Commission and the State Information Commissions.

**Nominated by:**

**B.B. Srivastava, IAS**  
Secretary,  
Central Information Commission  
(secy-cic@nic.in)

**Project Team:**

**B.B. Srivastava, IAS, CIC**  
**Pankaj KP Shreyaskar, CIC**  
**M. Kamalakkannan, NIC**  
**Durga Prasad Misra, NIC**  
**Paul.S, NIC**

GOLD Icon:

**SANJOG Helpline:  
Integrated Grievance Redressal System**

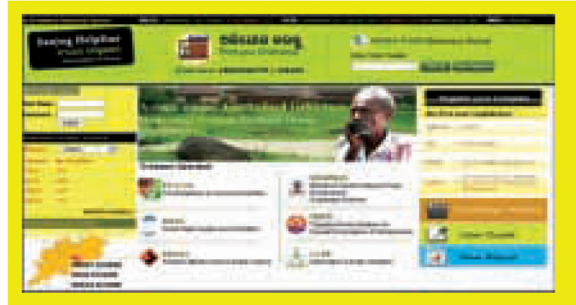
[http:// www.sanjoghelpline.in](http://www.sanjoghelpline.in)

With the advent of ICT in the governing process, today's citizen has become more empowered, enlightened and more demanding as well. In order to meet the citizen expectations, the Government of Orissa has taken numerous ICT driven initiatives for the benefit of citizens.

The Directorate of Public Grievances (DPG), Government of Orissa, promotes ICT as the medium of grievance registration and an aisle for performance assessment of government officials. This website application gives a clear picture how various government programs and their status can be assessed by the people and grievances can be looped in appropriate redressal forums.

**SANJOG Helpline** provides a forum to the government to be in touch with the scheme beneficiaries and allows the citizen to register and address their grievances, via five different modes namely Internet, Toll free number, e-Mail, Fax and Letter.

The citizens can also assess the status of their grievances through a ticket number provided to them. The system has an inbuilt intimation and escalation process, which allows registered grievances to reach the right people in the right place at the right time.



**Nominated by:**

**Pradipta Kumar Mohapatra, IAS**  
Commissioner-cum-Secretary  
IT Department, Government of Orissa  
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**Project Team:**

- Dr.P.K. Rout**  
Govt. of Orissa  
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- Umesh Mishra, OCAC**
- Kalpana Biswal, OCAC**
- Dr.Sanjay Prakash Sahoo, CSM Tech.**
- Pradyut Mohan Dash, CSM Tech.**
- Lagna Pany, CSM Tech.**
- Debashis Pujari, CSM Tech.**
- Rasmikant Das, CSM Tech.**

## SILVER Icon:

**Ideas for CM:  
Open Opportunity for the Civil Society**<http://www.ideasforcm.in>

One of the most fundamental challenges for good democratic governance lies in the ability of the government to associate and engage individuals in a two way dialogue with the government on public issues without depending on vicious interest groups or other intermediaries.

**ideasforcm.in**, an endeavour by Madhya Pradesh state government is an open initiative to develop a citizen participatory model for governance so as to enable the top levels of government, to reach out to those whom they may not have chance to meet in person in spite of their best intentions to do so.

The government has also set up a web based platform through which, citizens can participate in the whole process of development of government policies from formulations to their implementations. The facility for tracking the status of contribution provided to the contributor through the portal gives him a sense of involvement, belongingness and responsiveness which is unusual in government system.

Besides dynamic connectivity of government with the civil society, this intervention greatly contributes to restore public confidence in government, which is one single important factor for good governance.

**Nominated by:**

**Sudesh Kumar**  
Principal Secretary  
General Administration Department  
Government of Madhya Pradesh  
(sudesh953@yahoo.com)

**Project Team:**

**Prof. H.P. Dixshit**  
School of Good Governance & Policy  
Analysis  
(hpdsushasan@gmail.com)

**Iqbal Singh Bains**  
Secretary, Government of MP

**S.P.S. Parihar**  
Secretary, Government of MP

**Anurag Jain**  
Secretary, Government of MP



CATEGORY:

# Outstanding Web Content

This Award felicitates outstanding content published in the government web space. The winners have reflected content packaged from the perspective of the citizens and have adhered to the basic features of usability such as ease of navigation, functional design, accessibility, visual appeal as well as responsiveness towards their visitors in cyber space.

