

Economic & Social Affairs

Compendium of Innovative E-government Practices



United Nations

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S o c i a l A f f a i r s

Compendium of Innovative E-government Practices

Volume II



United Nations

Department of Economic and Social Affairs

Compendium of Innovative E-government Practices Vol. II



United Nations
New York, 2006

DESA

The Department of Economic and Social Affairs of the United Nations Secretariat is a vital interface between global policies in the economic, social and environmental spheres and national action. The Department works in three main interlinked areas: (i) it generates, compiles and analyses a wide range of economic, social and environmental data and information on which Member States of the United Nations draw to review common problems and to take stock of policy options; (ii) it facilitates the negotiations of Member States in many intergovernmental bodies on joint courses of action to address ongoing or emerging global challenges; and (iii) it advises interested Governments on the ways and means of translating policy frameworks developed in United Nations conferences and summits into programmes at the country level and, through technical assistance, helps build national capacities.

Note

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area, or of its authorities, or concerning the delimitation of its frontiers or boundaries.

The designations "developed" and "developing" economies are intended for statistical convenience and do not necessarily imply a judgement about the stage reached by a particular country or area in the development process.

ST/ESA/PAD/SER.E/96

United Nations publication
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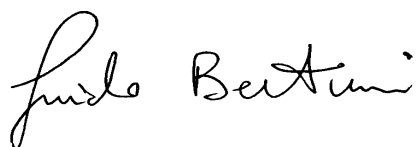
Foreword

The potential benefits of online service provision are increasingly being recognized throughout the world by governments at the national, regional and local levels. Governments' use of the Internet to deliver government services has revolutionized the speed and effectiveness of government service delivery and public administration. The benefits of online service delivery manifest themselves in a faster, cheaper and more personalized and efficient service delivery that citizens and businesses can access 24 hours a day, seven days a week.

Governments increasingly recognize that e-Government offers not just a new technology, but also a mechanism to transform the way government operates. Moving services online involves redesigning organizational structures and processes according to the citizens' and businesses' needs. It also entails integrating services across different governmental agencies, in an effort to simplify interaction, while reducing cost structures and improving overall service delivery. E-Government initiatives need to adopt a whole-of-government approach.

Given the complexity of e-Government operations, in an effort to make the path to e-Government clearer and more easily accessible, UNDESA has embarked on an ongoing effort to compile cases of innovative e-government applications from all geographical regions of the world. This Compendium aims to promote knowledge sharing and exchange of proven e-government applications among the countries, thus reducing the costs involved in setting up completely new systems.

This Compendium is volume II of the series.

A handwritten signature in black ink, reading "Guido Bertucci". The signature is fluid and cursive, with the first name "Guido" written in a larger, more prominent script than the last name "Bertucci".

Guido Bertucci
Director
Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs

New York, August 2006

Acknowledgements

The United Nations Department of Economic and Social Affairs (UN/DESA) Compendium of Innovative E-government Practices was finalized under the guidance and direction of Mr. Guido Bertucci, Director of the Division for Public Administration and Development Management of UNDESA. It was developed by the Knowledge Management Branch under the supervision of Ms. Haiyan Qian, Chief of the Branch.

Ms. Barbara Ubaldi coordinated this effort, assessing the eligibility of the cases for inclusion and organizing them by functionality. Mr. Michael G. Mimicopoulos was the substantive editor. Technical support was provided by Ms. Nirjhari DeLong. Ms. Shuang Hu, an intern, identified and compiled one third of the newly added cases, while another intern, Ms. Suthasinee Suwanno identified and compiled about one fifth of the cases.

We would like to thank all the institutions and individuals that submitted their proposals for the Compendium and those institutions and individuals that gave us permission to use their case studies.

Executive Summary

As information and communication technologies (ICTs) are dramatically changing the lives of people around the world, governments must come to grips with finding solutions that will increase public value to their citizens.

Drawing on the main themes of the United Nations Global E-government Readiness Reports of 2004 and 2005, the citizen should be viewed as the focal point of e-government activities. Although many countries have implemented one-stop portals, online transactions and e-participation possibilities, developing public value in e-government is at the initial stages of conceptualization and implementation. As a result, not all e-solutions and e-services that governments provide necessarily meet the needs of the ordinary citizen.

The main objective of developing the UN/DESA Compendium of Innovative E-government Practices as an ongoing project is to create a venue for promoting innovative e-government solutions, services and products developed and yet to be developed by governments. The Compendium also enables South-South and North-South information-sharing of their respective experiences and innovative practices. In both cases, the focus is on hastening innovation and creating public value for the citizenry.

As noted in the Tunis Agenda for the Information Society of the World Summit on the Information Society in 2005, advances in ICTs, and high-speed data networks are continuously enhancing the prospects for developing countries and countries with economies in transition to participate in the global market for ICT-enabled services on the basis of their comparative advantage. These emerging opportunities provide a powerful commercial basis for ICT infrastructural investment in these countries. The implementation of an e-government strategy encompasses developing a national strategy and creating e-solutions, e-services and e-products for the citizen.

The Compendium does not promote one solution over another but rather exposes e-government practices that place the citizen in the forefront. It contains practices from all regions while maintaining a geographical distribution. It embraces any theme that provides public value to the citizen. The Compendium covers a wide range of innovative practices, such as creating a government portal, providing critical information on agriculture, sharing information on the human immunodeficiency virus and the acquired immunodeficiency syndrome (HIV/AIDS), finding an innovative way of engaging in e-commerce in developing countries, enhancing public/private partnership and facilitating the interaction between government and its citizens.

A number of regional initiatives have embarked on a regional e-government strategy to support their respective citizens, notably, the New Partnership for Africa's Development (NEPAD) in Africa, eLAC 2007 for Latin America and the Caribbean, and some initiatives in Asia. UN/DESA will use these platforms as a foundation in identifying e-government practices that best represent an added benefit to the people. E-government practices should be shared in a user-friendly way. The Compendium serves as an Internet-based vehicle that can be easily accessed through the United Nations Online Network in Public Administration and Finance (UNPAN) portal.

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Explanatory Notes

,	A comma is used to indicate thousands
.	A full stop is used to indicate decimals
-	A hyphen between years, as for example 2000-2006, denotes the beginning and ending years
..	Two dots indicate that data are not available
\$	Reference to dollars (\$) indicates United States dollars

The following abbreviations and acronyms have been used:

AiDA	Accessible Information on Development Activities
APC	Association for Progressive Communications
ARMA	<i>Atlas du risque de la malaria en Afrique</i>
ASYCUDA	Automated System for Customs Data
CAD	Computer-aided design
CARICOM	Caribbean Common Market
CSO	Civil society organization
ECD	Early Childhood Development
EDA	Electronic development application
G4C	Government for Citizen
GIS	Geographical Information System
GovNet	Government electronic network
HIV/AIDS	Human immunodeficiency virus/acquired immunodeficiency syndrome
ICT	Information and communication technology
IDRC	International Development Research Centre
ITU	International Telecommunication Union
LAN	Local Area Network
MARA	Mapping Malaria Risk in Africa
MENA	Middle East and North Africa
NEPAD	New Partnership for Africa's Development
NGO	Non-governmental organization
OPEN	Online Procedures Enhancement for Civil Applications
PDA	Personal digital assistant
PDF	Portable Document Format
REALIS	Real Estate Information System
RECUP	Single Regional Centre for Health Services Booking
ROE	Record of Employment
TSD	Trade and sustainable development
UN/DESA	United Nations Department of Economic and Social Affairs
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNPAN	United Nations Online Network in Public Administration and Finance
URA	Urban Redevelopment Authority
XML	eXtended Markup Language

Innovative E-government Practices

Introduction

The UN/DESA Compendium of Innovative E-government Practices is a compilation of case studies of innovative e-government solutions, services and applications with elements of transferability and adaptability. In developing this online Compendium, UN/DESA aims to provide not only a tool for knowledge management but also a venue for the promotion and sharing of these cost-effective, value-added innovative solutions. Since the Compendium is an ongoing project, UN/DESA will continue to solicit and identify innovative practices from all corners of the globe for inclusion in later editions of this Internet-based resource.

The selected cases are organized by region, including Africa, Asia and the Pacific, Europe, North America and the Caribbean, and Latin America. In this edition, there are 48 countries and 107 case studies, as shown in the matrix below.

Matrix of Case Studies

Theme	Country	Title
Citizens' Service Delivery	Armenia	E-Visa
	Australia	The Customer Services Online (Centrelink)
		E-visa
		The Australian JobSearch
	Austria	Central Register of Residence (CRR)
	Bangladesh	The Electronic Birth Registration Information System (BRIS)
	Belgium	The Belgian e-ID cards
	Brazil	The Time Saver Centres
		The Citizen Assistance Service Centers (SAC)
		E-poupatempo
	Canada	The Employment Insurance (EI)
		The Online Labour Market
		Canada Border Services Agency
	China	Zhongguancun Business E-Park
	Egypt	Free Internet Project
	Estonia	Special Citizens Web Portal
	Germany	The Bremen Online Service
		Online Civil Registration
	Greece	The Citizen Service Centers (KEPs)
	Hungary	Business Incubators
	India	Single Window Cell (SWC)
		Computerization of Passport Issuance System
		The Computerized Bus Pass System
		The Public Distribution Management Systems
		FRIENDS: The Online Citizen Payment
		The E-district
		Bhoomi: The Online Delivery of Land Titles
	Ireland	The Inter-Agency Messaging Service
		The e-Enabled Child

Theme	Country	Title
	Malaysia	Malaysia smart card (national ID card)
	Poland	Complex Computer System (KSI) for the Social Insurance Institution (ZUS)
	Regional	The Caribbean Pest Information Network (CariPestNet)
	Singapore	The BizFile System
		The Car Park Portal
		The Electronic Development Application Module (EDA)
	Sweden	The Swedish National Labor Market Board (AMS)
	Trinidad and Tobago	The Home Application and Fulfillment System
	United Kingdom	Wireless Devices for Parking Controls
		3 Islands Partnership (3IP) Project
		Fife Direct
	United States	Arkansas STAR: SStreamline Auto Renewal program
		Oregon Helps Project
Citizens' Service Delivery, E-commerce	Singapore	The Online Application System for Integrated Services (OASIS)
Citizens' Service Delivery, E-participation	Spain	The Modernization Program 2004
Citizens' Service Delivery, E-Justice	India	The Computerized Interstate Check Posts (CICs)
Citizens' Service Delivery, Gender Equality	India	E-Seva Centers
Citizens' Service Delivery, Information Access	Australia	The Business Entry Point (BEP)
	Azerbaijan	Regional Information Centers (RICs)
	Bahrain	The Bahrain eVisas System
	Canada	The Government On-line Initiative
	France	The "Service-Public Local" Platform
	India	The Vijaywada Online Information Center (VOICE)
		Drishtee
	Malaysia	Electronic Labor Exchange (ELX)
	Saudi Arabia	Ministry of Hajj Portal
	Singapore	The Singapore ONE: Universal Access to Broadband
	United States	Commonwealth Access to Social Service

Theme	Country	Title
Citizens' Service Delivery, Information Access, E-participation	India	LokMitra - the Web-enabled Government-Citizen Interface
Citizens' Service Delivery, Information Access, Health	Germany	The Virtual Assistant – Clara
Citizens' Service Delivery, Information Sharing/Access	Australia	Land Victoria – The Land Channel Website
Crisis Management	Regional Africa	The High-tech Weather Services Network
E-accounting	India	Khajane
E-commerce	Australia	The AusTender: The Australian Government Tender System.
	Ghana	The E-Commerce for Non Traditional Exports Project
	Jamaica	The Jamaica Trade Point (JTP)
	Regional Africa	The Virtual Souk
	Singapore	The Home Office Scheme
E-commerce, Citizens' Service Delivery	India	Dairy Information System Kiosk (DISK)
	Viet Nam	The Online Business Service
E-customs	Jamaica	The Online Customs Service
	New Zealand	The Seagoing Containers Import System
	Philippines	Customs Service Online
	Sweden	E-services: The Virtual Customs Office
E-customs, E-accounting	Poland	The integrated customs duty and tax system
E-customs, Information Access, Citizens' Service Delivery	Bolivia	Customs Service Online
E-participation	Australia	The Get Involved Website
	Austria	Vienna Citizens' Request Management
	Denmark	The Nordpol.dk Website
	Estonia	TOM, Täna Otsustan Mina = Today I Decide
	India	The Central Vigilance Commission Website
	Korea, Republic of	The Cyber Forum Policy
	Peru	The Public Window of the Civil Society
	Singapore	The E-consultation Module
	South Africa	The Judicial Inspectorate of Prisons' Online Reporting System

