



# Foreword

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SECRETARY

The Department of Administrative Reforms & Public Grievances (DARPG) is the nodal department for organization of the presentation of the Prime Minister's Awards for Excellence in Public Administration. The 2021 Awards will be conferred by the Hon'ble Prime Minister to the civil servants and government organizations on Civil Services Day, April 21, 2022 at Vigyan Bhawan, New Delhi. The Awards are in recognition of the efforts made in the delivery and implementation of government schemes and programmes and for innovative practices.

The objective of these Awards is also to recognize outstanding achievement in the delivery of government services. This platform also provides an opportunity to disseminate success stories and best practices. It is hoped that these will serve as models for replication in public administration.

The Scheme has been revamped with a new approach in 2021 with the objective to encourage Constructive Competition, Innovation, Replication, and Institutionalization of Best Practices. Under this approach emphasis would be on good governance, qualitative achievement, and last mile connectivity, rather than only on achievement of quantitative targets. Therefore, the new approach would be towards assessing performance in a scheme holistically and driven by good governance practices steered by technology.

DARPG is proud to have the privilege of facilitating the process selection and presentation of these Awards to deserving candidates every year and to publicize the myriad of experiences that are part of the implementation of good practices.

This Handbook contains information on the Prime Minister's Awards for Excellence in Public Administration 2021 as well as on all aspects of the evaluation process. We hope that it will be informative and useful.

Date:

## Table of Contents

Introduction .....	3
Assessment Process.....	6
Award Categories.....	8
List of the Abbreviations.....	21

# Introduction

Government of India has instituted a scheme in 2006 namely, “The Prime Minister’s Awards for Excellence in Public Administration” - to acknowledge, recognize and reward the extraordinary and innovative work done by Districts/ Organizations of the Central and State Governments.

The Scheme was last restructured in 2020, to recognize the performance of District Collectors towards economic development of the District. The Scheme has been revamped with a new approach in 2021 with the objective to encourage Constructive Competition, Innovation, Replication, and Institutionalization of Best Practices.

Under this approach emphasis would be on good governance, qualitative achievement, and last mile connectivity, rather than only on achievement of quantitative targets. With this in focus the applications for Awards would be evaluated on three parameters: Good Governance, Qualitative and Quantitative.

Further, several schemes are now being implemented in “Mission Mode”, which are characterized by convergence of efforts of community, government, and others, as well as integration of multiple programmes of multiple Ministries/ Departments and the States to achieve desired outcomes. Therefore, the new approach would be towards assessing performance in a scheme holistically and driven by good governance practices steered by technology. Since, under the Mission Mode of implementation, the methodology of planning, preparedness for implementation, mobilization of resources, as well as community mobilization and implementation are structured by the Districts and implementing agencies by factoring in resources available at the local level, such localized governance features in the implementation model would be factored in overall evaluation of an application of Award.

For the year 2021, the scheme for Prime Minister’s Awards for Excellence in Public Administration aims to recognize the contribution of civil servants in:

1. Promoting “Jan Bhagidari” or Peoples’ participation in Poshan Abhiyan
2. Promoting excellence in sports and wellness through Khelo India scheme
3. Digital Payments and good governance in PM SVANidhi Yojana
4. Holistic Development through One District One Product scheme
5. Seamless, End to End Delivery of Services without Human Intervention
6. Innovations

Towards the above stated approach, the applications for the award would be required to cover all the aspects of implementation of a scheme in holistic manner, such as, activities covering production stage, quality control, governance, and outcomes. Any application for the awards is expected to comprise three parts:

- I. **Governance:** To include governance model to implement the programme, capacity/ skill of deployed Human Resource (HR), capacity building mechanism for HR deployed in the

implementation, methodology to enhance transparency, Public Grievance redressal mechanism and its functioning, technology driven governance architecture.

- II. **Qualitative:** Quality Control mechanism, Jan Bhagidari, Capacity Building/ skilling for quality control, behavioral change brought about through the scheme, feedback mechanism and impression of beneficiaries covered under the scheme.
- III. **Quantitative:** to include quantifiable parameters to assess the scheme in holistic manner and covering all the stages of implementation of a programme.