# winners

## Platinum Icon

E-Press Publisher : Press  
Information Bureau

## Gold Icon

India Post

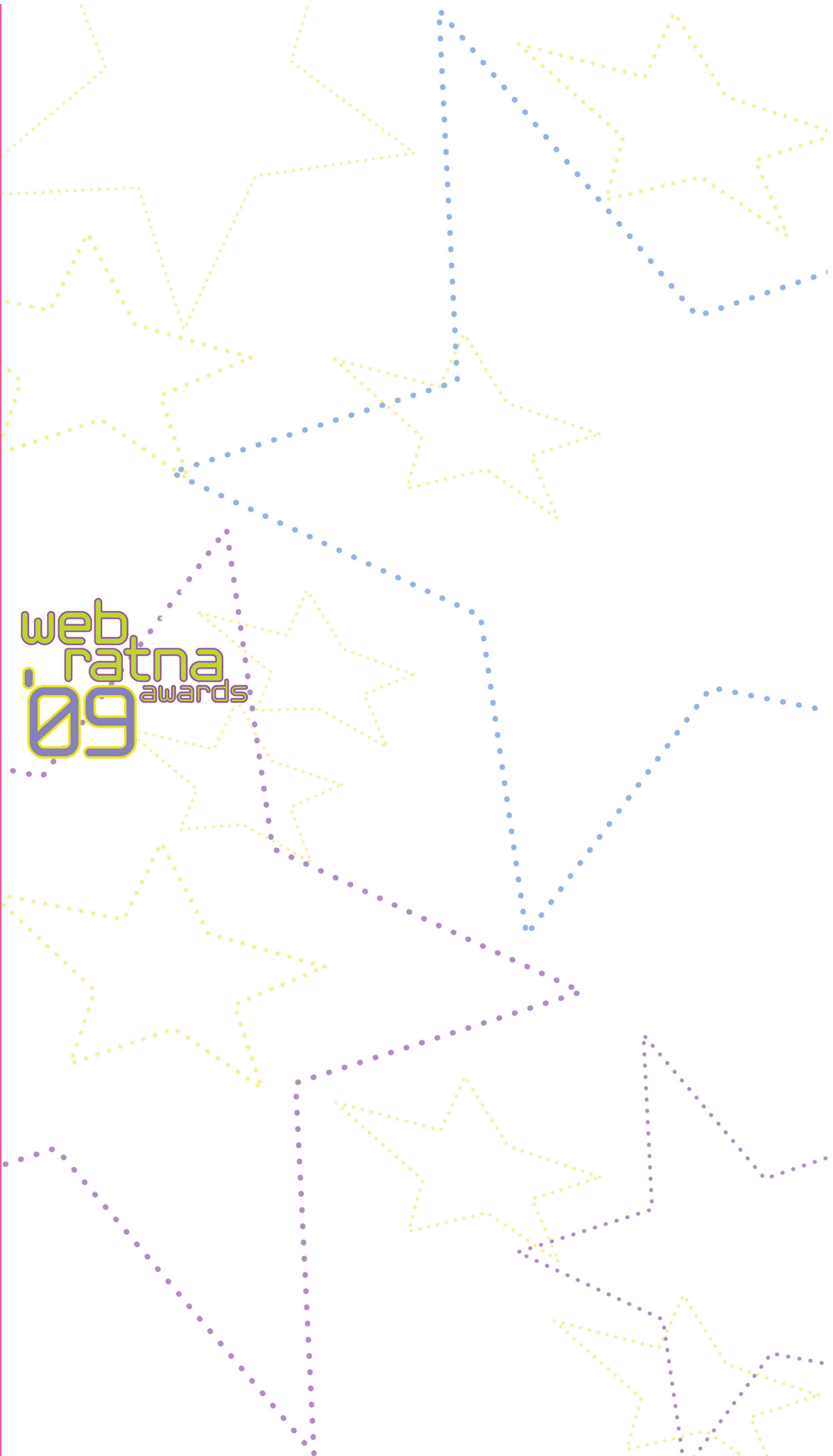
## Silver Icon

Gujarat Tourism





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## PLATINUM Icon:

**E-Press Publisher  
Press Information Bureau**<http://pib.nic.in>

**E-Press Publisher :** The web portal of Press Information Bureau (PIB), Government of India, is the nodal point of information dissemination to the print and electronic media. It has latest Press Releases (English, Hindi and Urdu), Invitations, Photographs, Media Advisory, Audio/Video and Webcasts. Major events like elections, budget and major sporting and cultural events are hyperlinked to provide single stop platform for all governmental news and information.

This web portal also maintains an exhaustive archive of Press Releases, Photos, Videos etc. in an easily searchable manner. PIB website has seven regional websites (Mumbai, Thiruvananthapuram, Kolkata, Hyderabad, Chennai, Bengaluru, Aizwal) giving governmental news and information in different languages. The website is regularly updated number of times during a day, including holidays

The press agency of any country holds a very vital and significant position as it is the nodal point of authentic and relevant information. This web portal of Press Information Bureau website has given complete facelift to the traditional mode of dissemination of information to the press, and has also made the first-hand Government information directly available to the international media and web-surfers cutting across the globe.