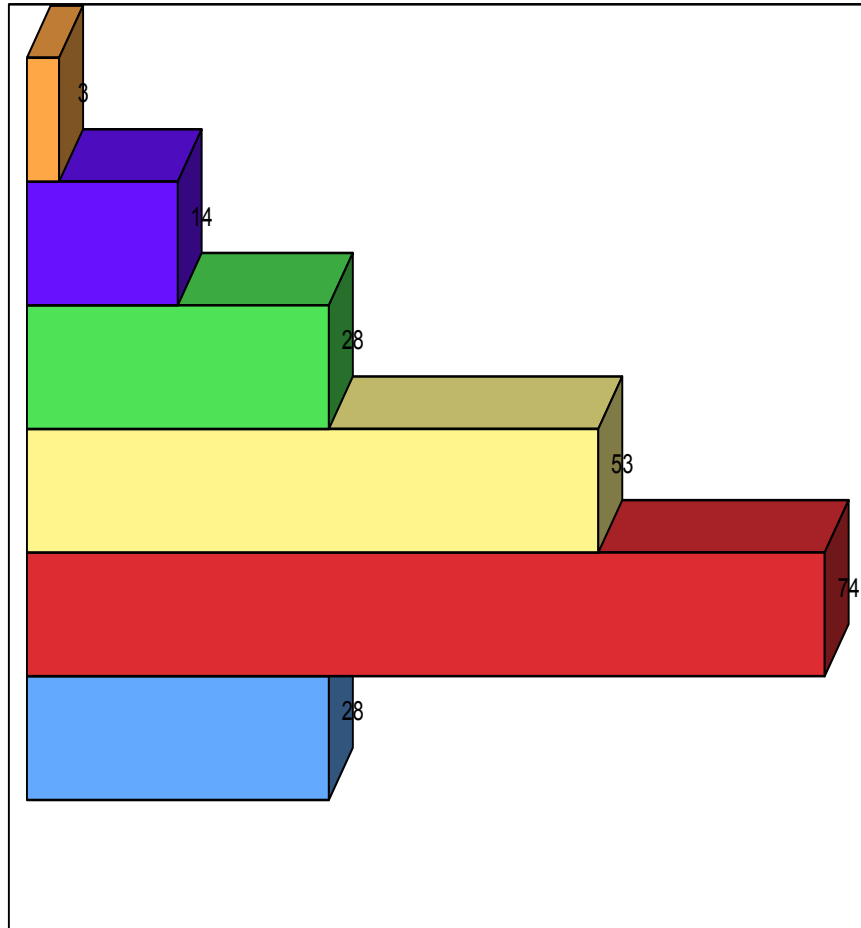
Theme	Country	Title
	United Kingdom	The Local e-Democracy National Project
E-participation (E-petitioning)	United Kingdom	E-petitioning System
E-participation, Information Access	Spain	Informe ZABALIK
E-participation, Information Access (and Sharing)	Netherlands	The Municipality Meeting Online
E-participation/E-voting	France	The website of the City of Issy-les-Moulineaux
	Switzerland	Geneva E-voting system
	United Kingdom	eVoting System
Education	Bosnia and Herzegovina, Federation of	Open source distance learning web portal for judges and prosecutors
	Ethiopia	The Adaptive Technology Centre for the Blind
	India	The Management Information System for Education
	New Zealand	PROBE: The Delivering Broadband to Rural Schools
	Regional Africa	The Global e-Schools and Communities Initiative (GeSCI)
		The Crossing Borders Initiative
	Spain	APONTE
	Tunisia	The Virtual University of Tunis
	United States	Educator Licensure and Recruitment (ELAR) System
Education, Information Access (and Sharing)	Italy	Regional Network of Piedmont Schools
E-justice, Information Access	Australia	The Electronic Filing System (eFiling)
E-justice	Italy	The e-Government Code
E-justice, Citizens' Service Delivery	United States	Real Time Crime Center
		Crime Alert Boston
E-procurement	Brazil	The E-procurement System
	Chile	The "Chile Compra" e-procurement system
	Denmark	The Electronic Tender Handling, Information and Communications System
	Global	The government's tender information system: DG Market
	India	Tender Notice Information System
	Korea, Republic of	The Public Procurement Service

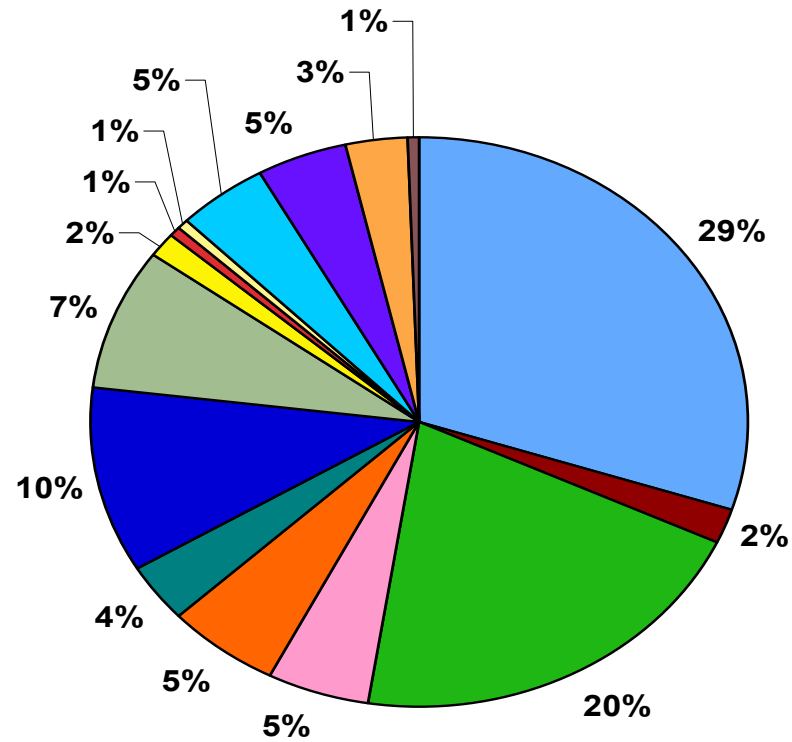
Theme	Country	Title
	United Kingdom	Zanzibar eProcurement and Marketplace System
	Uruguay	Procurement and Contracts Modernization Program
E-procurement, Citizens' Service Delivery	Romania	The Electronic System for Public Acquisitions - E-licitatie
E-taxation	Argentina	The Electronic Tax Payment System
	Canada	My Account: Electronic Tax Payment
	Chile	The Tax Online System
	Mauritius	The Contributions Network Project
	Peru	Tributación Online: The computerized tax system
	Thailand	E-Tax Filing
	Uruguay	The Web portal for the online submission of the tax return form
E-taxation, Citizens' Service Online	Australia	E-tax
E-taxation, Information Access, Citizens' Service Delivery	India	The web site for the Directorate of Commercial Taxes
Gender Equality	Uganda	The Women's Experiences in Situations of Armed Conflict: Different ICT applications
Gender Equity	Regional	The African Women's Programme Africa-Women
		The Multipurpose Community Telecentres Network
Government Intranet	Trinidad and Tobago	The Government Communications Backbone
Government Portal	Australia	The Official Website of Sydney
	China	The Official Website of Hong Kong
	China	The Official Website of the city of Shanghai
	Colombia	The Government Portal - PEC (El Portal del Estado Colombiano)
	Finland	The Web Portal of the Finnish Government
	Japan	E-Japan Strategy (E-gov)
	Korea, Republic of	The Government for Citizens Civic Service Innovation System
	Mexico	Mexico Citizen Portal
	Mozambique	The Government Electronic Network
	South Africa	Cape Gateway Portal
	United Kingdom	The DirectGov

Theme	Country	Title
	United States	Washington DC Web Portal
		The Official Website of New York City
Government Portal (local)	Austria	E-Vienna
	Ireland	Dublin City Information Gateway
	Korea, Republic of	The Online Procedures Enhancement for Civil Application
	Spain	CAT 365: the Citizen's Portal
	United States	The Sunnyvale City website
Government Portal (local:HK special Administrative Region)	China	Electronic Service Delivery Scheme
Government Portal, E-participation	Korea, Republic of	The Official Website of the city of Seoul
Health	Czech Republic	The Internet-base Tobacco Control Network
	Ghana	The Health Net Project
	India	The Web Based Blood Bank Management System
	Italy	Single Regional Centre for Health Services Booking Project
	Kenya	The African Network for Health Knowledge Management and Communication
	Regional	Mapping Malaria Risk in Africa
	Sweden	SUSTAINS (Support Users To Access Information and Services)
	Uganda	The SATELLIFE Personal Digital Assistants Project
	United States	The iHealthRecord - Online Medical Record Program
Health, Information Access	China	Hong Kong Policing Disease
	Tunisia	The MaghrebMed Portal
Information Access	Argentina	The Cristal Government Website
	Austria	HELP: The Service for Foreign Citizens
	Belgium	Social Security Network
	Canada	Canadian Consumer Information Gateway
	Canada	Land Information System
	China	The Tianfu Agriculture Information Network
	Egypt	Public Access Points
	India	Agricultural Marketing Information Network –AGMARKNET

Theme	Country	Title
	Singapore	Real Estate Information System Module (REALIS)
	Uganda	The UgaBYTES Telecenter Manager Software
Information Access (and Sharing)	Australia	Information Management Initiative (AGIMO)
	Belgium	The "Vlaams Integratie Platform" (VIP), Flemish Integration Platform
	Canada	The Global ePolicy Resource Network
		Vancouver.ca: the website of the city of Vancouver
	China	The Information Network for Dissemination of Agricultural technology (NJ110 Project)
		A Government Enterprise Information Portal (EIP) – eBAS (Taiwan, Republic of China)
	Ethiopia	Aid Management Platform (AMP)
		Cyber-Ethiopia Initiative
	Global	The Accessible Information on Development Activities (AiDA)
	Ghana	The Environmental Information Network
	India	The Information Village - Pondicherry
		The Community-owned Rural Internet Kiosks: Gyandoor
	Ireland	The E-Enabling Life Event Date
	Italy	Auto e-Counter Car Registration System
		DigitAlexandria Scientific Digital Archives
	Mexico	E-Mexico National System
	New Zealand	The Early Childhood Development (ECD) website
		The Upper Hutt City Council website
	Nigeria	The Nigeria Working Group on Globalization
	Regional	The African Online Digital Libraries
	Solomon Islands	The People First Network (PFnet)
Information Access and Sharing, Citizens' Service Delivery	Regional	Red de Gobierno Electronico de America Latina y del Caribe (RED GEALC)
Information Access, Citizens' Service Delivery	Bulgaria	The Civil Registration and Administrative Service
	Finland	Työeläke.fi: Online Advice and Information on Pensions

Theme	Country	Title
	India	Science and Technology Entrepreneurship Project (Akshaya)
	Mexico	The Tramitanet Portal
	United Kingdom	E-services for South Yorkshire - e@sy Connects
Information Access, Citizens' Service Delivery, E-commerce	India	"Wired Village" Project: Facilitating the Sugar Cane Production Process
Information Access, Citizens' Service Delivery, E-education	India	The Exam Results web portal
Information, Health, Education Access, Equality	Regional	The Communities and Information Society in Africa Initiative (ACACIA)
Supply Chain Management, Information Access	United States	Requisition and Asset Visibility Tool – Birdtrack
Sustainable Development	Australia	The Brisbane City Council Green Home

Cases by Region

Cases by Themes

■ Cit Service Delivery
■ E-education
■ Government Portal
■ Crisis management
■ E-procurement

■ E-justice
■ E-health
■ E-participation
■ Sustainable Development
■ E-customs

■ Information access/sharing
■ E-commerce
■ Gender equality
■ E-taxation
■ E-accounting

AFRICA

Country:	Egypt
Institution/Ministry:	United Nations Development Programme (UNDP); Internet Care Society
Solution/Application:	Public Access Points
Theme:	Information access
Implementation Date:	n.a.

Summary:

The vast majority of Internet users in Egypt are based in urban areas. Cognizant of this fact, the Ministry of Communications and Information Technology has launched a programme to bring the Internet to citizens in all 26 governorates. Plans have been put in place to establish more than 300 publicly accessible telecentres for Egyptians without private access to the Internet. Each telecentre has Internet access, is equipped with 10 personal computers and offers training in a variety of fields related to information technology.

A partnership has been created with UNDP, national post offices, local libraries and the Government of Egypt to bring the Internet to remote and high-cost areas otherwise unconnected to the digital age. By using existing infrastructures (i.e., libraries and schools), the Government hopes to help to bridge the domestic digital divide between urban and rural communities.

Impact:

UNDP has helped to create technology-access community centres in urban and rural areas of Egypt. These centres seek to promote civil society; the provision of training for isolated communities; women and youth empowerment; and indigenous content creation. They are equipped with personal computers, fax machines, printers and Internet access, and they have the added advantage of offering to community users access to expert advice and services that cater to specific industries (e.g., health care, e-commerce). The centres have provided previously disadvantaged communities with information on health care, agriculture, industry and other sectors that are of concern to them.

In an effort to give the children of Egypt the opportunity to become savvier about information technology, 21st Century Kids Computer Clubs have been designed to help to connect those who are not connected. Drawing on resources from the Government (training), a non-governmental organization (NGO) (management) and the private sector (equipment), this programme helps children to prepare for the ever-evolving globally networked society.

Source: International Telecommunication Union (ITU)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022043.pdf>

More information on the product:

<http://www.ics.org.eg> (in Arabic)

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Country: Egypt

Institution/Ministry: Ministry of Communications and Information Technology)

Solution/Application: **Free Internet Project**

Theme: Information Access

Implementation Date: January 2002

Summary:

Egypt's Free Internet Project is an initiative by the Ministry of Communications and Information Technology in Egypt, to provide everyone nationwide with easy and affordable access to the Internet at the cost of a local call and with no additional subscription fees.

Today, Internet users all across Egypt, are only charged for the price of local phone calls associated with connecting to the net. The Free Internet Initiative is based on an offloading/revenue sharing model: ISPs are allowed to co-locate their access equipment at Telecom Egypt local exchanges. Thus customers' Internet calls are serviced at the closest local exchange and re-routed to the ISP data backbone, resulting in major offloading of Telecom Egypt PSTN network. In return for offloading, revenues from the Free Internet calls are shared between Telecom Egypt and the service providers.

Impact:

The Free Internet Initiative represents a success story of public-private-partnership, which has resulted in higher quality and reduced prices of Internet dial-up services in Egypt, to the best interest of the Egyptian citizen. Increasing the number of online users, their usage patterns and boosting the infrastructure as a whole are building the base for future e-Government projects in Egypt.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022723.pdf>

More information on the product:

www.mcit.gov.eg/viewprojects.asp?project_no=121

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Country:	Ethiopia
Institution/Ministry:	International Telecommunication Union (ITU); United Nations Educational, Scientific and Cultural Organization (UNESCO)
Solution/Application:	Adaptive Technology Centre for the Blind
Theme:	Education
Implementation Date:	2000

Summary:

The International Telecommunication Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) established a computer training centre in Ethiopia – the Adaptive Technology Centre for the Blind – to assist the blind and visually impaired to gain access to ICTs. A non-profit resource, this information technology centre supports the needs of visually impaired students and professionals through the use of computer training and the Braille Transcriber Centre.

The Adaptive Technology Centre for the Blind and ITU will provide the training, equipment and software for the visually impaired, while UNESCO will supply training and materials on curriculum development. In addition, the Centre will make available administrative and professional staff and provide the project office with the necessary facilities and transport. As part of the project, a course for trainers and students will be conducted at five technical schools across Ethiopia. Those who can afford to participate in the project or their sponsors will be charged a moderate training fee. Proceeds from the sale of Braille publications such as training manuals, newspapers and other materials as well as fees and charges from individuals and organizations will also contribute to sustaining the initiative.

