Delivering better governance through ICT

A case study of E-Seva in Andhra Pradesh

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Overview

- E-Governance

- Before and after eseva

- Services offered

- Structure

- Impact on society

- Success factors (Take aways)

- Obstacles in the path

- Future scope

E-Governance

- Delevering better services is responsibilty of Govt

- It is the transformation of government to provide Efficient Convenient & Transparent Services to the Citizens & Businesses through ICT

- Leads to increased transperency,openness,better services

- Andhra Pradesh is the first state in India which successfully implemented .

In the past

- People used to face lot of problems while paying bills, getting certificates, knowing right information etc

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In the past ..

- Long queues

- Slow services due to manual operations

- No co-operation from staff

- Running around various departments

- Waste of time

- Strict timings and no punctualty in staff
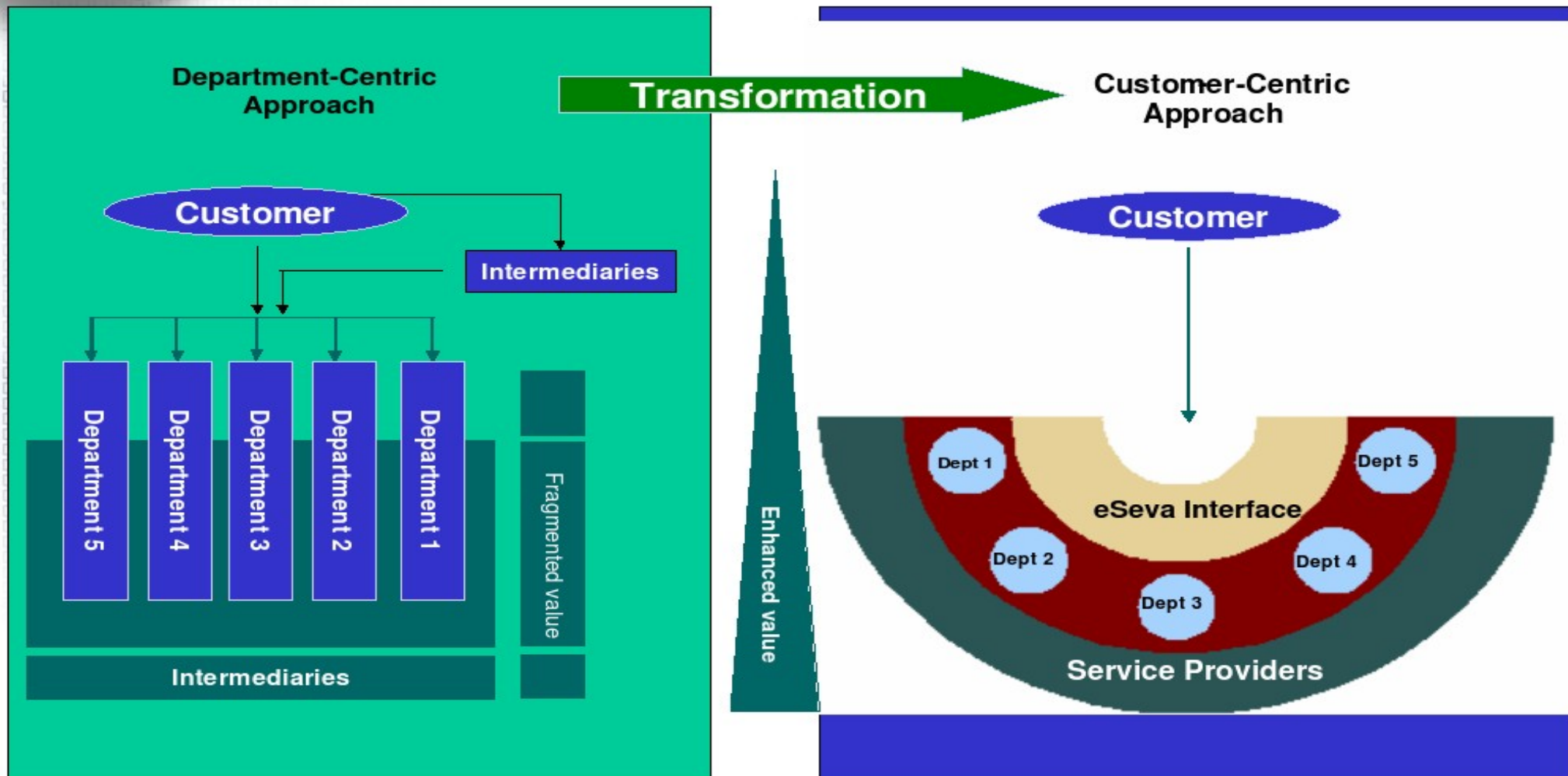
E-Seva