**Nominated by:**

Manoj Pandey  
Additional Director General  
Press Information Bureau

**Project Team:**

Subodh Shukla, NIC  
(subodh@nic.in)  
R.C.S. Negi, NIC  
Madhu Aggarwal, NIC  
Pushpa Singh, NIC

GOLD Icon:

**India Post**<http://indiapost.gov.in>

The **India Post** is the website of Department of Posts that provides Information on all products & services of Department of Posts, Facility for online tracking of Speed Post, electronic money order (eMO) and World Net Express as well as facility for PIN Code Search and Postage Calculation. In addition, it has also published the collection of stamps released by the department since 2001.

**India Post** website is all about ICT and digital intervention that has certainly been able to capture the untapped potential of the Internet and has turned it into a tool that is very useful to the common man. [indiapost.gov.in](http://indiapost.gov.in) offers a wide variety of services ranging from Mail based Services to Financial Services, Remittance Services, Life Insurance and Retail Services.

The **India Post** website provides the convenience of browsing and accessing various services from a single point. The site also provides information to visitors without having to call up or physically visit the post offices, resulting in considerable time saving. All requirements from customer point of view are well-explained through the **India Post** website.

**Nominated by:**

**K. Balasubramanian**  
Director  
Postal Training Centre Mysore  
Department of Posts

**Project Team:**

**S. Rajendra Kumar**, Deptt. of Posts  
(rajendra@indiapost.gov.in)  
**P.R. Suresh**, Developer, PTC  
**Nagaraja Mallikarjuna**, PTC  
**P.H. Srinivas**, PTC

## SILVER Icon:

## Gujarat Tourism

<http://www.gujarattourism.com>

A challenge in making a tourism website is compiling and presenting content in a design that does not look overwhelming and at the same time - it is immersive and informative. The Gujarat Tourism website has enormous comprehensive content which is well organised in sections like tourism hubs, destinations, fairs and festivals and travel bookings, making it easy to understand the various aspects that a visitor can look forward while visiting Gujarat. The complete design, look and feel are intended to provide the users a smooth, enriching, uncomplicated and enjoyable experience as they navigate through this website.

This site contains a number of tools to enrich the user experience. Google maps integration is one of them. On different location and destination pages, the users can locate the place on the map and easily find out the geographical location.

The website is primarily focusing on caring and generating goodwill of the people who want to visit Gujarat and also to extend hospitality and sensitivity that this state is known for through the website. Contained with 300 destinations and more than 1000 high quality pictures, it is more of a small visual experience tour to the visitors. The site provides complete details, history, and information on how to reach places making the complete experience enjoyable.



## Nominated by:

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Tourism Corporation of Gujarat Ltd.

## Project Team:

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Harshad Patel, TCGL  
Kirti Thakar, TCGL  
Chaman Chandak, CIPL

# Innovative Use of Technology

This Award acknowledges ICT applications that have made innovative use of technology in the functioning of government, services provided by departments to citizens as well cater to other requirements of Government. Maturity, scalability, sustainability and the impact of Application were also considered.

# Winners

## Platinum Icon

Indian Tsunami Early Warning System

## Gold Icon

The m-Governance Mantra

## Silver Icon

Justice through ICT:  
Video Conferencing between  
Court & Jail





web  
ratna  
'09 awards



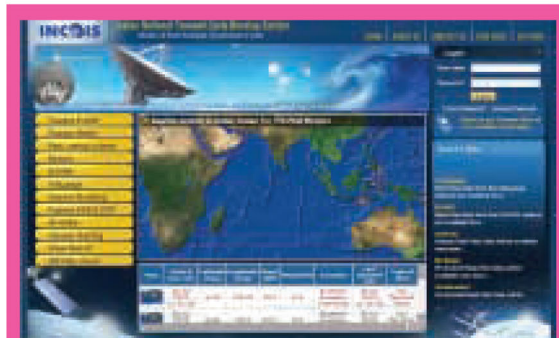
**PLATINUM Icon:****Indian Tsunami Early Warning System**<http://tsunami.incois.gov.in>

India is a country which has the longest coast line with over 400 Million population and has a big threat from calamities originating from the Oceans. The Indian Ocean Tsunami (December 26, 2004) was one of the strongest and the deadliest calamity in the world, which devastated homes, mankind and lot more.

Driven by this national calamity, the Government of India decided to put in place an Early Warning System for mitigation of such oceanogenic disasters, a state-of-the-art Tsunami Early Warning Centre has been established at INCOIS with all the necessary computational and communication infrastructure that enables reception of real-time data from the network of national and international seismic stations, tide gauges and bottom pressure recorders (BPRs). A database of pre-run scenarios for travel times and run-up height has been created using Tsunami N2 model. At the time of an event, the closest scenario is picked up from the database for generating advisories.