Impact:

In Ethiopia, the latest census indicates that there are well over 500,000 blind people in the country. The computer training centre will aid the visually impaired to be trained and develop new skills that will enable them to enjoy a better quality of life. It will also open up the Internet to a previously untapped market in Ethiopia.

Producing Braille by computerized embossers saves both time and energy. Moreover, embossers are equipped with graphic programmes, enabling the Braille readers to visualize objects and thereby form clear mental images of the real world under their fingertips, something that was not possible earlier. As one visually impaired user of the Adaptive Technology Centre for the Blind said, “I don’t have sight. However, I have vision.”

Sources: ITU and UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022041.pdf>

More information on the product:

<http://www3.sympatico.ca/tamru/>

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Country:	Ethiopia
Institution/Ministry:	CyberEthiopia
Solution/Application:	CyberEthiopia Initiative
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

The Amharic language has Africa's oldest script, which has been used for written communication since 100 B.C. Facing the challenge of digital multilingualism and the development of the local script for digital use, the CyberEthiopia initiative has converted the Amharic script so that it is Web-friendly. The use of the Amharic script on the Internet facilitates Ethiopia's digital inclusion and full participation in the information society.

The CyberEthiopia initiative has the following objectives:

- Information dissemination. The web site of the organization aspires to serve as a reference on the World Wide Web for timely, relevant and accurate information relating to Ethiopia and Ethiopians;
- Technology boost. Research and technology studies and applications are developed to advance the usage of Amharic on the Internet and to encourage activities relating to the usage of the new technologies by Ethiopians at large;
- Communication upgrade. The CyberEthiopia initiative is intended to foster dialogue, collaboration and knowledge-sharing among Ethiopians by offering local content and appropriate e-forums in local Ethiopian languages in an open, free and democratic spirit; and
- ICTs for development. The aim is to initiate a cyber culture among Ethiopians through ICTs in numerous domains impacting on the overall development of the country.

The CyberEthiopia initiative is engaged in the pursuit of a variety of activities from press releases and electronic services to e-forums on different socio-economic, cultural and other issues of interest in line with defined rules of conduct, with the aim of enhancing information exchange between various civic and professional networks.

Impact:

The strategy of the initiative is working successfully and the number of visitors to the web site is constantly growing. The resources provided not only serve as a valuable input for professionals and the wider public in various fields of expertise (health, engineering, economy, agronomy, journalism and media, business, decision-making, etc.) but also aim to build a multi-level, fluid and efficient network, fully benefiting from the in-country and diaspora potential of Ethiopia.

This initiative has also helped to reduce the dominance of English on the Internet and has set the stage for other African countries to adapt their own languages and alphabets to the Web.

Source: Cyberethiopia.com

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022040.pdf>

More information on the product:

<http://www.cyberethiopia.com/>

Contact:

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Country: Ethiopia

Institution/Ministry: Ministry of Finance

Solution/Application: Aid Management Platform

Theme: Information access (and sharing)

Implementation Date: 2003

Summary:

In February 2003, Ethiopia addressed international donors gathered in Rome for the High-Level Forum on Harmonization. The Government was trying to implement a comprehensive poverty reduction programme, including a plan to build the capacity of the public sector to carry out the programme; however, aid management practices in use in Ethiopia were hindering its development.

As the Forum ended, the donors made a pledge: the Rome Declaration on Harmonization. They committed to a new aid framework that would rely increasingly on developing countries' own administrative systems while also developing common approaches among themselves, simplifying their procedures and improving their exchanges of information.

The Government of Ethiopia works with a large number of donors in establishing their national budgets and in managing development programmes. The work is made more challenging by donors' differing reporting procedures, rules and regulations. The resulting mountain of paperwork can overwhelm the already weak administrative capacity of many countries.

The Aid Management Platform is an information-sharing tool that allows governments of developing countries to streamline their handling of international aid. Aid Management Platform software provides a virtual workspace where governments and their donors can share aid information.

This tool was customized for and deployed to Ethiopia by the Development Gateway Foundation.

Impact:

The Aid Management Platform has assisted the Government of Ethiopia to streamline its aid management and reporting. It has also improved the way that development resources are coordinated with national priorities while facilitating the harmonization of donor aid processes. Other benefits from the use of the platform are an increase in transparency, a reduced administrative burden and the creation of an enabling environment for closer coordination with donors.

The Government of Ethiopia now has a Web-based tool that has created a process for standardizing, uploading and retrieving data. The result is that it can consolidate information and undertake detailed analysis, reporting, scenario-building, scheduling and knowledge management.

Source: Development Gateway Foundation

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022092.pdf>

More information on the product:

<http://www.developmentgateway.org>

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Country:	Ghana
Institution/Ministry:	School of Public Health at the University of Ghana; United Nations Information Technology Service; United Nations Volunteers; World Summit on the Information Society
Solution/Application:	Health Net
Theme:	Health
Implementation Date:	1989

Summary:

The Health Net project aims at improving the quality of life in northern Ghana. With its high child mortality rate, the Guinea Savannah of northern Ghana is possibly the most risky place in which to live. For every 1,000 children born, 222 die before the age of five. The most common causes of death are malnutrition, measles, lung infections and malaria.

Several organizations have provided funding for a research centre to improve the situation in northern Ghana. The research centre is well equipped with radio modem, computers and a satellite ground station that permit communications and information exchange through the Health Net project. Health Net is building a large database containing the names, ages, pregnancies, births, illnesses, recoveries and deaths in the region that will be used for better health care. Digital mapping is being used to track the information and to educate the population. A device the size of a calculator uses satellites to isolate landmarks such as family compounds. With a computer map that shows where planning is being practiced, the areas that require attention become obvious.

Impact:

Information on the digital maps reveals discrepancies and can be used for better decision-making. For instance, half of the population was not protected by bed nets treated with biodegradable insecticide. With this knowledge, the community has reduced malaria deaths among children under five years of age to one sixth of the previous level.

Information from digital mapping will also be used to determine high-risk areas and behaviours that could be avoided to further save lives.

Source: United Nations Volunteers

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022039.pdf>

More information on the product:

<http://www.unites.org/cfapps/WSIS/wsisis.cfm>

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Country: Ghana

Institution/Ministry: Ministry of Food and Agriculture

Solution/Application: E-commerce for Non-traditional Exports

Theme: E-commerce

Implementation Date: May 2000

Summary:

In May 2000, the Ministry of Food and Agriculture, in partnership with, and with support from, the International Institute for Communication and Development of the Netherlands, started the pilot project, E-commerce for Non-traditional Exports, in two districts of the country: the Ga District in the Greater Accra region and the Techiman District in the Brong Ahafo region. The project was to be replicated countrywide after the pilot phase.

The project has installed computers and accessories in the two districts and has already trained the farmers and traders in using ICTs to support their work. The farmers and traders are now keeping farm records in simple databases, collecting information on their activities and entering it into an access database on the computer at the centre. They then print out a report for themselves. Project staff extract relevant information from the databases and develop the web sites, which are hosted on the Internet. The project staff also source other relevant information, which is also hosted on the project web site. The farmers and traders dial from the district office into the Ministry of Food and Agriculture system to access the information, to send or receive e-mails and to search for information on the Internet.

Impact:

This project provides efficient promotion and increased market access in order to improve the negotiation position for small and medium-scale producers and traders of non-traditional exports in the local, regional and global markets by bringing together the supply of and demand for critical marketing information at the local level. The pilot project has also provided many experiences to enable replication and expansion of the project to other places.

The local farmers and traders will use ICT for their benefit and improve their living standards. A few months after the computers had been installed in the districts and the farmers and traders had been trained in their use, the demand for the technology increased to such an extent that the single computer in the district could not handle it. There is always a queue of users waiting to use the facility.

Source: Ministry of Food and Agriculture

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022124.pdf>

More information on the product:

<http://www.mofa.gov.gh/ecommm> (authorization needed to access the site)

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Country: Ghana

Institution/Ministry: The Ghanaian Environmental Protection Agency (EPA) and the Forestry Research Institute of Ghana (FORIG)

Solution/Application: The Environmental Information Network

Theme: Information access (and sharing)

Implementation Date: July 1999

Summary:

The Environmental Information Network (EIN) has electronically linked the databases of two key environmental agencies in Ghana: the Environmental Protection Agency (EPA), which deals extensively with deforestation issues but has also been mandated by the Ghanaian Government to do research into forest products. Important documents and records related to environmental management were scanned into an electronic database that can be accessed via local computer networks that connect the agencies' offices. Researchers from the two agencies are also linked by telephone and e-mail, and connected to the World Wide Web to give them access to international research.

The EIN database is accessible through ten regional EPA offices, which enables widespread access to the information. This gives local people and community leaders the opportunity to input their knowledge about the environmental situation in their area into the system by sending up-to-date information to the network via telephones, fax or e-mail from the regional offices.

Impact:

The EIN has gone a long way to boost environmental management in Ghana. Previously the information was held within each agency and was not easily shared. Today, researchers from the two agencies access each other's databases at the click of a button. Because they can communicate with each other via e-mail, they are in more regular contact. Taken together, these factors have not only improved the quality of environmental research in Ghana, but have also helped the environmental agencies to work together on a more unified strategy to save the environment.

Source: The bridges.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022294.pdf>

More information on the product:

<http://www.epa.gov.gh>

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Country: Kenya

Institution/Ministry: Ministry of Health

Solution/Application: AfriAfra: The African Network for Health Knowledge Management and Communication

Theme: Health

Implementation Date: January 2001

Summary:

AfriAfya, the African Network for Health Knowledge Management and Communication comprising seven of the largest health NGOs in Kenya, was established in April 2000 by Kenya-based health development agencies to explore new opportunities for harnessing ICTs for community health.

In January 2001, the project started to explore how ICTs could be used in rural and other marginalized Kenyan communities to improve access to relevant up-to-date health information, with the ultimate goal of improving health in these communities. It set up a small coordinating hub and seven field centres selected from existing community-based health intervention sites run by each of the partner agencies. Communication was established between the hub and each of the partner agencies and field sites and between the different field sites. Each of these sites was equipped with a solar-powered Internet-enabled computer, a printer and three to four trained staff.

The project is designed to ensure a two-way communication process to provide communities with the information that they need. The hub first collects information needed from communities. It then repackages the information in an easy-to-read format and sends it back to the field centres for use by frontline health-care workers and agents. The hub finally disseminates the information to the community-based health intervention sites via e-mail, printed material, diskettes, CD ROMs and so on.

Impact:

A key achievement of the AfriAfya pilot project has been to demonstrate practical methods of applying ICTs in rural and marginalized Kenyan communities in order to improve the communication of health information. The same system can be applied for communication of any other type of information.

By managing the content in a user-friendly format, communities can have improved access to relevant information and knowledge on health issues that concern them. They also have produced video documentaries on views of teenage mothers, the elderly and traditionalists, teachers and children of single mothers on teenage pregnancy, which has led to greater understanding of these issues.

Source: Ministry of Health

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022126.pdf>

More information on the product:

www.afriafya.org

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Country: Mauritius

Institution/Ministry: Ministry of Finance

Solution/Application: The Contributions Network Project

Theme: E-taxation

Implementation Date: 2000

Summary:

The Contributions Network Project (CNP) connects all large employers, and the majority of small ones, to the relevant government tax departments via a single point of contact. The system enables employers to submit their returns directly through a two-way, fully electronic system. In return, employers receive confirmations from the respective departments. Payments are also made electronically through a direct debit arrangement. The payments covered under the project include PAYE (Pay As You Earn), Corporate Income Tax, VAT (Value Added Tax), NPS (National Pensions Scheme), NSF (National Savings Fund), the IVTB levy and company registration.

Impact:

It is clear that the adoption of this electronic lodgment system promises multiple advantages:

- Allows submission from the comfort of one's office with a PC and modem;
- Eliminates paper returns and paper payments;
- No physical movement required to the Government departments;
- Saves time and increases efficiency for businesses/employers and Government;
- Guarantees confidentiality and security.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022295.pdf>

More information on the product:

<http://www.gov.mu/portal/site/ltpsitemenuitem.7818df423cbe8884b4012d289ec521ca/>

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Country:	Mozambique
Institution/Ministry:	ICT Policy Implementation Technical Unit (UTICT)
Solution/Application:	Government Electronic Networking: Pre-implementation Phase (GovNet)
Theme:	Government portal
Implementation Date:	n.a.

Summary:

The Government of Mozambique has recognized the need to stimulate more efficient communication and information-sharing within and between government agencies and to increase its ability to communicate with society at large. It has assigned a high priority to the establishment of a government electronic network (GovNet) in both the Implementation Plan of the Public Sector Reform Strategy and the National ICT Policy Implementation Strategy.

This Government Intranet would be an essential building block in providing an enabling environment for fostering the rule of law, increased transparency, accountability, efficiency and effectiveness of government operations; improving the quality and coverage of co-productive public service delivery; and allowing for increased participation in government decision-making processes – in short, for fostering the establishment of systems of good governance.

Impact:

The Public Sector Reform Strategy identifies six major components that will have a dramatic impact on the efficiency and effectiveness of government operations.

- Improving service delivery through decentralization and institutional restructuring;
- Strengthening the policy formulation and monitoring process with the facilitation of communications and information-sharing between government departments;
- Enhancing professionalism in the public service by increasing the capacity of the Government to attract and retain qualified staff;
- Improving financial management and accountability. Mozambique has already adopted a new public finance management law to introduce modern budgetary processes;
- Promoting good governance and combating corruption; and
- Managing the reform process.

Source: Development Gateway Foundation

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022093.pdf>

More information on the product:

<http://www.developmentgateway.org>

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Country:	Nigeria
Institution/Ministry:	CSO Working Group (Partner: DevNet, Heinrich Boll Foundation, Lagos)
Solution/Application:	Nigeria Working Group on Globalization, Trade and Sustainable Development
Theme:	Information access (and sharing)
Implementation Date:	2004

Summary:

The CSO Working Group on Globalization, Trade and Sustainable Development (TSD-Nigeria) is a platform for articulating inputs of civil society organizations (CSOs) into the Nigerian, regional and global trade agendas. It was formed in May 2004 by participants at a series of National Stakeholders Workshops held across the country.