- Electronic -citizen services via Public-Private-Partnership

- One stop shop providing wide spectrum of services covering almost all Govt Depts

Main theme

eSeva Value Proposition

Services

- Payments of bills & taxes like electricity,Road tax

- Registrations & Certificates like Birth

- Filing applications like passport

- Payments like cellphone bills, Cinema tickets

- RTC bus passes,Courier services

- Information like Exam results
  More to come ....

Some facts

- Started in Hyderabad in 1999 with 6 services, 1000TpM

- Now More than 200 services, Present in Big villages too with 15M TpM (transactions per month)

- Open for more than 18Hrs a day .Avial on holidays too

- Can avial servies at any center, any counter

- Now Online services like Internet and mobile payment also available

- Fast, Easy, Co-operative,Flexible operations

Network Structure
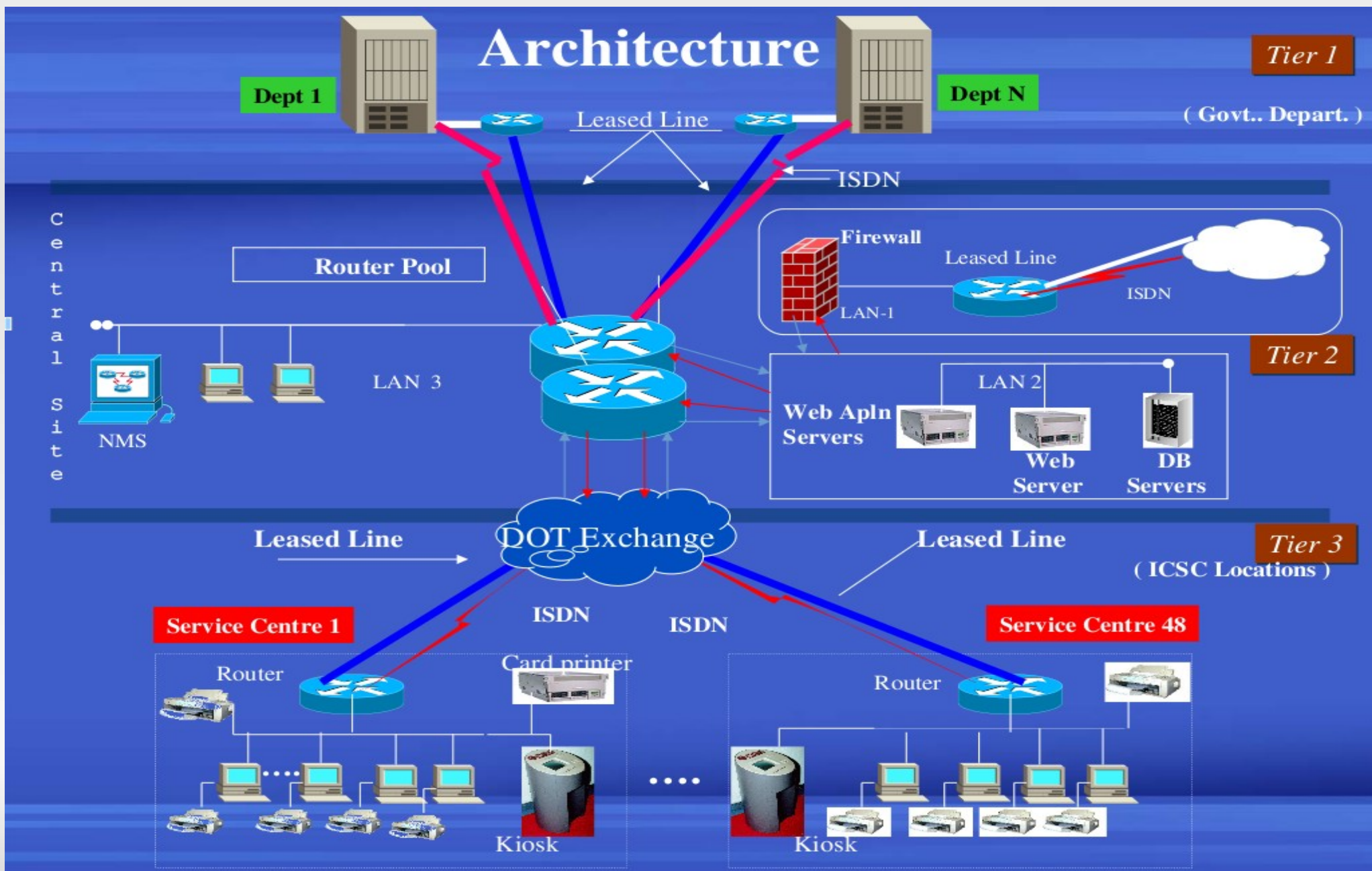
Business Model :PPP

- Public-Private-Partnership:

  Govt provided buildings.

  Partner established the entire system•

  Management & operations by Partner

- Policy decisions and top levele Admn by Govt

- Partners paid on per transaction basis

- Salaries of counter agents by banks involved

- Win-Win for both since less cost for Govt and profitable for Private and

Honors

- Computerworld Honors (USA) 2002

- CAPAM Commendation 2002

- National e-Governance Award 2003

- CAPAM Silver Award 2004

- Reognised by other states and countries as a model must be implemented

Present

- Adding more services

- Adding service centers to enhance convenience and increase volumes like :
  eSeva counters in banks assisted by operator ,
  AP online kiosks – assisted by operator in rural areas ,
  Access portal directly via Internet