The solution has been designed to assist in broadcasting tsunami alerts to citizens through various channels like Radio, TV, public announcement systems and Digital display boards established at various coastal locations.

The citizens can also register on Tsunami website for tsunami alerts through emails & SMS. The sphere of prediction from ICT can be extended to other countries within the region.

**Nominated by:**

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M. Srinivasu, TCS  
P.J.C. Rao, TCS

**GOLD Icon:****The m-Governance Mantra**<http://www.mpforest.org>

Madhya Pradesh, the largest state of the country, about a hundred thousand square kilometers of forests, more than twenty five thousand personnel, more than twenty percent of the planet's wild tigers and the weight of the country's largest forest-fringe human population the task is cut out and straight balance conflicting objectives and expectations.

A simple window based, GPS facilitated, GPRS-enabled mobile PDA was chosen with a touch screen interface reinforced by a simple hardware key layout. The mobile was then loaded with GIS and half a dozen in-house developed forestry applications like that used in tribal claims survey and wildlife management.

From e to m, the journey of good governance had moved to its next logical station from the wire to the wireless, from the desk to the palm and from the stationary to the mobile. This web based application offers Fire Alert Messaging System, Forest Offence Management System, Forest Dwellers Survey System, Forest Financial Management, Wildlife Management System and many more.

Its Wildlife Management has also helped in metamorphosing a solid data-mine which would help not only in better habitat management but also in providing more meaningful inputs for sustaining and enriching basic ecological values.

**Nominated by:**

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Bhagwat Singh, MP Forest Department  
Safi Akhatar, MP Forest Department  
Indra Bisen, MP Forest Department

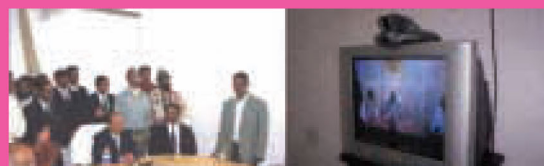


**SILVER Icon:****Justice Through ICT:  
Video Conferencing Between Court and Jail****Intranet enabled**

There are 26 Jails and sub jails in the Jharkhand State, housing about 19,000 prisoners, including 900 hardcore Maoist rebels at present. The total capacity of the jails is however about 13000 only. The prisoners are produced before the court for the trials or routine production. The physical movement of the prisoners involves not only significant expenditure, but also high security risk (the most critical issue for the Government).

During the transfer from the Jail complex to the Court complex, many occupational hazards like swapping of inmates, importing of cell phones, fights among prisoners, organized attacks are some common threats to the jail administration.

An exemplary innovative drive was initiated by the Government of Jharkhand in association with NIC, their technology partner, for establishing Video conferencing setup between various courts and jails. Presently all the jails and the civil courts of the state are covered under this Video Conferencing facility. The usage of this facility is bringing out significant benefits for the Government.

**Nominated by:**

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Sukant Kumar Mohakul, NIC

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CATEGORY:

# Comprehensive Web Presence -Ministry/Department

This Award felicitates Ministries & Departments which have a comprehensive presence in cyber space. Presence was assessed in terms of quantity, quality, spectrum of coverage, innovation, citizen centricity and responsiveness in their web based information and service delivery initiatives.