The TSD-Nigeria web site is conceived as a multi-layered, multi-purpose resource. It is intended to facilitate the understanding of international trade; globalization; and World Trade Organization, NEPAD and African, Caribbean and Pacific States-European Union agreements on national development, with a special focus on food security and sustainable development. Civil society stakeholders have used this knowledge to enhance their understanding of the negotiation processes of international trade agreements and thus boost their participation at the international level.

Impact:

The web site facilitates dialogue between civil society and the Government on the international trade commitments of Nigeria and strengthens public-private partnerships, civil society initiatives supported by the Government, and overall communication between institutions and civil society entities.

The activities initiated, supported or reflected on the web site should facilitate the establishment of institutional frameworks for cascading the knowledge and implementation of the Government's trade policy at the State and local government levels. The web site has played a vital role in generating wide-public debate by providing all stakeholders with an opportunity to offer their inputs on international trade issues.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022038.pdf>

More information on the product:

<http://www.globalizationreview.org/>

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Country: South Africa

Institution/Ministry: Provincial Government of the Western Cape

Solution/Application: Cape Gateway Portal

Theme: Government portal

Implementation Date: 2004

Summary:

The Cape Gateway portal offers transparency by providing information about all government departments and services over the Web. A detailed structured data model was developed in order to indicate how to express government information consistently. Information on all the vertical market segments such as health, housing, licensing, transport and education is provided using this standardized data structure. Various views on the information are provided: a citizen or business can have a view according to a life event/stage (e.g., marriage, home ownership, pensioner) and topic (e.g., agriculture).

A content management system (Bee) and supporting policy were developed that prescribe minimum content requirements for content input, work flow and reporting. The software and source codes are freely licensed to all government organizations in South Africa and internationally.

Impact:

The project is contributing to transparency by providing easy access to government information, resources and services, information that previously had not been readily available to citizens in the Western Cape. Other benefits include:

- Convenience, as each channel provides a single point of access to government information via the online 24/7 portal, or anywhere via telephone or at no cost via the walk-in centre;
- Simplicity of use, with the information organized from the citizen's, not the government's, perspective and with knowledgeable, trained facilitators available; and
- Empowerment, by allowing anyone access to, and use of, government services more efficiently and with a minimal amount of effort.

Source: Provincial Government of the Western Cape

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022130.pdf>

More information on the product:

<http://www.capegateway.gov.za/>

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Country: South Africa

Institution/Ministry: Judicial Inspectorate of Prisons and the South African Department of Correctional Services

Solution/Application: The Judicial Inspectorate of Prisons Online Reporting System

Theme: E-participation

Implementation Date: June 1998

Summary:

South Africa's Judicial Inspectorate of Prisons (JIP) -- a watchdog body overseeing the treatment of prisoners and prison conditions -- uses an online system for reporting on prison issues and communicating with Independent Prison Visitors and prison managers.

South Africa's prisons are seriously overcrowded. Prisoners have to cope with restricted living space, poor sanitation, the spread of disease, unsatisfactory food, and inadequate healthcare, all of which breeds tension and violence and can lead to human rights violations.

JIP was established to inspect and report on the treatment of prisoners and conditions in prisons. Independent Prison Visitors were appointed countrywide to visit prisons, interview prisoners, and file monthly reports to JIP. As part of prison oversight, it has also become compulsory for prison managers to report all deaths in prisons to JIP and to seek permission from the office before putting prisoners in mechanical constraints, segregating them, or putting them in solitary confinement. These mechanisms are intended to safeguard against the mistreatment of prisoners. Instead of faxing through paper reports, Independent Prison Visitors submit an electronic version of prisoner complaints and other reports directly into the system, using the Internet.

Impact:

The electronic system produced two remarkable successes. The first and most important was the empowerment of people. With its implementation, the effectiveness of the system has motivated the Independent Prison Visitors to learn and acquire the skills needed. The second success was the savings in staff costs and increased efficiency. It has reduced the administrative time it takes to calculate billed hours and to pay the Independent Prison Visitors from about 20 days to less than 5 days. Only two people are now needed to deal with all payments and reports from Independent Prison Visitors; instead of the ten people needed without this system.

Source: The bridges.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022297.pdf>

More information on the product:

<http://judicialinsp.dcs.gov.za/intromap.asp>

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Country:	Tunisia
Institution/Ministry:	A number of institutions, associations and companies from the field of health
Solution/Application:	Maghrebmed Portal
Theme:	Health, information access
Implementation Date:	n.a.

Summary:

Maghrebmed was created as a portal for promoting both health and ICTs and in particular for taking advantage of the Internet by disseminating health information and forging new patterns of health behaviour and best practices. The platform is based on a number of thematic web sites addressing professionals from the field as well as the wider public.

The concept of the web site is for it to be a one-stop portal that provides access to the wealth of knowledge resources available. In addition, it will serve as a forum for sharing information and knowledge, thus creating virtual communities. The access to accurate, up-to-date information on health, health facilities and related activities is expected to contribute to the improvement of the health condition of people in the region over the long term.

Impact:

By providing online information on health, medicine and dental care as well as veterinary information, Maghrebmed has created a one-stop portal to enable all Tunisians to acquire the most up-to-date information. This has enhanced the medical care in the country and made it more efficient.

Maghrebmed has also benefited the health tourist market by promoting thermal health as a brand of tourism. It has used the natural thermal waters of the region to attract more tourists to Tunisia. As a result, greater investments are being made in this sector so as to continue to increase the number of tourists, who are coming to the country in growing numbers.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022036.pdf>

More information on the product:

<http://www.maghrebmed.com.tn/>

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Country:	Tunisia
Institution/Ministry:	Ministry of Higher Education of Tunisia; Virtual University of Tunis
Solution/Application:	Virtual University of Tunis
Theme:	Education
Implementation Date:	2002

Summary:

The Virtual University of Tunis was created in 2002. It spearheaded the development of ICTs in Tunisia and the evolution of higher education so as to make effective use of digital multimedia technologies, thus contributing to a stronger knowledge economy and a better-trained learning society. It provides open distance education using multimedia technologies to cover various educational levels: university and college courses, continuing education and life-long education.

The objectives of the Virtual University of Tunis are to:

- Spread distance education and make it accessible to all qualified people;
- Foster a continuing learning environment, with the vision of building a learning society;
- Upgrade the skills of young professionals through continuing education and training;
- Promote equal opportunities in higher education to all qualified people, including non-traditional students;
- Participate in widening access to higher education and at the same time improve the quality of education; and
- Spread open continuing education by making use of advanced digital multimedia technologies and covering part of the education of incoming students enrolled in institutions of higher education.

Impact:

The Virtual University of Tunis has created new opportunities for many Tunisians to enhance their academic skills. By complementing and actively sharing resources with other academic institutions, it has improved both the quality of education and the variety of disciplines available. On the basis of large and effective partnerships, it has created the foundation for modern, efficient distance education for the Tunisian population.

The Virtual University of Tunis has entered into a partnership with Sun Systems to provide courses in Java, eXtended Markup Language (XML), Solaris and StarOffice. As a result, Tunisia will have a savvier information and technology population that will be able to better manage public and private-sector information and communication networks.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022050.pdf>

More information on the product:

<http://www.uvt.rnu.tn/>

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Country:	Uganda
Institution/Ministry:	Acumen Fund; American Red Cross; HealthNet, Uganda; Indiana University Kenya Program; Makerere University Medical School, Kampala, Uganda; Moi University Faculty of Health Sciences; Eldoret, Kenya; SATELLIFE
Solution/Application:	SATELLIFE Personal Digital Assistants
Theme:	Health
Implementation Date:	End of 2001

Summary:

The goal of the SATELLIFE Personal Digital Assistants project was to demonstrate the viability of handheld computers (also called personal digital assistants, or PDAs) for addressing the digital divide among health professionals working in Africa. The project, which started in 2001, uses affordable technologies to link health professionals in developing countries to one another and to reliable sources of information.

ICT can play an important role in combating disease and improving health care. The project used ICT as a tool to collect community health information to support decision-making; improve doctors' access to current medical information; link health-care professionals so that they could share information and knowledge; and enhance health administration, remote diagnostics and the distribution of medical supplies.

The project was conducted in three phases. The first phase put the handheld computers to use for field surveys by linking this project to a widespread measles immunization campaign being conducted in Ghana by the American Red Cross in December 2001. The SATELLIFE-American Red Cross joint effort used 30 PDAs in a short-term survey intended to determine the efficacy of the outreach efforts of the measles immunization campaign and to collect some baseline health information.

The second phase – in Uganda – tested the use and usefulness of 40 PDAs by medical practitioners for conducting an epidemiological survey on malaria and accessing and using medical reference tools and texts.

The third phase – in Kenya – tested the use and usefulness of 40 PDAs by students for collecting field survey information and accessing and using medical reference tools and texts as part of their studies.

Impact:

The SATELLIFE PDAs project has helped to improve health in the world's poorest nations through the innovative use of ICT. The conclusion of a cost-benefit analysis done during the pilot stage was that, over the short period of eight months during which the PDA project was being piloted, there was a 24.2 per cent increase in benefits per unit of spending. It is highly likely that the value could become much higher with time since the period of analysis included

learning costs that are bound to decrease with time. Moreover, a scaling up of the PDA system to the same level as that of the manual system is likely to generate economies of scale that would further increase the benefits and reduce costs. Thus the SATELLIFE system not only provides better health care for Kenyan citizens, but it also reduces the costs associated with health care.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022032.pdf>

More information on the product:

<http://www.healthnet.org>

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Country: Uganda

Institution/Ministry: UgaBYTES Initiative

Solution/Application: Telecentre Manager Software

Theme: Information access (and sharing)

Implementation Date: 2002

Summary:

UgaBYTES Initiative is a Ugandan NGO that works to support the integration of ICT into the development efforts of the country. In 2002, it introduced a software package (Telecentre Manager) aimed at facilitating the work of telecentre managers by tracking users' activities. The software is designed to help managers to make informed decisions on how to better manage their scarce resources. The Telecentre Manager software was distributed free of charge with training.

Telecentre Manager can generate an auto user registration report and an auto daily user report from the user's identification number. This number enables managers to track usage without having to acquire any further information from the users.

Many Ugandan telecentres are using this software to manage their business.

Impact:

The Telecentre Manager software helps managers at telecentres in Uganda to track users' activities each time that they use telecentre services and to make informed decisions. The focus on rural communities has enabled UgaBYTES Initiative to take a leading role in building capacity in ICTs.

UgaBYTES Initiative maintains a lead in rural ICT developmental research, monitoring and evaluation and thus continuously updates the Telecentre Manager software. This creates a high confidence level for the software users, especially since most rural telecentres cannot afford a great deal of ICT support. Rural telecentres are able to keep their costs down, maintain a sufficient clientele and provide valuable support to the community.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022034.pdf>

More information on the product:

<http://www.ugabytes.org>

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Country:	Uganda
Institution/Ministry:	Isis-Women's International Cross Cultural Exchange
Solution/Application:	Documenting Women's Experiences in Situations of Armed Conflict
Theme:	Gender equality
Implementation Date:	n.a.

Summary:

The project, Documenting Women's Experiences in Situations of Armed Conflict, targeted areas that have experienced or are experiencing armed conflict in Uganda. It highlighted women's experiences in situations of armed conflict, the roles that women play, the effects of these experiences and how women are coping in post-conflict situations.

The documentation, which was accomplished with the full participation of women war survivors and local leaders, was carried out using appropriate ICT tools, such as the use of tape recorders, video recording, photography and face-to-face interaction through meetings, focus group discussions and validation workshops.

The research results can be downloaded from the project web site

Impact:

This project has resulted in six research reports, two video documentaries, photographs and pictorial posters. This in-depth body of information and knowledge is a powerful tool for raising awareness among communities of the need for the peaceful resolution of conflicts and peace-building. It enables both women and men, educated and illiterate, to understand the causes of conflict, the physical and psychological effects of conflict on women and men, and the need for harmonious and peaceful living.

The documentation recognizes the animosity that prevailed among the various affected ethnic groups and has contributed to the peace-building processes in the affected communities. It has been used by a cross section of development workers and policy-makers in lobbying for peace-building. The research findings were used to influence the Ministry of Gender and Community Development to incorporate the issue of peace as a crosscutting issue in the National Action Plan. The documentation has also been used to preserve the tragic memory of the impact of conflict on women.

Source: Global Knowledge Partnership

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022033.pdf>

More information on the product:

<http://www.isis.or.ug/>

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Country:	Regional – Africa
Institution/Ministry:	Association for Progressive Communications (APC). Partner: Humanist Institute for Cooperation with Developing Countries (HIVOS)
Solution/Application:	APC-Africa-Women
Theme:	Gender equity
Implementation Date:	n.a.

Summary:

APC-Africa-Women, a programme of the Association for Progressive Communications (APC), is a network of organizations and individuals that work to empower African women's organizations to access and use ICTs to promote equality and development.

The programme works in partnership with women in Africa and all over the world, focusing on women's empowerment through:

- Providing information to women about gender and ICTs and access to tools and resources that facilitate women's access to information on gender and ICT;
- Providing regional support to women's organizations through the development of their ability to network by using ICTs strategically;
- Conducting research on gender and ICTs;
- Lobbying and advocating with respect to gender and ICT policy at the regional and global levels, including media-related global meetings and via partnerships with CSOs; and
- Building capacity and delivering training activities for the advancement of women through the use of ICTs and targeting African women's organizations, networks and initiatives.

It also aims to:

- Promote the consideration and incorporation of gender into ICT policy-making bodies and forums; and
- Create and sustain a forum in which African women and women's organizations can discuss issues of common concern and develop common actions.