The Districts and the implementing agencies would be expected to emphasize such elements in the strategy that have enhanced quality and good governance in the scheme. The elements of good governance that are to be promoted include measures towards:

1. Enhancing transparency and checking corruption.
2. Effectiveness of administration and regulatory quality
3. Accountability
4. Inclusiveness and community participation
5. Grievance Redressal mechanism and feedback system
6. Quality and Capability of Human Resource and mechanism of capacity building

Further the good governance practices and methodology vary among the Districts/ implementing agencies. The measures introduced to strengthen the scheme administrative architecture on the above stated six parameters may be included in the applications. In assessment of an application for all the Awards the overall weightage for Quantitative, Governance and Qualitative parameters shall be 50%, 30% and 20% for the year 2021-22.

Since “Jan Bhagidari” is an important plank of implementation of government schemes, this would be analyzed by following ecosystem approach, where the contribution of Jan Bhagidari at all the stages of implementation, such as mobilisation, production, quality control, seeking feedback of persons covered, as well as implementation of scheme shall be assessed. Further additional weightage would be given to such applications where the Jan Bhagidari is successfully deployed through novel approaches.

The Innovations category has traditionally received the highest number of nominations. The scheme aims to recognize Innovations at National/ State / District level in 3 separate categories. The scheme will aim to recognize and award projects which demonstrate a high level of impact, sustainability, and replicability. Towards this, along with the evidence of impact of innovation, random feedback of citizens, sustainability plan/ roadmap for the innovative practice, a toolkit for replication would be required to be mandatorily provided by the concerned applicant. Further, such an innovation model is desired to be part of implementation of an ongoing scheme or pertain to governance, rather than being a standalone innovation. The impact of such an innovation in overall achievement/ implementation of scheme would be assessed and the applications would be expected to include supportive evidence/ data.

A total number of eighteen Awards will be presented under the Prime Minister’s Awards for Excellence in Public Administration 2021. A maximum of eight awards shall be given in the category of District

Performance Indicators Programme. Additionally, eight awards shall be given under Innovation General Category. Two awards (one of District and one for others) shall be given for Seamless end to end delivery of service without human intervention.

The awards shall consist of:

- Trophy
- Scroll
- Incentive of Rs. 20 lacs under this scheme to be utilized for implementation of project/ programme or bridging resource gaps in any area of public welfare

The awardees will also be given a Certificate of Recognition, a copy of which will be placed in the APAR of the officer/ team submitting the nomination.

A letter of appreciation to be issued by the Secretary (DARPG) to the officers who have contributed towards the initiative with a copy to Chief Secretary / Secretary of concerned Central Ministry/ Department. A copy of the letter to be sent to DOPT for placing in the Performance Appraisal Dossier of the officer.

The period of consideration for all the categories under the Prime Minister's Awards for Excellence in Public Administration 2021 is from 1st April 2019 to 31st December 2021.

The Department of Administrative Reforms and Public Grievances, Government of India is the administrative department mandated to implement the scheme Prime Minister's Awards for Excellence in Public Administration.

The Prime Minister's Awards for Excellence in Public Administration 2021 shall be conferred by the Hon'ble Prime Minister on Civil Services Day - April 21, 2021 at the Vigyan Bhawan, New Delhi. The occasion commemorates the day when first Home Minister of Independent India, Sardar Vallabhbhai Patel addressed the probationers of Administrative Services Officers in 1947 at Metcalf House, Delhi, he referred to civil servants as the 'steel frame of India'. This occasion is a call to civil servants to re-dedicate themselves to the cause of citizens and renew their commitment to public service and excellence in work.

The program continues to be an annual celebration of the extraordinary and innovative efforts made towards development and inclusive growth of the country.