# winners

Platinum Icon

Department of Economic Affairs

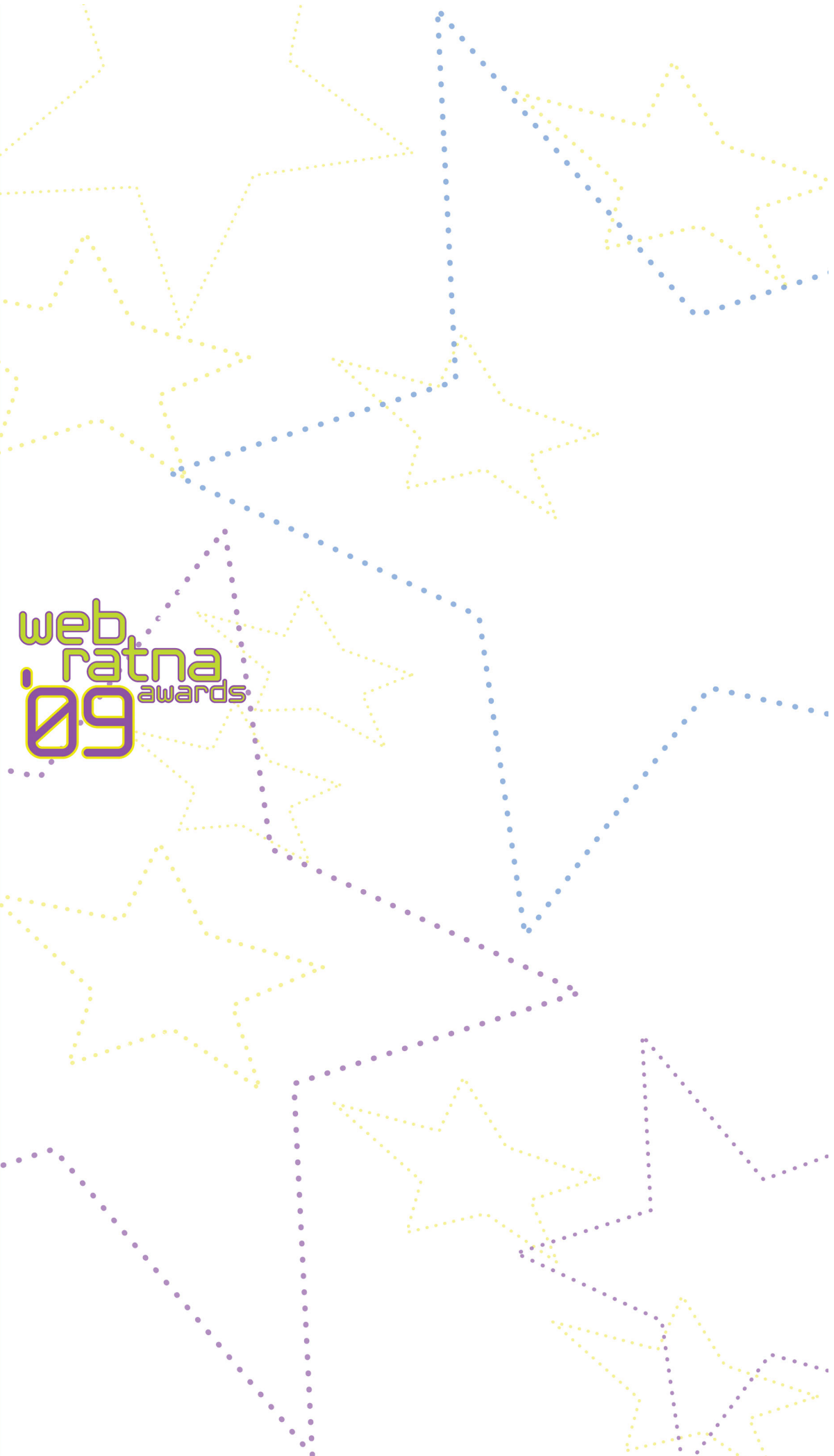
Gold Icon

Rajya Sabha

Silver Icon

Ministry of Rural Development





web  
'ratna  
awards  
09

## PLATINUM Icon:

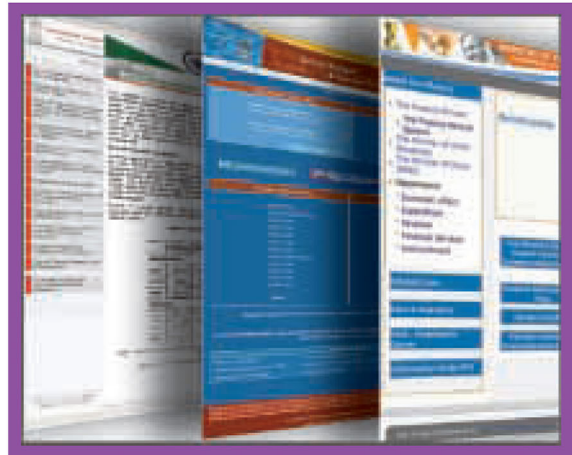
## Department of Economic Affairs

Department of Economic Affairs (DEA) is the nodal agency of the Union Government to formulate and monitor country's economic policies and programmes having a bearing on domestic and international aspects of economic management.

The website on External Assistance maintained by Controller of Aid Accounts and Audit (aaad.gov.in) contains comprehensive information relating to disbursement status on a monthly, quarterly, and yearly basis. The Coordination and Decision Support System (CDSS) is based on a customized version of the Development Assistance Database, following consultations with stakeholders, particularly central ministries, state governments and donor agencies, has been tailored to meet the institutional needs in India.

Information related to Union Budget and Economic Survey is disseminated through the web site [indiabudget.nic.in](http://indiabudget.nic.in). All post-independence budget speeches and economic survey are available on the web site.

The information disseminated by the departmental websites is primarily for other Government Departments and State Governments and other agencies. The objective is thus achieved by disseminating the data in a timely manner. Efforts are made to provide the information in Hindi also and keep the information up-to-date.