Impact:

APC-Africa-Women has promoted gender equity in the design, implementation and use of ICTs. It has focused particularly on inequities based on women's social or ethnic

background by providing research, training, information and support activities in the field of ICT policy, skills-sharing in the access to and use of ICT, and women's network-building.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022068.pdf>

More information on the product:

<http://www.apcafricawomen.org/>

Contact:

APC-Africa-Women Coordinator

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Country:	Regional – Africa
Institution/Ministry:	International Telecommunication Union (ITU)
Solution/Application:	Multipurpose Community Telecentre Network
Theme:	Gender equity
Implementation Date:	January 2005

Summary:

The overall objective of the project on a multipurpose community telecentre network for African Women is to contribute to the creation of an enabling environment where women will actively participate in the development process and expand their role in ICTs.

The bottom-up initiative was requested by the following African countries: Benin, Burundi, the Central African Republic, the Congo, the Democratic Republic of the Congo, the Gambia, Guinea Bissau, Kenya, Malawi, Rwanda, the United Republic of Tanzania and Zambia.

The project has established a network of 100 multipurpose community telecentres in more than 20 African countries. The telecentres are owned and managed by women, providing public telephone, fax and Internet connectivity and e-mail as well as basic information. These services will enhance the development of sectors such as education, health, e-commerce, agriculture and the informal sector of business traditionally operated by African women. The project is estimated to cost approximately US\$1 million.

Multipurpose community telecentres have developed links with educators and share their facilities to train users in computer literacy, use of computer applications, the Internet and e-mail. The educators involved also provide technical support in the use of the services of the telecentres.

Impact:

Multipurpose community telecentres have created employment opportunities for women and have enhanced their management and technical skills. They also have facilitated affordable and easy access to basic telecommunication and information services in the communities that they serve, which should lead to better conditions in these communities.

Through the management and ownership of the telecentres, African women have the possibility of becoming professional businesswomen and creating greater wealth for themselves and their families.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022046.pdf>

More information on the product:

http://www.itu.int/ITU-D/univ_access/telecentres/

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Country:	Regional – Africa
Institution/Ministry:	United Nations Educational, Scientific and Cultural Organization (UNESCO)
Solution/Application:	African Online Digital Library
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

The United Nations Educational, Scientific and Cultural Organization (UNESCO), through its Intergovernmental Information for All Programme, designed and implemented a project to disseminate information and knowledge residing in the public domain to underprivileged segments of 10 African countries. It worked with national and subregional government agencies, civil society and NGOs to collect local content in digital format and create CD-ROM anthologies containing educational and training documents relating to agriculture, history, science and technology, and government, among other subjects.

The grass-roots programme was designed to raise awareness among Africans about the availability of public information that can be used to help them to better their socio-economic positions. Using Greenstone's Digital Library software, the project organizers generated over 1,300 localized documents to be distributed throughout marginalized segments of society in the 10 participating countries. The project administrators, working with local distribution centres (i.e., libraries, telecentres) and grass-roots organizers, bundled 2,000 CD-ROMs with personal computers and printers to educate the public about how to use this newly created content to their advantage.

Impact:

The digital libraries project in Africa proved that ICTs, specifically CD-ROMs, present a cost-effective method of sharing information in the public domain. As a result of keeping information channels open between all levels of society and making the content contextually and culturally relevant, more people will be able to participate in the global information society.

Moreover, given that the project relied on local content and basic digitization technologies, this pilot project is scalable and transferable to other marginalized groups around the world. It also creates a databank of African knowledge that could be easily transferred to other institutions and individuals.

Source: UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022047.pdf>

More information on the product:

<http://www.africandl.org/>

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Country:	Regional – Africa
Institution/Ministry:	United Nations ICT Task Force; Governments of Canada, Ireland, Sweden and Switzerland
Solution/Application:	Global e-Schools and Communities Initiative
Theme:	Education
Implementation Date:	n.a.

Summary:

The Global e-Schools and Communities Initiative, founded by the United Nations ICT Task Force and the Governments of Canada, Ireland, Sweden and Switzerland, was established in recognition of the vital role that education plays in creating long-term, sustainable development and how information and communication technologies for education (ICT4E) is a catalyst for improved education, community empowerment and socio-economic growth.

The Global e-Schools and Communities Initiative facilitates and supports ICT4E initiatives, working with the local Ministries of Education and ICT. It also provides assistance with the planning of ICT4E initiatives, providing knowledge and experience in the drafting of national plans of developing countries. In addition, it convenes global partners so that needs identified can be successfully matched by resources, whether by donors or other private-sector entities that can provide expertise, technical, physical and financial support. The Global e-Schools and Communities Initiative has initially focused its work in Ghana, Namibia and Uganda.

Impact:

The Global e-Schools and Communities Initiative has succeeded in improving education as a cornerstone of sustainable socio-economic development. In Uganda for example, it has connected over 32 schools to the global information network, with more than 1,920 teachers and 30,000 students currently participating. It has also helped to create SchoolNet Uganda, the country's first NGO dedicated to ICT-based education. The Internet-enabled schools in Uganda are used for community after-hours information technology training, which bolsters the overall understanding of the ways in which new technologies can empower all Ugandans.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022049.pdf>

More information on the product:

<http://www.gesci.org/gesci/publisher/index.jsp>

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Country: **Regional – Africa**

Institution/Ministry: World Meteorological Organization

Solution/Application: **High-tech Weather Services Network**

Theme: Crisis management

Implementation Date: 2002

Summary:

Realizing the need to improve the quality and quantity of surface observations relating to weather forecasts and climate predictions in Africa, the World Meteorological Organization proposed a pilot project in June 2002 that seeks to use the existing network of ham (amateur) radio operators to improve the reporting of meteorological observations to the national meteorological centres in the region. Sponsored by the United States National Weather Service, the overall objective of the one-year project is to create a cooperative weather observer network to help the countries of Africa to better prepare for drastic climate changes and avert natural disasters.

While some developing countries lack the necessary telecommunication infrastructure, ham radio operators have a vibrant network in the region and are well placed to be the eyes and ears of national meteorological centres. This is also a cost-effective way of gathering information and channelling it to these centres.

Impact:

To date, over 20 potential operators have been identified in East Africa, and the implementation of the project is currently under way. The High-tech Weather Services Network improved the quality and quantity of surface observations relating to weather forecasts and climate predictions in the Africa region. This will allow national meteorological centres in Africa to be better prepared in handling climate and natural disasters by providing an early warning system with accurate and timely information.

Source: World Meteorological Organization

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022044.pdf>

More information on the product:

<http://www.wmo.ch/web/wcp/wcdmp/home.html>

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Country: Regional – East, West, Southern and Central Africa

Institution/Ministry: British Council

Solution/Application: Crossing Borders Initiative

Theme: Education

Implementation Date: n.a.

Summary:

Crossing Borders is a cross-cultural distance-learning scheme linking young African writers to experienced United Kingdom mentors and developing their work through e-mail tutorials. Over 100 African writers from Cameroon, Ghana, Kenya, Malawi, Nigeria, Uganda, Zambia and Zimbabwe are enrolled, working in poetry, fiction and children's literature with approximately 30 mentors drawn from a wider range of cultural backgrounds in the United Kingdom.

The web site is a crossroads on the information superhighway, which allows participants to communicate. Contemporary writers from varied cultural backgrounds can discuss the genesis, technique and cultural context of a piece of their own creative work. Instead of a pedagogically narrow or orthodox approach to writing, mentors and writers create a flexible and heterogeneous resource reflecting a multiplicity of literary practices and cultural influences.

Impact:

The cross-cultural developmental dialogue between Africa and the English-speaking world through writers from both horizons stimulates the sharing of thinking, values and solutions, facilitating mutual understanding and complementarity. African writers have developed greater skills and have learned different techniques that have enhanced their work. The emphasis is on building a new international community of African writers, sharing their new works with a wider audience. As a result, more literary works by African writers will be published and disseminated.

Source: British Council

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022042.pdf>

More information on the product:

<http://www.crossingborders-africanwriting.org/>

Contact:

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Country:	Regional – Sub-Saharan Africa
Institution/Ministry:	International Development Research Centre (IDRC), Canada
Solution/Application:	Acacia Initiative: Communities and the Information Society in Africa
Theme:	Education, health, information access, gender equality
Implementation Date:	2001 (2 nd phase)

Summary:

Acacia is an initiative of the Canadian International Development Research Centre (IDRC) that helps sub-Saharan African communities to develop the ability to apply ICTs for their own social and economic development. It is designed as an integrated programme of research and development plus demonstration projects to address such issues as applications relating to community needs, tools for local content creation, infrastructure and policy.

Acacia aims to:

- Demonstrate how ICTs can enable communities to solve their development problems in ways that build firmly on local goals, cultures, strengths and processes; and
- Build a body of knowledge capable of identifying the policies, technologies, approaches, and methodologies instrumental in promoting the affordable and effective use of ICTs by marginalized groups, such as women.

To achieve these goals, national strategies are being implemented in each of four countries: Mozambique, Senegal, South Africa and Uganda. These strategies have certain features in common: broad participation of stakeholders in debates about ICTs and development; recognition of the need to address a broad spectrum of policy issues; interest in content to meet educational, business and environmental needs; private-sector participation in Acacia activities; interest in school networking to support formal and informal learning; and a variety of community access mechanisms.

Under the Acacia Initiative, several large-scale projects are under way, including:

- The SchoolNet South Africa Programme, which aims to test various connectivity models and to develop an understanding of the educational processes, benefits and constraints relating to the use of ICTs in education;
- Mozambique Pilot Telecentres in Manhica and Namaacha, which focuses on providing educational resources to the most disadvantaged groups in the two communities;
- Application of ICTs and Decentralization of Health Services - Phase I: Telemedicine Pilot Project, the purpose of which is to introduce new ICTs and enable the control of

such technologies with local health practitioners. The telemedicine facility will service distant and underprivileged communities outside Dakar; and

- Economic Empowerment of Women through ICTs in Uganda, a project that involves combining online and offline databases and other information sources on a variety of issues to increase women's entrepreneurial opportunities with ICT training for women and technical assistance for using these databases.

Impact:

In South Africa, only one per cent of the schools was connected to the Internet in the less developed parts of the country. With the implementation of the SchoolNet Programme, the number of schools with an Internet connection increased, thus providing children with additional reference materials and tools.

In Mozambique, the pilot telecentres of Manhica and Namaacha stimulated the local economy and provided educational and job opportunities for young people. In Namaacha, the community created a revenue stream from the use of the Internet by the tourists who came to the city.

In Senegal, the telemedicine pilot project provided important, up-to-date health information to community doctors and health practitioners, thus enhancing the community's health care system.

In Uganda, women used the ICT training that they received to enhance their entrepreneurial capacity and were able to have greater access to the financial trade possibilities afforded by the United States African Growth and Opportunity Act.

Source: IDRC

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022045.pdf>

More information on the product:

<http://www.comminit.com/>

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Country:	Regional – Sub-Saharan Africa
Institution/Ministry:	International Development Research Centre (IDRC), Canada; Multilateral Initiative on Malaria; Roll Back Malaria Initiative; South African Medical Research Council; Swiss Tropical Institute; The Wellcome Trust, United Kingdom; WHO
Solution/Application:	Mapping Malaria Risk in Africa
Theme:	Health
Implementation Date:	n.a.

Summary:

Malaria is one of the leading causes of death in Africa. Ninety per cent of the global deaths attributed to malaria occur in sub-Saharan Africa. Detailed mapping of malaria risk and endemicity has never been done in Africa. Accurate estimates of the burden of malaria at the regional or district level remain largely unknown. In the absence of such data, it is impossible to rationalize the allocation of limited resources for malaria control. The project, Mapping Malaria Risk in Africa/*Atlas du risque de la malaria en Afrique* (MARA/ARMA), seeks to use ICTs to combat the disease.

The heart of the MARA programme is a massive information collection and database project that to date has over 10,000 data points that have been collected from published and unpublished sources through literature searches and country visits. It represents decades of malaria research in Africa, much of which was on the verge of being lost and forgotten and which certainly was not being used.

MARA has provided the first continental maps of malaria distribution and the first evidence-based burden of disease estimates.

Impact:

MARA is at the cutting edge of, and has made significant steps forward in, the geographical modelling of malaria using Geographical Information Systems (GISs) as well as spatial statistical approaches.

This project has published and regularly updated a large collection of maps demonstrating the endemicity, density and seasonality of malarial infections. Some 3,000 poster-sized maps of malaria models and population distribution were produced and sent to malaria control programmes, departments of health and research institutions in all endemic countries.

A CD-ROM has also been developed as a user-friendly tool designed to access products of the MARA project. The tool was developed and produced within the Malaria Research Programme of the South African Medical Research Council, which operates as the main MARA investigating centre. The CD-ROM enables African researchers to access up-to-date, accurate information efficiently and make better-informed decisions in allocating their scarce financial resources.

Source: IDRC

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022048.pdf>

More information on the product:

<http://www.mara.org.za/>

<http://www.comminit.com/>

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Country:	Regional – Middle East and North Africa (MENA)
Institution/Ministry:	Aït Iktel Association, Morocco; Association of Upper Egypt for Education and Development, Egypt; Community Development Consultation and Company Management, Tunisia; Essalem Association, Tunisia; Jordan Export Development and Commercial Centres Corporation; Ministry for Women and the Family, Tunisia; Tunisian Union for Social Solidarity; World Bank Institute
Solution/Application:	Virtual Souk
Theme:	E-commerce
Implementation Date:	1998

Summary

Artisans in the Middle East and North Africa (MENA) have always crafted high-quality products using traditional techniques and ancestral know-how. However, shrinking local markets and difficulties in gaining access to more lucrative markets have led to a gradual disappearance of culturally rich crafts and with them an important source of income for poor people.

The Virtual Souk is an Internet-based marketplace that has been providing direct access to international markets for artisans from the MENA region since 1998. It offers handmade products by artisans of Egypt, Lebanon, Morocco and Tunisia who do not have access to the international market via the Internet. The Virtual Souk provides opportunities for small-scale, talented artisans who are at risk of being excluded from the benefits of the information technology revolution because of lack of access and information. Its main attraction is that buying and selling only with reliable, non-profit-making partners allow the producers to increase their margin and the middlemen to reduce theirs. At present, the Virtual Souk includes several hundred artisans from Lebanon, Morocco and Tunisia. Artisans from Egypt, Jordan and the Occupied Palestinian Territory are joining the network as well.