# Assessment Process

Evaluation Process for the Prime Minister's Awards for Excellence in Public Administration 2021 involves several steps to ensure an end-to-end holistic assessment. The assessment methodology was developed after brainstorming sessions with the line ministries and relevant stakeholders. These meetings resulted in developing an innovative and competitive evaluation methodology for each of the awards as well as simplified and easy to populate application forms.

The Department of Administrative Reforms & Public Grievances (DARPG) developed an online portal ([www.pmawards.gov.in](http://www.pmawards.gov.in)) for registration of Districts and submission of applications forms through the online portal. Several outreach initiatives were taken to motivate the Districts across the country to participate in the Scheme.

Overall, 715 Districts have registered for Prime Minister's Awards for Excellence in Public Administration 2021. Applications for the Awards were invited from 20.01.2022 to 14.02.2022 through the web portal. A total of 2105 applications have been submitted from various Organizations/Districts for the Prime Minister's Awards, 2021 which also includes 847 applications in Innovation category

The applications received will be evaluated on a holistic basis by 3 High Level Committees in a hierarchical manner, followed by the final approval of the Hon'ble Prime Minister.

## **Step I: Short-listing of Districts/ Organizations by Screening Committee (first stage)**

Screening Committee(s) chaired by Additional Secretary level officer(s) shall examine the applications of identified Districts under Scheme 1, 2, 3, 4, 5 and Innovation. Inputs received with respect to holistic approach by the District and evidence of governance improvement done in the District would be taken into consideration.

The Screening Committees would be constituted with the approval of the Secretary (DARPG).

## **Step II: Short-listing of Districts/ Organizations by Screening Committee (second stage)**

Presentations by DCs and other applicants and feedback from beneficiaries/ stakeholders on the applications shortlisted in the first stage will be obtained through a Call-Centre. The feedback will aim to verify whether the stated convergence of schemes and improvement in governance has been achieved. It would also aim to check the level of Jan Bhagidari in the Districts. Screening Committee(s) will then examine the shortlisted applications based on presentations & analysis of feedback received from the Call Centre and will further shortlist the applications.

### **Step III: Evaluation by Expert Committee**

A two-member team of officers of Central Government, not below the rank of Deputy Secretary, will conduct “on the spot study” of the implementation of various award schemes/ initiatives for innovation in Districts/ Organizations shortlisted by the Screening Committee. The team would look at the impact of implementation in inducing a behavioral change and improvement in governance

There would be an Expert Committee headed by Secretary, DARPG. The Expert Committees would evaluate the spot study reports and further shortlist the District(s)/ Organizations for making recommendation to the Empowered Committee chaired by the Cabinet Secretary.

### **Step IV: Recommendation of the Empowered Committee**

The Empowered Committee shall be chaired by the Cabinet Secretary. The Empowered Committee will consider the recommendations of the Expert Committee and may ask the applicants to make a presentation and/ or make such inquiry as deemed fit. The Empowered Committee will then make its recommendations to the Prime Minister for final selection of Awards.

### **Step V: Approval of the Prime Minister for the Awards**

The final list of shortlisted Districts/organizations is approved by Hon’ble Prime Minister.

# Award Categories

The category wise schemes which are identified for evaluation are as follows:

## Promoting “Jan Bhagidari” or Peoples’ participation in Poshan Abhiyan

### About the Scheme

POSHAN Abhiyaan aims to improve nutritional outcomes for children, adolescents, pregnant women & lactating mothers. The Abhiyaan focuses on converting the agenda of improving nutrition into a Jan Andolan through Behavioural Change while addressing malnutrition across the nation through components like Convergence, ICT Application, Community Mobilization and Behavioral Change, Jan Andolan, Capacity Building, Incentives and Awards, and Innovations.

The PM’s Awards Scheme for Excellence in Public Administration 2021 seeks to recognise the contribution of the best performing Districts in Promoting “Jan Bhagidari” or Peoples’ participation in Poshan Abhiyan. A maximum of two awards will be given for the scheme.