## Nominated by:

Dr. Anup Pujari, Jt. Secretary (MI)  
Department of Economic Affairs (DEA)  
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## Project Team:

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Sanjay Kumar, DEA  
Aparna Bhatia, DEA  
S.D. Sharma, DEA  
Madhu Sardana, NIC  
Mahesh Nautiyal, NIC  
Sanjeev Katara, NIC

GOLD Icon:

**Rajya Sabha**<http://rajyasabha.gov.in>

Rajya Sabha , the upper House of the Indian Parliament has been on forefront in implementing the latest ICT tools for processing, storage and dissemination of Information. This citizen friendly website of the Rajya Sabha is a step forward in disseminating all the information about the Rajya Sabha and its secretariat in a more user friendly manner. The website provides up-to-date information and fully adheres to the Guidelines for Indian Government Websites.

The comprehensiveness of the website is really commendable as it provides up-to-date exhaustive information to its stakeholders immediately and instantly. As soon as the information is ready in various sections of the secretariat, it is made available on the website simultaneously. The Websites have been developed keeping in view the requirement of their users who are mainly Members of Parliament, Government Ministries / Departments etc.

Most of the information available on the websites such as list of Business, Bulletins, Bill text, details of Committee meetings etc. helps the Members in discharging their Parliamentary work effectively and efficiently. Research scholars and members of Public also get valuable information from the Website of Rajya Sabha

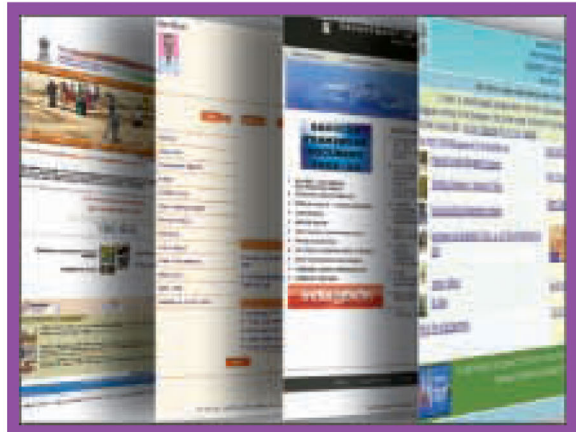
**Nominated by:****Mukul Pande**Director, Rajya Sabha Secretariat  
(mukul@sansad.nic.in)**Project Team:****N.S. Arneja, NIC**  
(arneja@nic.in)**R. Arivazhagan, ASS**  
**Sukhpal Singh, ASS**

**SILVER Icon:****Ministry of Rural Development**

The Ministry of Rural Development, Government of India has been acting as a catalyst effecting the change in rural areas through the implementation of wide spectrum of programmes which are aimed at poverty alleviation, employment generation, infrastructure development, social security, land resource management, watershed management, drinking water and sanitation in rural areas.

The ministry of Rural Development is one of the leading ministries in adopting eGovernance practices in all of their programmes. Rural Water Supply and Sanitation Information System, Land Records, information on rural roads ranging from proposal to execution; National Rural Employment Guarantee Scheme are all using medium of web extensively

The internal automation and information sharing is practiced through an intranet site daily. In fact, it was the first ministry to share the sanction and disbursement of funds details to states/districts on its public portal on daily basis.

**Nominated by:**

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**Project Team:**

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Seemantini Sengupta, NIC  
Anubha Goyal, NIC



CATEGORY:

# Comprehensive Web Presence -State

The Award category honours the States & UTs of India which have displayed exemplary initiative in establishing comprehensive web presence. The selection criteria included 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.