Impact

The experiences of the Virtual Souk demonstrate how new possibilities created by the surge of e-commerce create opportunities for small-scale artisans living in remote areas. ICTs enhance their trade and the conservation of their traditional knowledge. Having a web site that presents arts and crafts for the entire MENA region is an incentive to potential customers to come to shop for crafts from different countries of the region.

In addition to generating additional income, capacity-building is a key element of the Virtual Souk approach. The Virtual Souk provides its partners and artisans with training in the Internet, e-commerce, marketing, basic management skills, micro-credit, etc. It has organized three training workshops in Lebanon, Morocco and Tunisia. The concept of the Virtual Souk goes beyond the market place: it is a development tool designed to empower local artisans and NGOs through training and access to information and knowledge.

Source: World Bank Institute

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022138.pdf>

More information on the product:

<http://www.elsouk.com>

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ASIA AND THE PACIFIC

Country:	Australia
Institution/Ministry:	Australian Government Information Management Office, Department of Finance and Administration
Solution/Application:	Information Management Initiative
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

Various activities have been undertaken to facilitate access to cost-effective infrastructure for government agencies. They include:

- Fedlink: a virtual private network for electronic communication between government agencies. It can operate securely across all infrastructures, including the Internet, to transmit a variety of data types;
- Open Source Content Management System: a content management system as implemented in the Australian Government Information Management Office and made available to government agencies in an easily installed package;
- Whole of Government Volume Sourcing Arrangements: arrangements for volume software supply to the Government of Australia. These arrangements have been established;
- Whole of Government Telecommunication Head Agreement: provides agencies with access to services of 23 providers.
- Australian Government Authentication Framework: a whole-of-government approach to authentication for business dealings online with government;
- Gatekeeper Policy and Administration: a framework for implementation of public key infrastructure in government;
- SourceIT web site: a resource for agency chief information officers and staff with sourcing information and tools.
- Australian Government Service Delivery Principles: principles developed as the first component of the Access and Distribution Strategy of the Government of Australia;
- Govdex: used to develop and test infrastructure that government agencies can use to align standards, promote interoperability and facilitate federated services. The Govdex infrastructure is based on Web Services registry technology and a collaborative governance framework; and

- ReuseIT: catalogue information components and patterns developed by agencies and that can be used across a range of technical environments. ReuseIT will be published on Govdex and help efforts to rationalize duplication in the design of e-government solutions.

Impact:

Citizens have access to up-to-date information. Public services are deployed more quickly and more effectively. The public sector is more reliable and efficient and it meets citizens' needs. Citizens have therefore developed greater confidence in the public sector.

The use of open source technology has enabled the Government to link its agencies together and thus provide an integrated network.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022071.pdf>

More information on the product:

<http://www.agimo.gov.au/>

<http://www.agimo.gov.au/infrastructure>

Contact:

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Country:	Australia
Institution/Ministry:	Impart Qantm Studio for Brisbane City Council
Solution/Application:	Brisbane City Council Green Home
Theme:	Sustainable development
Implementation Date:	n.a.

Summary:

The Brisbane City Council Green Home project provides visitors with an online three-dimensional (3D) interactive house that illustrates the City Council's key messages about household sustainability. It is the first Government of Australia-sponsored interactive learning object to use 3D technology in order to convey environmental messages that are designed to cause behavioural change.

Green Home is a model of a comfortable house and garden that uses sustainable living principles. Inside the house are ideas for simple everyday actions, advice on buying new appliances and information about building and renovating in Brisbane.

The user navigates through the house and interacts with objects to reveal practical building and household lifestyle guidelines for achieving a more sustainable, cost-efficient home. These include orienting the main living areas to the warmer northern side and bedrooms to the cooler southern side and planting or retaining native shade trees, especially towards the western side of the home for cost-effective and energy-efficient cooling.

Impact:

Users can remodel their home or garden virtually without making any real structural changes to it, thus saving time and money. Green Home improves the users' organizational skills and provides them with suggestions that are environmentally friendly and enhance the value of the home. The product also sharpens the designing skills of individuals.

Administrations can use the product to create more efficient buildings that take advantage of the architectural possibilities that the software has to offer.

Source: Brisbane City Council

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022129.pdf>

More information on the product:

<http://www.impart.com.au>

<http://www.brisbane.qld.gov.au/>

Contact:

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Country: Australia

Institution/Ministry: Department of Industry, Tourism and Resources

Solution/Application: The Business Entry Point (BEP)

Theme: Citizens' Service Delivery, Information Access

Implementation Date: 2000

Summary:

The Business Entry Point (BEP) is an initiative that seeks to reduce the burden of government compliance on business. It provides a simple and convenient access to all the government information, transactions and services needed. It is a whole-of-government service providing essential information on planning, starting and running a business.

It facilitates business-to-government (B2G) interactions online. For example, the BEP web site hosts the Australian Business Register (ABR) online registration process that allows businesses to apply for an Australian business number (ABN).

The BEP uses cross-agency and cross-jurisdictional cooperation and private industry partnerships. For example, the ABR project was developed in conjunction with the Australian Taxation Office (ATO)

In pursuing a strategy focused on allowing businesses to carry out transactions online, an innovative online transaction management system has been developed. The system allows businesses to discover, manage and complete transactions with all levels of government. In effect, it forms a new infrastructure enabling machine-to-machine communication.

Impact:

This program reduces the government compliance burden placed on business; it helps to deliver better quality, user friendly and consistent service to the user; and it enables people to interact with government online.

The strong and positive results of the BEP initiative and its services and processes are changing the way government works. For example, most Australian business registrations are now conducted online with few face-to-face or paper transactions needed; and the content syndication model is providing government information through private sector intermediaries.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022284.pdf>

More information on the product:

www.business.gov.au

Contact:

Department of Industry, Tourism and Resources
GPO Box 9839, Canberra ACT 2601
Telephone: +61 2 6276 1251

Country: Australia

Institution/Ministry: Customer Service Centre, Department of Human Services

Solution/Application: **The Customer Services Online (Centrelink)**

Theme: Citizens' Service Delivery

Implementation Date: July 2001

Summary:

Centrelink delivers services to 6.3 million customers on behalf of 20 client agencies through an extensive service delivery network. It is committed to offering customers a wider range of options for accessing services, with extended contact hours and help to access the options most appropriate to their needs.

The Family Income Estimates Update Service (part of the Customer Services Online program) was implemented on 17 July 2001 and allows customers to prepare revised family income estimates online through either the Centrelink or Family Assistance Office web sites and submit the new estimate through Centrelink's Secure Internet Messaging Service. Previously customers could only provide revised estimates over the phone to the call centre, via an office, or by posting a written form.

Centrelink structured the program as a proof-of-technology to test the viability of the Customer Services Online approach and learn about customer behaviour. The Family Income Estimates Update Service was assessed as being a low-risk service because of the overall way the program operates.

Impact:

Social benefits will accrue significantly from improvements to service quality, throughput and reduced lead times, and accessibility. For customers, this will be achieved from a progressive move to increased convenience of 24-hour-a-day 7-day-a-week access, the ease and speed of update, and a potential reduction in end-of-year overpayment which can flow from more timely and accurate family income updates.

Agency benefits include service cost reductions of more than \$5 million for the three years to 2005. The cost reductions will mean that resources will be redirected to other parts of Centrelink service delivery or the agency's annual efficiency dividend.

Customers will be able to make real time updates of their income estimate, thus making this aspect of their record completely transparent to them and engendering increased public trust and confidence in government service delivery.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022287.pdf>

More information on the product:

www.centrelink.gov.au

Contact:

Centrelink Customer Service Centre

Telephone: Overseas Income Exchange Line: FreeCALL™ 1800 050 041
Calling from Overseas: +613 6222 3455

Country: Australia

Institution/Ministry: Department of Finance and Administration

Solution/Application: The Australian Government Tender System (**AusTender**)

Theme: E-commerce

Implementation Date: 2000

Summary:

AusTender, formerly known as the Commonwealth Electronic Tender System (CETS), is a web-based e-tendering facility operating as a pilot system. It provides for the publishing of Australian Government open business opportunities, download of tender documentation and upload of tender responses in a secure online environment.

It is designed to focus on meeting government's commitments to expanding e-commerce generally. Additionally, it aims to reduce the cost of dealing with government for small to medium enterprises and to increase opportunities, through improved access, for rural and remote suppliers.

Agencies currently employ a diverse range of tendering processes and systems ranging from traditional print and hardcopy processes, through to hybrid systems where tenders are available online and supported by associated print media advertising. Stakeholders require a system that is simple to use and manage, will meet probity requirements, and will reduce the cost of large-scale print media advertising.

Impact:

Benefits to business include 24x7 geographically independent accesses to open business opportunities and tender documentation. Bid development time is increased and there is potential reduction in the cost of preparing and responding to government business opportunities.

AusTender provides potential for cross-agency savings in direct costs, improvements in tender and complementary processes. It provides a practical example of a shared and collaborative approach being adopted to achieve an improved whole-of-government service.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022285.pdf>

More information on the product:

<http://www.tenders.gov.au>

Contact:

Phone: 1300 651 698

Email: tenders@finance.gov.au

Country: Australia

Institution/Ministry: Federal Court of Australia

Solution/Application: The Electronic Filing System (eFiling)

Theme: E-justice, Information Access

Implementation Date: October 2000

Summary:

The Federal Court of Australia was the first court in Australia to introduce electronic filing. The Electronic Filing System (eFiling) is the public's main electronic interface for lodging applications and supporting documentation to the court; eFiling also accepts credit card payments for filing fees. The primary intended audiences for eFiling are litigants in the Federal Court system and the legal profession.

The eFiling interface forms part of the Court's wider eCourt Strategy, the later stages of which will provide online access to external users not only for filing, but also to view and retrieve electronic documents and information about pending cases.

Stage 1 of eFiling: enabled litigants to file documents and pay their filing fees over the Internet and was made available in October 2000. Previously litigants, or their counsel, had to physically submit documents and pay the appropriate fees at the court, and the documents were stamped and filed by Federal Court staff.

Stage 2 of eFiling: allows for the electronic return of 'stamped' documents and was implemented in March 2001. As part of implementation, the Court rules were amended to allow for electronic service of documents and for a facsimile of the signature (if needed) to be affixed on the document by electronic means. Alternatively, an image of the signed document may be submitted. Affidavits may only be filed electronically by sending an image of the document in an appropriate form.

Impact:

The eFiling program reduces time to access and process court documents. Integration of eFiling with the Case Management System (CMS) and proposed Document Management System will mean:

- Greater incentives for firms to use the eFiling system;
- More benefits for the Court with easy access to case files that are fully electronic; and
- Reduced archiving costs for electronic records as opposed to paper records.

The program provides significant social benefits, predominantly in relation to customer accessibility and convenience. This is achieved by providing extended access and improved service for regional and remote customers.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022288.pdf>

More information on the product:

www.efiling.fedcourt.gov.au

Contact:

PRINCIPAL REGISTRY

Level 17, Law Courts Building

Queens Square Sydney NSW 2000

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Email: query@fedcourt.gov.au

Country: Australia

Institution/Ministry: The Australian Taxation Office (ATO)

Solution/Application: E-taxation

Theme: E-taxation, Citizens' Service Online

Implementation Date: January 1997

Summary:

The Australian Taxation Office (ATO) initiated the *e-tax* program in January 1997. It is one of the first applications in the world to be offered by a revenue service and one of the first of its type to use Public Key Infrastructure (PKI) technology and Internet transmission. The initiative addressed concerns from a number of sources regarding complexity of tax legislation and complexity of the TaxPack, to which the ATO needed to develop better solutions. The *e-tax* program was developed firstly to address these issues and secondly as a reaction to a general increase in community use of Internet services. The *e-tax* program is an easy-to-use software package for the 2.5 million individual taxpayers who prepare and lodge their own personal income tax returns. It is an electronic advancement of TaxPack and complements the ATO's Electronic Lodgement Service (ELS), used by tax agents to lodge income tax returns.

Impact:

Agency benefits have included service cost reductions of between \$2 million and \$5 million for the five-year period to 2004. This represents a reduction of between 10 and 20 per cent in total service costs.

Social benefits will accrue significantly from improvements to service quality and accessibility, and quicker income tax return times (98 per cent of *e-tax* returns are processed within 14 days, and 88 per cent within 10 days in comparison to an average of 42 days for processing paper tax returns). Compared to paper or TaxPack Express lodgement, it costs citizens between \$10 and \$24 less per return to use *e-tax*.

It is anticipated that *e-tax* will contribute significantly to increasing government transparency and public trust.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022286.pdf>

More information on the product: <http://www.ato.gov.au/>

Contact:

The Australian Taxation Office
GPO Box 9990, in the capital city of your state/territory
Phone: +61 2 6216 1111

Country: Australia

Institution/Ministry: Department of Immigration and Multicultural and Indigenous Affairs

Solution/Application: E-visa

Theme: Citizens' Service Delivery

Implementation Date: December 2000

Summary:

The eVisa program delivers extensive functionality via the Internet, enabling applicants to lodge applications online without the need to submit a paper-based application and, in many cases, without providing supporting documentation. It allows them to enquire about the status of their application and to print a copy of their application, receipt details and any other supporting documentation needed. It also provides automatic email approval notification, helpdesk support by email or phone, and downloadable medical forms.

The majority of eVisa applications are decided as soon as the application is submitted and an email is sent to the applicant advising them of their application approval or otherwise. This can take as little as 20 minutes from the time an applicant starts completing the form.

Impact:

The major benefit the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) sought from this program was to meet a growing demand with no increase in resources. In planning eVisa, DIMIA identified the stakeholder groups and the planned benefits they might enjoy.

Social benefits will accrue significantly from reduced lead times and, to a slightly lesser extent, through improved service quality and accessibility.