- Enhancing revenues through advertisements on bills and marketing

- Many ways of payment:direct debit/credit card/one check

Impact

- Better,cheaper and faster services at one place

- Reduced burden on people and Govt Depts

- Creating employment in operating the centers and kiosks

- Rural Eseva project (West Godavari district) run by self-help groups of women from poorest segments of society

- Increased revenue and reduced costs for Govts

Critical Success Factors

- Strong Political support

- Leadership & Vision

- Commitment at official level

- Addressed the felt needs of people

- Scalable Architecture
  - From 1000 to 1.7 mil transactions per month

- Robust business model
  - Win-Win-Win situation

Obstacles in the path

- Broadband Network connectivity and power problems in rural areas

- lack of motivation to setup in villages since not readily economically viable

- need to discover a basket of services in rural areas

- Lack of better quality of service at times of heavy rush

- quality and training of staff

Future

- Door-to-door bill delivery and payments

- SMS-based services like Billing information and Bill payments

- Spreading to rural areas by operating the kiosks.

- promoting self-employment by training the kiosk operators in rural areas

- More services and better network connctivity to rural areas

Conclusion

- Largest and most successful Integrated services project in India

- Understanding the needs of the people is important

- Participation by private is definitely good if proper service model exists

- Enough motivation to implement in other places too

- ICT if used in a systematic way deinitely results in developement of society.

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Thank You

Suggestion ??