# winners

Platinum Icon

Tamil Nadu

Gold Icon

Himachal Pradesh

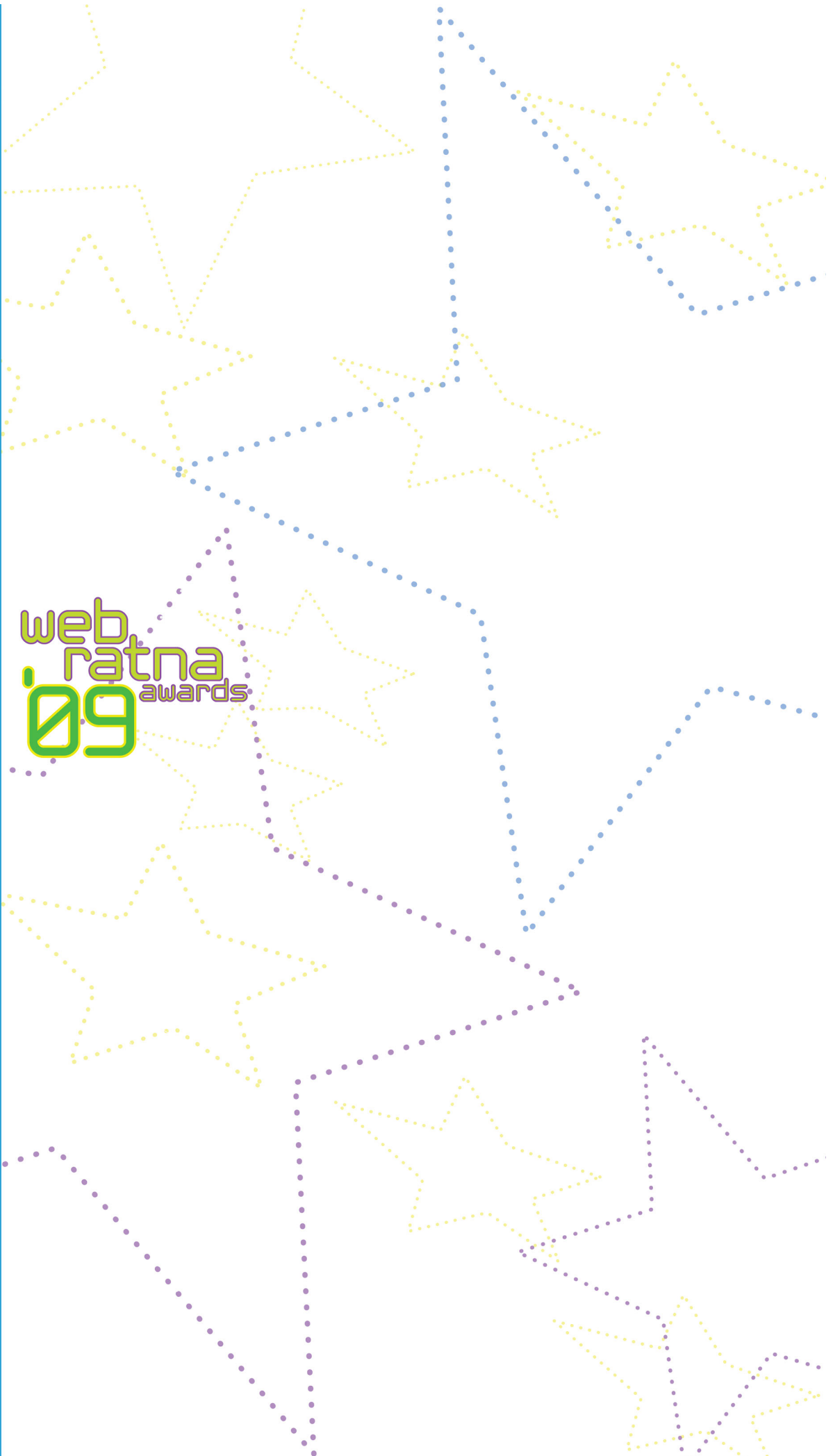
Silver Icon

Chandigarh





web  
ratna  
'09 awards



## PLATINUM Icon:

## Government of Tamil Nadu

<http://www.tn.gov.in>

The Government of Tamil Nadu has pioneered in delivering services to the citizens online by hosting a number of services for many useful citizen centric services and the Government of Tamil Nadu website proved it. **tn.gov.in** extensively covers all areas of communication i.e. G2C, G2B, G2E and G2G, thus touching all significant feature of good e-governance. The website services include dissemination of information, facilitating e-filing of returns, filing of Grievances online and monitoring the status of the same, booking of various services and making payments online. **tn.gov.in** has also contributed most towards development of a content enriched and visually appealing website, enhancing public access and service delivery through use of ICT.



## Nominated by:

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Secretary, IT Department  
Govt. of Tamil Nadu  
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## Project Team:

P.W.C.Davidar, IAS, Govt. of TN  
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Dr.R.Kannan, IAS, Govt. of TN  
S.Machendranathan, IAS, Govt. of TN  
T.Jacob, IAS, Govt. of TN  
Dheeraj Kumar, Govt. of TN  
Hemant Kumar Sinha, Govt. of TN  
K. Srinivasan, IA&AS, GoI  
Arul Mozhi, IAS, Govt. of TN  
K Rajaraman, IAS, Govt. of TN  
P.Krishna Prasad, NIC

GOLD Icon:

Government of Himachal Pradesh

<http://himachal.nic.in>

The real fruit of e-Governance is said to be harvested when the common man gets its benefit. The Government of Himachal Pradesh has been always at the front-end in terms of adopting best ICT practices. The Government portal of Himachal Pradesh is an Endeavour by the different Departments to disseminate information & deliver services to the citizens, business and special interest groups such as employees & students on the Internet. It is an outstanding attempt to integrate various processes of different departments in the web-space.

Information & services are available in the domain of Education, Electoral, Pensions, Judiciary, RTI, Judiciary etc. From simple static websites of almost all Government organisations in the State, complex e-Governance transaction oriented web-enabled applications are available through the portal on a 24x7 basis.