Agency benefits will include service cost reductions through reduced staffing levels and associated fixed costs and through significant avoided costs that would have been incurred to meet the growing demand for visa services. Cost reduction is equally distributed between the reduction in direct avoidable costs and improved productivity categories.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022289.pdf>

More information on the product:

www.immigration.gov.au/e_visas

Contact:

Office of Immigration and Multicultural and Indigenous Affairs

General enquiries: 131 881

General Skilled Migration enquiries: 1300 364 613

Australian citizenship: 131 880

Translating and Interpreting Service: 131 450

Work rights information line: 1800 040 070

Client service feedback line: 133 177

Immigration Dob-in Line: 1800 009 623

Email: dima.businesscentre.act@immi.gov.au

Country: Australia

Institution/Ministry: Department of Employment and Workplace Relations

Solution/Application: The Australian JobSearch

Theme: Citizens' Service Delivery

Implementation Date: 1996

Summary:

JobSearch is a suite of online employment services that are delivered at no charge to job seekers, employers, Job Network members and recruitment agencies. The aim of JobSearch is to increase the exposure of local vacancies to the national labour market

The service was introduced in late 1996 and is delivered via the Internet and by more than 2400 Touch Screen kiosks that are located in the offices of Job Network members, Centrelink Customer Service Centres, and some community sites and is publicly available through Internet PCs in Centrelink Employment Self Help centres.

JobSearch has become a key enabler of the Job Network and provides a comprehensive range of online employment services:

- find a job—provides access to over 40 000 jobs Australia-wide, that can be searched by occupation, location, postcode and keywords – the information is updated every 20 minutes;
- build a resumé—allows job seekers to register on the site and create resumé that are matched against all new vacancies and can be viewed by prospective employers.
- advertise a job—allows employers and recruitment agencies to advertise vacancies directly on JobSearch
- find staff—allows employers to search resumé to find job seekers who match their requirements – subsequent contact is made by email;
- Harvest Trail—is designed to help job seekers looking for seasonal work around Australia; and
- specialised sub-sites—provide specific vacancies for IT, government, defence, and graduates and a sub-site supports the activities of recruiting agencies that are members of the Recruitment and Consulting Services Association (RCSA).

Impact:

The major benefit DEWR sought was to provide an up-to-date fast efficient and accessible online employment service to citizens and business. When planning the site, DEWR identified the stakeholder groups and planned benefits they were likely to enjoy.

Social benefits accrued significantly from improvements to service quality to both job seekers and businesses by facilitating employment opportunities and shortening the recruitment cycle. Significant improvements to service quality have also been achieved through greater accessibility and greater geographical reach of JobSearch into rural and remote areas of Australia.

Source: Australia Government Information Management Office (AGIMO)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022290.pdf>

More information on the product:

www.jobsearch.gov.au

Contact:

Business Manager – Australian JobSearch

Department of Employment and Workplace Relations

Location Code: GC62

GPO Box 9879, CANBERRA ACT 2601, AUSTRALIA

Email: ajs@dewr.gov.au

Country: Australia

Institution/Ministry: City of Sydney

Solution/Application: The Official Website of Sydney

Theme: Government Portal

Implementation Date: 2001

Summary:

The City of Sydney website is built to provide access for a widening variety of newer technologies and web browsers, including assistive technologies for the Internet. The City of Sydney website contains a wealth of information on Sydney culture, government, business, history, tourism and events. For most visitors, the site is now easier to use, quicker to access, and more streamlined for updates and modifications.

Impact:

The inclusion of Sydney as the fifth best practice in the report *Digital Governance in Municipalities Worldwide 2005* is based on its fifth place ranking in the 2005 evaluation, which is based on a survey of digital governance in 98 large municipalities worldwide. The high ranking is a reflection of Sydney's balanced performance throughout the five categories considered (i.e., 1. Security and Privacy; 2. Usability; 3. Content; 4. Services; and 5. Citizen Participation.) Sydney moved up from 19th place in the 2003 ranking to a top five ranking for 2005.

Source: Report on the two websites <http://www.andromeda.rutgers.edu> and <http://www.gepegi.org>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN022839.pdf>

More information on the product

<http://www.cityofsydney.nsw.gov.au>

Contact:

Email: webmaster@cityofsydney.nsw.gov.au

Country:	Australia
Institution/Ministry:	The Department of Communities, the Queensland Government
Solution/Application:	The Get Involved Website
Theme:	e-participation (e-petition)
Implementation Date:	2003

Summary:

As part of its decision-making process, the Queensland Government wants to hear the many different views of Queenslanders. The ***Get involved*** website is about connecting Queenslanders with their government. It allows the citizens to contribute, in a fast, easy and secure way, to government decisions that may affect their life and community.

There are four key sections of the ***Get involved*** site:

- **[Be informed](#)**
Find out about democracy and how the Queensland Government works. This section helps citizens access information about the Queensland Parliament, government departments, legislation and voting in Queensland. the ConsultQld the direct link to the government about key issues that are being considered. Give us your opinion by taking part in an open public consultation or find out about the outcomes of public consultations that have recently closed.
- **[Get involved](#)**
Contribute ideas to Queensland Government policy and decision-making. Take advantage of opportunities to interact with the government and be involved in the community. Log on to ConsultQld and tell the government what citizens think right now about certain issues raised by government that are important to the citizens and the state.
- **[Stay connected](#)**
Keep in touch with the community and the Queensland Government. Learn about the innovative things that Queenslanders are doing as active citizens.
- **[Share your knowledge](#)**
Build the community's engagement skills with information, tools and resources specifically developed for those involved in community engagement within government agencies, Queensland's business sector and the community.

The ***Get involved*** website can also be accessed through the Queensland Government Gateway (the 'gateway' to information about all state government services) and the website of the Department of Communities (which details the functions of its various divisions and units). In addition, this website refers to information on the websites of [the Premier](#) and the [Department of the Premier and Cabinet](#).

Impact:

By listening and working with the community, the Queensland government expects to tap into diverse opinions and potential solutions. This improves the quality of government decisions and allows individuals and communities to share their views with the government on issues that may affect them and play a real role in shaping government policies, programs and services. The Community engagement ensures that relationships are established in the local community to benefit current and future projects.

Source:

<http://www.getinvolved.qld.gov.au/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023589.pdf>

More information on the product:

<http://www.getinvolved.qld.gov.au/>

Contact:

Department of Communities
The Community Engagement & Development Policy Unit
Postal address:
GPO Box 806
Brisbane Qld 4001
Email: e-democracy@communities.qld.gov.au

Country: Australia

Institution/Ministry: Land Exchange (LX) - Ministry for Conservation and Management, State of Victoria

Solution/Application: Victoria - The Land Channel website

Theme: Citizens' Service Delivery, Information sharing/Access

Implementation Date: Completed in December 2000

Summary:

The property market is one of the critical industries for creating wealth and growth in the State of Victoria. It is estimated that the market operates on an average annual turnover of A\$44 billion. However, the system currently in place for the delivery of information and transactions is still relatively primitive and predominantly paper-based.

In order to address this problem, Land Exchange (LX) has established an online environment – i.e., the Land Channel website - where people can exchange land-related information and conduct transactions via the Internet. Core functionalities of the website comprise the electronic settlement, lodgment and registration of interests so that people can transfer ownership of land via the Internet; the electronic registration of planning applications so that subdivision and consolidation planning applications can be lodged, referred, tracked and paid for online, and the on-line access system that allows for the identification of Crown land and the determination of its status.

Impact:

Thanks to the Land Channel, the difficulty of obtaining information from a variety of government departments and agencies is a thing of the past. Users are guided directly to the details they need and provided with links to related information and referrals to other sources. Government services are now more accessible to businesses and individuals. The Land Channel lowers the cost of customers doing business and opens up new opportunities for all Victorians.

Source: <http://www.egov.vic.gov.au>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023586.pdf>
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023587.pdf>

More information on the product:

<http://www.land.vic.gov.au>

Contact:

Ms. Helen Delaporte
 Land Channel
 Email: Helen.Delaporte@nre.vic.gov.au

Email: land.channel@dse.vic.gov.au

Country:	Azerbaijan
Institution/Ministry:	Government of Azerbaijan
Solution/Application:	Regional Information Centers (RICs)
Theme:	Citizens' Service Delivery, Information Access
Implementation Date:	2004

Summary:

Information and Communication Technologies (ICTs) are playing an increasingly important role in Azerbaijan's social, economic and political development. At the present time, the ICT sector is one of the most rapidly developing in the country, and is receiving growing attention from a number of national and international institutions.

Considering the nature and diffusion of ICTs, the Government of Azerbaijan and UNDP are currently establishing a number of Regional Information Centers (RICs) throughout the country, so as to ensure a more widespread and equitable access to information and communication services. The Regional Information Centers are shared facilities providing access to the Internet and ICT-enabled services, with the aim of promoting local and regional development. Their potential for fighting against the marginalization of rural or otherwise disadvantaged areas, by fostering the dissemination and creation of relevant information and knowledge, is widely recognized.

The rationale for the establishment of these facilities in the Azerbaijani context is twofold. On the one hand, Regional Information Centers are seen as an effective way to provide valuable information services to a larger segment of the population, and to increase the general level of awareness of information and communication technologies. On the other hand, RICs are expected to have a positive social and economic impact on the communities they serve, through the development of new skills and capacities.

Impact:

During the first operational phase of the RICs a strong emphasis has been placed on the provision of educational services, believing that training opportunities are relevant for promoting local development. Moreover, in order to address the problem of services' access the trainings offered targeted the increase of the general level of computer literacy. All the training courses provided were developed in Azeri and were based on the standards of the European Computer Driving Licence (ECDL). Services were being provided at no cost, and free of charge for the first year of operation at least. Overall, services offered by the newly established facilities appeared to be greatly appreciated by the local communities. In Ali-Bayramli (one of the RICs) more than 160 applications for computer training courses were received, for a limited number of places available. Furthermore, and perhaps most importantly at this stage, support provided by the staff appeared to be effective and professionally delivered. Regional Information Centers are a relatively new institution in Azerbaijan, and given their potential to advance the country's overall

development, the Government, with the support of the UNDP, is currently working on the refining and the operationalization of their exact role as a development tool.

Source: <http://www.ejisdc.org/ojs/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/untc/unpan018635.pdf>

More information on the product:

<http://www.un-az.org/undp/ict/regtarec.php>

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Web: www.un-az.org/undp

Address: UNDP Azerbaijan, Baku AZ1001, 3, UN 50th Anniversary str.

Country:	Bahrain
Institution/Ministry:	General Directorate of Nationality, Passports and Residence; Ministry of Interior
Solution/Application:	Bahrain eVisa System
Theme:	Security
Implementation Date:	n.a.

Summary:

The Bahrain eVisa System is an online application service for the payment and processing of visas for travel to Bahrain. The application connects to General Directorate of Nationality, Passports and Residence systems and databases in order to automate visa procedures and monitor each visa application for policy and security constraints.

The eVisa System provides the Government of Bahrain with valuable information on individuals who want to visit the country. The information is useful for the tourist industry, which can use it to target and market to a certain level of tourist. The tourist industry can target key international markets from which the majority of visitors come and provide these visitors with additional information on the country.

Many groups of people benefit from this service: individuals who intend to visit the country; residents of Bahrain who are looking for multiple re-entry visas; and companies in Bahrain that want to interview an applicant from abroad. The system can also save biometric data electronically; thereby reducing the data-capture process at the airport check-in counter.

Impact:

Visitors have the latest information that concerns their travel and can plan accordingly, saving time and money. The Bahrain eVisa System has made the process of acquiring a visa much faster and easier. The user-friendly web site enables visitors to process their requests for a visa without human intervention. As a result, the process is transparent, efficient and cost-effective. In addition, the potential for corruption with respect to the visa process has been reduced.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022053.pdf>

More information on the product:

<http://www.evisa.gov.bh>

Contact:

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E-mail: evisa@gdnp.gov.bh

Country: Bangladesh

Institution/Ministry: Rajshahi City Corporation (RCC)

Solution/Application: The electronic Birth Registration Information System (BRIS)

Theme: Citizens' Service Delivery, Information Access

Implementation Date: April 2001

Summary:

Birth registration is seen as a fundamental right for all children, and is part of the mandate of Rajshahi City Corporation (RCC), one of the oldest municipalities in Bangladesh. Although birth registration has been carried out since the inception of RCC, the data was all registered manually; and the manual process was subject to delays and, in transferring data, errors, duplications and inconsistencies arose. The electronic system was therefore proposed, with financial assistance from Unicef Bangladesh.

The electronic Birth Registration Information System (BRIS) was introduced on a pilot basis in RCC. BRIS is based on a distributed application architecture, with four clients and one server connected via a local area network.

BRIS, as its name suggests, registers births electronically, providing a basic citizen identity, and building this data together with other into a population database that can be shared with other public agencies. For example, the Department of Health uses the system to help ensure immunisation of all children, with vaccination lists provided for health workers and immunisation schedules provided for parents on the basis of registration data. The system could also be used to assist with the process of school enrolment. BRIS works in Bengali, although it can also generate certificates and reports in English.

There are plans to move soon BRIS to a Web-based system that will potentially draw in a much broader range of agencies to share data.

Impact:

This is a pilot project that has been running since April 2001 with no major interruptions. So far, the system can be deemed to be largely successful in its restricted LAN format. BRIS has removed duplication and redundancy from birth/registration records through centralized storage of data. It has automated searching, sorting, processing and reporting tasks (such as those associated with immunization) and very significantly reduced the time needed for such tasks. Error rates have also been reduced, with a combined ID number and bar-coding system. A CD-ROM of BRIS data has been created, that provides backup allowing the transfer and reuse of registration data outside the LAN system.

Source:

<http://www.egov4dev.org/rajshahi.htm>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023588.pdf>

More information on the product:**Contact:**

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Email: richard.heeks@man.ac.uk

Web: <http://www.egov4dev.org/> & <http://www.e-devexchange.org/eGov/home.htm>

Country:	China
Institution/Ministry:	Sichuan Branch of China United Telecommunications Corporation
Solution/Application:	Tianfu Agriculture Information Network
Theme:	Information access
Implementation Date:	n.a.