### Key Feature of the Scheme

Improvement in the nutritional status of women and children by conducting activities relating to

- Nutritional Parameters
- Community Mobilization
- Improvement of the infrastructure at the Anganwadi Centres (AWCs) in the Districts

### Evaluation Process

The evaluation of an application for this award would be conducted in holistic manner, covering all the stages involved in the Poshan Abhiyan, to obtain an assessment of measures taken in enhancing quality, good governance, along with the quantifiable outcomes.

The parameters identified for evaluation of applications received for Promoting “Jan Bhagidari” or Peoples’ participation in Poshan Abhiyan under the Prime Minister’s Awards for Excellence in Public Administration, 2021 are highlighted in table below:



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**S. No. Parameter****Nutrition parameters**

1. Percentage decrease in underweight children (up to 6 years of age) post identification & treatment
2. Percentage decrease in wasted children (up to 6 years of age) post identification & treatment
3. Percentage decrease in Anaemia in Children (6 to 59 months of age)
4. Percentage decrease in Anaemia in PW&LM and Adolescent Girls (15 to 49 years)

**Infrastructure of Anganwadis**

5. Percentage of AWCs in the Districts where functional toilets are available
6. Percentage of AWCs in the District where drinking water facilities are available

**Community Mobilization**

7. Number of Community Based Event (CBEs) conducted
  8. Number of Poshan Vatika /Nutri Gardens planted
  9. Innovative practices during Poshan Maah
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# Promoting excellence in sports and wellness through Khelo India scheme

## About the Scheme

“Khelo India – National Programme for Development of Sports” is a flagship scheme of the Government of India. It aims at infusing sports culture and achieving sporting excellence in the country thus allowing the populace to harness the power of sports through its cross-cutting influence, namely, holistic development of children & youth, community development, social integration, gender equality, healthy lifestyle, national pride, and economic opportunities related to sports development. The States/UTs are expected to make the most of this Scheme for development of sports and improving the well-being of their citizens. In order that the benefits of the Khelo India Scheme percolate down to the grassroots level, it is envisaged to encourage the Districts to put in earnest efforts to promote physical fitness, identify budding sports talents and provide them all necessary support to excel at bigger platforms.

The PM’s Awards Scheme for Excellence in Public Administration 2021 seeks to recognise the achievements of the best performing Districts towards promoting citizens well-being, nurturing the culture of sports, efforts at bringing in excellence in sports and physical fitness, thereby improving the entire sports eco-system. A maximum of two awards will be given for the scheme.

## Key Feature of the Scheme

- Encouraging the Districts to put in earnest efforts to promote physical fitness
- Identification of budding sporting talent
- Providing budding sporting talent all necessary support to excel at bigger platforms

## Evaluation Process

The parameters identified for evaluation of applications received for Promoting excellence in sports and wellness through Khelo India scheme under the Prime Minister’s Awards for Excellence in Public Administration, 2021 are highlighted in table below:

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### S. No. Parameter

1.	Availability of infrastructure/playfield for sports disciplines
2.	Number of sports persons who participated in Khelo India Youth/School games
3.	Percentage of women participants over total participants in Khelo India Youth/School games
4.	Percentage growth in number of participants in Khelo India Youth Games 2020 over Khelo India Youth Games 2019
5.	Support system provided to ensure inclusivity of the persons with disability in sports

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**S. No. Parameter**

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6. Percentage of schools which are registered as Fit India Schools
7. Percentage of schools who have participated in Fit India Quiz
8. Policies/plans to ensure wider participation of children and youth in Fit India/Khelo India
9. Best Practices by Districts

# Digital Payments and good governance in PM SVANidhi Yojana

## About the Scheme

One of the main objectives of PM Street Vendors' AtmaNirbhar Nidhi (PM SVANidhi) Scheme is to increase the adoption of digital transactions by the beneficiary Street Vendors through a cashback Scheme. The Scheme aims to bring the hitherto unbanked street vendor into the fold of formal banking channels thereby assimilating them into the formal urban economy. The scheme was launched in June 2020 and is operational in more than 4,600 Urban Local Bodies (ULBs), Industrial Development Areas, Cantonment Boards and Hill Area Councils. The Scheme has three distinct components – credit delivery, safety net for vendor's families and digital transactions. The entire scheme including digital transactions is implemented through an innovative digital platform, which connects various stakeholders electronically.