Portal has components for citizen participation such Opinion Poll , Discussion Forums etc. Portal also complies with most of the mandatory requirements of the Guidelines for the Indian government websites



## Nominated by:

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## Project Team:

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Ajay Singh Chahal, NIC  
Sanjay Sharma, NIC  
Vijay Kumar Gupta, NIC

SILVER Icon:

**Chandigarh Administration**<http://chandigarh.gov.in>

The website of Chandigarh Administration is an extraordinary example of how innovatively ICT can be used to provide facilities to the citizen to make them feel closer to the Government. The site is aesthetically designed and developed and has a citizen friendly interface so as to make it easier to navigate.

The site contains up-to-date information on various aspects on the history of the city with special emphasis on planning and architecture, development statistics etc. The website also contains a bank of information for the facilitation of the citizens. This has been efficiently categorised into different sections such as Administration, Departments, e-Governance, Citizen's Facilitation, etc. so that any relevant information required by the citizen is easily accessible.

An innovative section has been introduced which facilitates the citizen to know how to interact with Government offices for simple matters such as 'How to get a Birth Certificate', 'Voter ID card', 'Marriage Certificate', 'driving licence' etc and the same has been named **How Do I?** section.

Apart from the above, statutory information under RTI Act including list of all CPIO's, Citizen Charters for all Departments where citizen interaction is there, have also been made available on the website.

**Nominated by:**

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Chandigarh Administration  
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**Project Team:**

Manjit Singh Brar,  
Director, Chandigarh Administration  
Vivek Verma, NIC  
Jagjit Singh,  
Chandigarh Administration

WINNERS

# National Portal Coordinator

National Portal Coordinators (NPCs) have been appointed in each State & UT as well as Central Government Ministries and Departments to facilitate contribution of content to the National Portal. This award acknowledges the NPCs who have displayed proactive approach and initiative towards content contribution as well as generation of awareness about the National Portal in their respective domains.



Platinum Icon



A.K. Srivastava, IRS

Gold Icon



Sanjay Kumar, IRS

Silver Icon



Shailesh Kumar Singh IRS

WINNERS

# NIC Coordinator of the National Portal

The National Portal Coordinators in each State & UT as well as Central Govt Ministries / Departments are supported by NIC Co-ordinators for National Portal (NCNPs) who are instrumental in providing technical expertise thus ensuring an effective and sustained contribution of information on the National Portal. This Award category acknowledges those NCNPs who have displayed exemplary initiative in fulfilling this mandate.



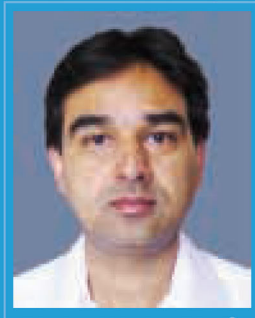


Platinum Icon



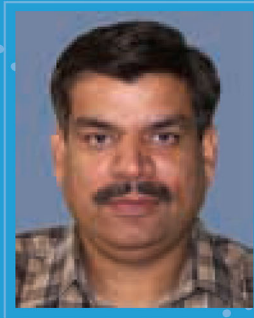
Sanjay Hardikar

Gold Icon



Ajay Chahal

Silver Icon



Vivek Verma

About

# india.gov.in

National Portal Project, <http://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 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 information on all aspects of India and its Government. This is a Gateway to over 6000 Indian Government websites providing a unified interface to these websites and acts as a logical front-end to the e-government initiatives under various Central/State/UT government schemes and programmes.

Infrastructure set up under the National Portal Project also facilitates launch/implementation of various e-governance initiatives by the Indian Government at a much low cost, effort as well as time. It also optimizes on the resources particularly skilled manpower needed in the management of the e-Governance infrastructure.

It also defines the standards for publishing the information and electronic delivery of government information & services thus facilitating unified, seamless and universal access for 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.

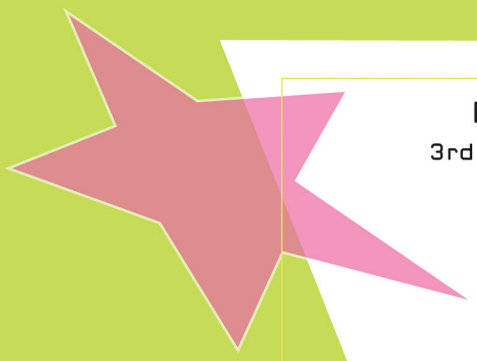
Publication of information and documents on the Net and online delivery of citizen services also leads to enhanced transparency, efficiency in service delivery, reduced corruption and increased public participation, the key objectives of good governance.

An attempt has been made through this Portal to provide comprehensive, accurate, reliable and up-to-date information about India and its various facets. There are exclusive sections on Citizens, Business, Overseas, Government, Know India, Sectors etc. Sections targetting special interest groups such as Government Employees, Students, Kids etc are also special features of this Portal. A variety of citizen services being provided by the Government across 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. Today, National Portal of India is a repository of Government services, Documents, Forms, Schemes, Acts & Rules.

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.

**NIC, 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 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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