The PM's Awards Scheme for Excellence in Public Administration 2021 seeks to recognise the contribution of the best performing Districts in encouraging digital payments and good governance in PM SVANidhi Yojana. A maximum of two awards will be given for the scheme.

## Key Feature of the Scheme

The activities that would be assessed would include the qualitative, good governance aspects in implementation and quantitative outcomes achieved under the scheme. The good governance activities for digital payment transaction include activities towards:

- Financial Literacy
- Mechanism to check fraudulent activities
- Complaint redressal and mechanism in place
- Facility for taking action on the frauds committed and investigations of offences registered

## Evaluation Process

The parameters identified for evaluation of applications received for Digital Payments and good governance in PM SVANidhi Yojana under the Prime Minister's Awards for Excellence in Public Administration, 2021 are highlighted in table below:

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### S. No. Parameter

#### Engagement of the State in Scheme Implementation

1. Whether the State has provided a ULB-wise disbursement target

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#### Disbursement Efficiency

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**S. No. Parameter**

2. Total eligible applications as on December 31, 2021

3. Total 1st tranche loans disbursed till December 31, 2021

**2nd Tranche loan Coverage**

4. Total 2nd tranche loans disbursed till December 31, 2021

5. Total 1st tranche loans disbursed till November 30, 2020

**Mobilization Efforts**

6. Total eligible applications mobilized till December 31, 2021 as a Percentage of Urban Population as per March 2011 census.

**Repayment Performance**

7. Total 1st tranche loans repaid till December 31, 2021

8. Total 1st tranche loans disbursed till December 31, 2020

**Processing Efficiency**

9. Average days to disburse the loan for all loans disbursed till Dec 31, 2021

**LoR Application Performance**

10. Total Applications for Letter of Recommendation received till Dec 31, 2021

11. Total Letters of Recommendation processed till Dec 31, 2021

**LoR Application processing Efficiency**

12. Average number of days taken to Process LoR applications

**Adoption of Digital Transactions**

13. No of Street Vendors who have received ₹ 100 as average monthly cash back amount till December 31, 2021

14. No of Street Vendors who have received 'equal to or more than ₹75 and less than ₹100' as average monthly cash back amount till December 31, 2021

15. No of Street Vendors who have received 'equal to or more than ₹50 and less than ₹75' as average monthly cash back amount till December 31, 2021

16. No of Street Vendors who have received less than ₹ 50 as average monthly cash back amount till December 31, 2021

17. No. of Digitally active Street Vendors every month

**Administrative efficiency for Monitoring**

18. Was the ULB Level Committee headed by the Municipal Commissioner / Executive Officer

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**S. No. Parameter**

formed?

19. No of Meetings of the ULB Level Monitoring Committee held from August 1, 2020 till December 31, 2021
20. No of ULB Level Monitoring Committee meeting chaired by the Municipal Commissioner/ EO. Please upload minutes of each of these meetings

**Engagement of the District Collector in Scheme Implementation**

21. No of DLBC / MLBC meetings during which the PM SVANidhi implementation and progress monitoring has been an agenda item till December 31, 2021
22. Total number of DLBC meetings conducted from Aug 1, 2020 till Dec 31, 2021

**SV Act Implementation Efficiency**

23. Has the Street Vendor Survey conducted during any of the last 5 years
24. List of identified Street Vendors placed in the Public Domain
25. Integration of Town Vending Plans into the Town Master Plan
26. No. of Vending Zones Notified till December 31, 2021
27. No. of Vending Zones functional till December 31, 2021
28. No. of Street Vendors accommodated in Vending Zones till Dec 31, 2021 (G.O/Notifications allocating space in the Vending Zones to be uploaded)
29. Total number of Street Vendors who have been issued Certificate of Vending till December 31, 2021
30. Total LoRs issued till December 31, 2021
31. No. of (SVs + Family Members) profiled as on December 31, 2021
32. No of Loan disbursed till December 31, 2021
33. No of Scheme Linkages sanctioned till December 31, 2021
34. No of Loan disbursed till December 31, 2021
35. IEC activities taken up for wide dissemination of Scheme benefits to the Street Vendors, including Cashback for Digital Transactions to ensure their participation
36. Dedicated days of the week decided for the processing of Applications.
37. Appointment of Nodal Officers appointed at Zonal /ward Level
38. Number of camps were organized for the Scheme
39. Initiatives taken to simplify and expedite the process of issuance of LoR
40. Any grievance redressal mechanism to help vendors with their queries regarding PM SVANidhi

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**S. No. Parameter**

- |     |  |
|-----|--|
| 41. | Process of grievance redressal                               |
| 42. | Innovative / Best practices undertaken as part of the scheme |
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# Holistic development through “One District One product” scheme

## About the Scheme

In his Independence Day speech in 2019, Hon’ble PM had highlighted the need to channelize the potential and diverse identity in each District of our country to make them export hubs and give impetus to holistic economic development. “One District One Product” (ODOP) scheme is a Mission Mode scheme for holistic development of the District.

The scheme adopts the One District One Product (ODOP) approach to reap the benefit of scale in terms of procurement of inputs, availing common services and marketing of products. ODOP scheme aims to provide framework for value chain development and alignment of support infrastructure towards economic development of the Districts. One product; agriculture and allied product, handicraft etc. have been identified and notified for most of the Districts and Ministry of Food Processing Industries is the nodal Ministry for the implementation of the scheme. Support for the products identified is provided for their processing along with efforts to reduce wastage, proper assaying, storage, branding and marketing.

Under this initiative the Department of Commerce is focusing on agriculture crops on a cluster approach for support for exports under the Agriculture Export Policy, and the Ministry of Agriculture is also focusing on a cluster approach for the development of specific agri-products in Districts having a comparative advantage. The ODOP approach of the scheme aims at providing common facilities and other support services.

The PM’s Awards Scheme for Excellence in Public Administration 2021 seeks to recognise the contribution of the best performing Districts in Holistic development through “One District One product” scheme. A maximum of two awards will be given for the scheme.

## Key Feature of the Scheme

This is a scheme which has recently been initiated and is required to be speeded up to provide economic benefit to the citizens.

## Evaluation Process

The parameters identified for evaluation of applications received for Holistic development through “One District One product” scheme under the Prime Minister’s Awards for Excellence in Public Administration, 2021 are highlighted in table below:

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### S. No. Parameter

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|----|---|
| 1. | Export of Identified Products                     |
| 2. | Number of Startups / FPOs registered              |
| 3. | Number of MSMEs registered with relevant NIC code |
| 4. | Number of Trademarks issued                       |
-



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**S. No. Parameter**

- |    |   |
|----|---|
| 5. | Number of IECs issued                   |
| 6. | Number of new Companies Incorporated    |
| 7. | Other activities (Governance Mechanism) |
| 8. | Technology, Marketing, BSM              |
| 9. | Write up                                |
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# Seamless End to End Delivery of Service without Human Intervention

## About the Scheme

Delivery of service in transparent manner is a priority of the Government. Towards this, seamless end to end delivery of service enlisted in citizen charter through technology tools without human interface is a desirable mode.

The PM's Awards Scheme for Excellence in Public Administration 2021 seeks to recognise the contribution of the best performing Districts and others in Seamless End to End Delivery of Service without Human Intervention. A maximum of two awards will be given for the scheme.

## Key Feature of the Scheme

Since the services of various nature are delivered at the District level, the assessment would be on:

- Service Delivered
- Technology Deployed
- Innovation brought about
- Satisfaction of citizens
- Seamlessness of the process
- Level of human intervention

## Evaluation Process

The parameters identified for evaluation of applications received for Seamless End to End Delivery of Service without Human Intervention scheme under the Prime Minister's Awards for Excellence in Public Administration, 2021 are highlighted in table below:

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### S. No. Parameter

1.	Number of services notified in the citizen charter
2.	Number of notified services which are being provided seamlessly, end to end without any human intervention
3.	Number of notified citizen services which are digital/ provided through defined portals
4.	Number of notified services which are provided through phone based apps and/or through What's App
5.	Number of notified services which have the feature of doorstep service delivery
6.	Number of notified services which have online certificate delivery provision
7.	Notified services being provided as per the timelines prescribed in the Citizen charter to the citizens
8.	Details of the infrastructure available in the District to facilitate the citizen/common person in utilizing the online services

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**S. No. Parameter**

9. Capacity building programmes for citizens to utilise the digitally available online service delivery mechanisms
  10. Number of applications for online service delivery received, disposed and rejected year-wise for the period 1st April,2019 to 31st December, 2021
  11. Appeal mechanism for citizens prescribed in the Citizen charter
  12. Number of appeals received, disposed, and rejected year-wise for the period 1st April,2019 to 31st December 2021.
  13. Online feedback mechanism in respect of online services provided by the District
  14. Average score on citizen feedback of the total number of applications for online service received
  15. Roadmap to make all the notified services digital
  16. Best practices that have been identified, which can be replicated and are sustainable
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# Innovation General Category

## About the award

The Prime Minister's Awards for Excellence in Public Administration Scheme recognizes innovations at Central, State and District, level by officers from all Central Services, as well as from the State Service officers. Nominations can be submitted by Heads of Departments/ District Collectors/ Central and State Governments under the innovation category. In this category awards shall be given to Organizations of Central Government, State Governments and Districts for various innovations like innovations in environment conservation, water conservation, energy, education, health, women & child centric initiatives, sustainable farming (Organic/Natural farming etc.), promoting livelihoods, boosting economy, improving governance, Ease of Doing Business, Faceless Delivery of Public Services, Promoting Digital Payments, Disposal of Public Grievances etc. This is just an illustrative list and innovations in any field of administration are eligible for the Awards.

There will be 8 Awards in this category; two awards each for Central level and State level initiatives while 4 awards will be given to District level initiatives respectively for its demonstration of innovation which is sustainable and can be replicated.

## Key Features of the Award

The award for Innovation (General) will be evaluated based on the following criteria:

- Introducing and implementing an innovative idea/ scheme/project to meet stakeholders' requirement.
- Bringing perceptible improvement in processes/ systems and building institutions.
- Making public delivery systems responsive, transparent, and efficient particularly by leveraging technology.
- Preparedness/ performance in emergent situations, disasters like cyclone, earthquake, flood etc.

## Evaluation Process

Assessment of the award would be structured on the premise stated in the below table.

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### S. No. Parameter

1.	Introduction of a new and unique idea of process: Implementation of a new idea or a creation of a new unique way of doing things
2.	Usage of Technology: Leveraging technology to make an impact on the intended beneficiaries of the innovation
3.	Beneficiary Impact: Impact of the innovation including its problem solving impact and the change it is bringing to the lives of beneficiaries, including beneficiaries from vulnerable sections of

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**S. No. Parameter**

society (SCs, STs, women, PWDs etc.)

4. Replicability and sustainability: Replicability of the innovation and Sustainability of initiative

5. Best Practices: Identification of any best practices as part of the innovation

## List of the Abbreviations

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<b>S. No.</b>	<b>Abbreviations</b>	<b>Details</b>
1.	PMEPA	Prime Minister's Awards for Excellence in Public Administration
2.	DARPG	Department of Administrative Reforms and Public Grievances

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<b>S. No.</b>	<b>Abbreviations</b>	<b>Details</b>
3.	DC	District Collectors
4.	ODOP	One District One Plan
5.	PM	Prime Minister
6.	SVANidhi	Street Vendors' AtmaNirbhar Nidhi
7.	HR	Human Resource
8.	DOPT	Department of Personnel & Training
9.	ICT	Information and Communication Technology
10.	AWC	Anganwadi Centres

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