Summary:

One of the major issues facing the province of Sichuan was that over 25 per cent of its yearly produce had to be dumped in the fields and/or wasted because the produce was not being sold in time. In addition, farmers had to deal with outdated seeds, expired fertilizers and contagious diseases because they did not have timely access to the relevant information. The implementation of the Tianfu Agriculture Information Network alleviates the impact of these problems by providing accurate information for better decision-making by the farmers.

The Tianfu Agriculture Information Network is a large integrated network application system for the agricultural community that was designed and built by the Sichuan Branch of China United Telecommunications Corporation, which also manages it. It includes a mobile network, a fixed line phone network, the Internet, an information collection and handling system, an information release system, a call centre and expert hotlines.

Through the use of multimedia content, the voice and data networks, the call centre and hotline support, the system bridges communication gaps between people in poor areas and the rest of the world. The project integrates contents of related agricultural web sites all over the world, providing timely agriculture-related information on technology, business, trade, medical treatment and sanitation, law, disaster prevention and reduction, etc. Through an associated call centre and expert hotlines, it provides users with professional consultations on specific issues.

The system covers 90 per cent of the population and 70 per cent of the total area of Sichuan province in western China. This platform and innovative business model are now serving over 600,000 users, including more than ten minority groups such as the Tibetan and the Yi.

Impact:

The Tianfu Agriculture Information Network was established in order to reduce the digital divide in poor areas of western China, where more than ten minority groups live. It helps farmers to access relevant knowledge and information, such as agricultural weather messages, farm-produce supply information and the status of demand.

The network has enabled farmers, who have little or no formal education or experience with information technology, to access time-sensitive information. The number of network subscribers has increased by 80,000 per month on average and over 200 million messages have been sent through the network since its inauguration. Almost three million farmers have benefited directly from these messages, with their living standard notably improved. The network has proven that appropriate technology can be used to benefit people in poor and/or underdeveloped areas.

Source: China United Telecommunications Corporation

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022057.pdf>

More information on the product:

<http://211.95.129.186/TfAgrInfo/english.jsp>

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Country:	China
Institution/Ministry:	Quzhou Municipal Government
Solution/Application:	Information Network for the Dissemination of Agricultural Technology (NJ110 Project)
Theme:	Information access (and sharing)
Implementation Date:	1999

Summary:

NJ110 is a project that involves the use of ICTs to build an information network by modifying and updating an existing system for the dissemination of agricultural technologies. Originating as a 24-hour telephone hotline providing farmers with information on market conditions and agricultural technologies via the number NJ110, the NJ110 project was mandated by provincial authorities to establish agricultural information centres equipped with personal computers in all 130 townships of Zheizhang. The current network consists of three levels of information service stations: municipal, county and township. The NJ110 network employs radio, television, print and Internet models of communication. By June 2003, it had trained 77,000 farmers, responded to over 400,000 queries and welcomed 800,000 visitors to its web site.

Impact:

NJ110 provides thousands of farmers with access to agricultural information. It is also helpful for selling products and attracting investment. The development of an information network has helped to change the traditional agricultural service system. After noticing its effectiveness, the Zhejiang provincial government has spread the model of NJ110 throughout the province since 2002.

Source: Harvard University

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022088.pdf>

More information on the product:

<http://www.nj110.com> (in Chinese)

Contact:

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E-mail: auerswald@gmu.edu

Country: China

Institution/Ministry: Zhongguancun Science Park Administrative Committee, Government of Beijing

Solution/Application: Zhongguancun Business E-Park

Theme: Citizens' Service Delivery

Implementation Date: 2000

Summary:

Zhongguancun E-Park is a pilot project that applies the latest computer and Internet technologies to improve the efficiency and responsiveness of government. The E-park has applied the latest computer and Internet technology to build a common administrative platform that connects all government departments. The central database and web site allow data sharing and workflow integration among all the departments. Now the government works as an integrated body and shows only one face to the public. The system includes five functions, all of which are accessed from the same home page: E-application; E-registration; E-reporting; E-administration and E-consulting.

Impact:

- Interactivity. As previously described, the whole platform is a two-way channel connecting the public and government. It provides service 7 days a week, 24 hours a day to anyone, anywhere, anytime.
- Efficiency. The e-government system greatly reduced the turnaround time for government approvals from 2-3 months, on average, to 10-15 days. It also reduced the routine filing burden on the companies.
- Transparency. The E-Park system enables a visible government. The black box is opened, and the opportunities for corruption are greatly reduced.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022291.pdf>

More information on the product:

www.zhongguancun.com.cn

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Country:	China
Institution/Ministry:	The Immigration Department, the Government of the Hong Kong Special Administrative Region
Solution/Application:	Electronic Service Delivery (ESD) Scheme
Theme:	Government Portal, Citizens' Service Delivery
Implementation Date:	2000

Summary:

The Electronic Service Delivery (ESD) Scheme is a key initiative under the "Digital 21" Information Technology Strategy of the Government of the Hong Kong Special Administrative Region to provide online public services.

The ESD Services Limited (ESDSL) is the contractor engaged by the Government through an open tender process to develop the ESD system. The Government makes use of the system to provide public services online. The contractor is also allowed to use the ESD system to provide private sector e-commerce services. The objective is to provide more comprehensive services to users and to make use of the ESD information infrastructure to pump-prime the development of e-commerce in the private sector.

This one-stop portal provides more than 140 types of integrated public services of over 40 government bureaus, departments and agencies. Services vary from a basic e-service to complicated on-line transactions, which may be put into three categories:

- Publish – the government has an electronic presence. ESD Scheme provides useful information such as its SME information center. It also offers various kinds of downloadable forms – such as applications for an animal trader license, applications for a livestock keepers license, etc.
- Interact – the government gives citizens the ability to actually interact with it. ESD Scheme has contact information for each public department. Users are able to call or send emails if they have any questions.
- Transact – ESD Scheme enables citizens and some commercial companies to carry out transactions over the Internet, such as informing government departments of a change of address in one go. Moreover, the services include filing and viewing tax returns, sale of government publications, and retrieval of birth/death/marriage certificates. Appointment booking – such as for HK smart identity card replacement, registration of identity card, or marriage – are also provided.

Impact:

ESD improves the efficiency and reduces the cost of delivery of public services. By delivering high quality public services online, it is convenient for citizens to perform public service transactions at home, in office or other places with internet connection with services available 24 hours a day and 7 days a week. In some transactions that need to be performed at the government office, citizens can view the application online, which allow citizens to better prepare before they leave for the venue. And in some cases, citizens are able to save extra trips to the venue.

Source: Immigration Department, the government of the Hong Kong SAR

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022457.pdf>

More information on the product:

<http://www.esd.gov.hk/home/eng/default.asp>

(Also available in Chinese at www.esd.gov.hk)

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Email: support@esdlife.com

Country: Hong Kong, China

Institution/Ministry: Health, Welfare and Food Bureau, Department of Health, Hospital Authority, and Hong Kong Police Force

Solution/Application: Hong Kong Policing Disease

Theme: Health, Information access

Implementation Date: 2003

Summary:

In March 2003, a highly infectious disease caused by an unknown virus broke out in Hong Kong. The World Health Organisation (WHO) termed this new disease Severe Acute Respiratory Syndrome, or SARS in short. SARS soon became a major threat to international public health and safety. To bring the outbreak under control, the Government of the Hong Kong Special Administrative Region instituted a comprehensive range of public health measures. With no time to devise a new IT system, existing computer systems in the Department of Health, the Hospital Authority and the Hong Kong Police Force were brought together to combat the infection under a joint project called "Policing Disease".

Policing Disease is a new paradigm that leverages advances in criminal data analysis, to process information from Severe Acute Respiratory Syndrome (SARS) victims, and allows immediate actions. Timely analysis using the system (over 20,000 records) allowed rapid identification of *transmission points* and a coordinated multidisciplinary response (police, health and environmental experts) enabled prompt remedial measures. The speed and scope of this action allowed effective containment of SARS in Hong Kong preventing a global epidemic

Impact:

The SARS outbreak was controlled within a relatively short period with the assistance of *Policing Disease*. The re-tuning to utilize such system in the alternative areas as shown in the case of "*Policing Disease*" as in Hong Kong is both feasible and worthwhile.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022730.pdf>

More information on the product:

www.hwfb.gov.hk/policingdisease/SARS-b.htm

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Or: Hong Kong Police Force:

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Country: China

Institution/Ministry: Hong Kong Special Administrative Region Government

Solution/Application: The Official Website of Hong Kong

Theme: Government Portal

Implementation Date: 1997

Summary:

The Government of the Hong Kong Special Administrative Region (SAR) established a website with the main aim of delivering more efficient and effective services to its citizens, and to facilitate the access and sharing of information. The Homepage of the Hong Kong Special Administrative Region (HKSAR) Government of the People's Republic of China is produced and maintained by the Information Services Department and updating of the web site is carried out as soon as new information is available.

Impact:

The inclusion of Hong Kong as the fourth best practice in the report *Digital Governance in Municipalities Worldwide 2005* is based on its fourth place ranking in the 2005 evaluation, which is based on a survey considering the practice of digital governance in 98 large municipalities worldwide. The high ranking is a reflection of Hong Kong's balanced performance throughout the five categories considered (i.e., 1. Security and Privacy; 2. Usability; 3. Content; 4. Services; and 5. Citizen Participation)

Source: Report on the two websites <http://www.andromeda.rutgers.edu> and <http://www.gepegi.org>

More information on the project:
<http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN022839.pdf>

More information on the product:
<http://www.info.gov.hk/eindex.htm>
<http://www.info.gov.hk/csitemap.htm> (traditional Chinese)

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Country: China

Institution/Ministry: Shanghai Municipal Government

Solution/Application: The Official Website of the City of Shanghai

Theme: Government Portal

Implementation Date: 2001

Summary:

As the general platform for message distribution of all the city agencies under Shanghai municipality, “China Shanghai” government official website opens a window for all the city agencies to connect their intranets with the world. The key tasks of “China Shanghai” are: to transfer and release the messages from Shanghai municipality on Internet; to establish the Internet message channel between the government, the citizens and the enterprises or agencies; to enable the government to provide online services such as citizen-oriented public affairs and administrative approval.

The purpose of “China Shanghai” government official website are: to build channel for citizens’ participation in public affairs, improve the transparency of government work and guarantee citizens’ right of knowing-inside; via Internet and IT applications, to provide government the effective way such as online-service and online-office, to facilitate citizen or enterprise handling relevant business, to drive government BPR, to improve government administration efficiency; to strength the interactivity with local private networks and intranets during the process of Shanghai establishing the administration system adaptable to economic and social development; to become the model of Shanghai e-government affairs during the process of promoting e-government coordination, online affair-handling and e-mail application.

Impact:

The inclusion of China Shanghai as the third best practice in the report *Digital Governance in Municipalities Worldwide 2005* is based on its third place ranking in the 2005 evaluation, which is based on a survey considering the practice of digital governance in 98 large municipalities worldwide. The high ranking is a reflection of Shanghai’s balanced performance throughout the five categories considered (i.e., 1. Security and Privacy; 2. Usability; 3. Content; 4. Services; and 5. Citizen Participation.)

Source: Report on the two websites <http://www.andromeda.rutgers.edu> and <http://www.gepegi.org>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN022839.pdf>

More information on the product:

<http://www.shanghai.gov.cn/> (only in Chinese)

<http://www.shanghai.gov.cn/shanghai/node8059/index.html> (English version)

Contact:

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Country: India

Institution/Ministry: Department of Health and Family Welfare, Government of Delhi

Solution/Application: Web-based Blood Bank Management System

Theme: Health

Implementation Date: n.a.

Summary:

The Web-based Blood Bank Management System of the Department of Health and Family Welfare provides the stock of blood for different groups in the various blood banks as well as online registration to people who are willing to donate blood. The details of blood donation camps are also available in the system. The Blood Bank Management System software features, among other things, donor registration and blood collection; red cell serology; an infectious marker system; stock maintenance (whole blood/component); transfer of stock of whole blood (unscreened location to screened location); rejection accounting; discard accounting; record of the staff; details on blood donation camps; inventory record; and user access control.

Impact:

Through the Web-based Blood Bank Management System, the entire process of submitting the online registration form is simple and citizens can register online from home. The Department of Health and Family Welfare can collect information regarding various blood groups. Citizens receive information about the next blood donation camp via post or e-mail after registration as a result of the listings with respect to various blood groups.

Source: Government of Delhi

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022065.pdf>

More information on the product:

<http://www.bloodbanksdelhi.com/>

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Country:	India
Institution/Ministry:	Delhi Transport Corporation
Solution/Application:	Computerized Bus Pass System
Theme:	Citizens' service delivery
Implementation Date:	February 2001

Summary:

The Computerized Bus Pass System of the Delhi Transport Corporation launched the computerization of bus passes through which bus passes/photo ID cards can be issued or renewed from any of the computerized Bus Pass Centres. Since the introduction at Scindia House, 35 Bus Pass Centres have been computerized. Within the system, all computerized Bus Pass Centres can be computer networked through 64-kilobit-per-second leased lines/integrated services digital network.

Features of the Computerized Bus Pass System include issuance of bus passes by computer within two minutes; issuance of a photo ID card valid for one year for the general public and five months for students; service charges for the issuance of photo ID cards and for new and renewed bus passes; issuance of bus passes for one, two, three, four or five months as per the choice of the applicant in place of the present system of monthly/quarterly bus passes; no security deposit and no requirement of a photograph with the application; and no change in the existing bus pass fare structure.

Impact:

The Computerized Bus Pass System has considerably reduced the time required to issue or renew bus passes from 25-30 minutes to 3-5 minutes, increasing convenience and commuter satisfaction. Now there are almost no queues at bus-pass issuing centres. With computerization, the possibility of fake or duplicate passes has also been reduced.

For the Delhi Transport Corporation, there have been considerable savings in salaries as a result of project implementation through public-private partnership using the franchise system. Moreover, no financial investment was required from the corporation.

Source: Delhi Transport Corporation

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022062.pdf>

More information on the product:

<http://dtc.nic.in/>

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Country: India

Institution/Ministry: Education Department, Government of Delhi

Solution/Application: Management Information System for Education

Theme: Education

Implementation Date: n.a.

Summary:

The Management Information System for Education serves mainly as a means of adding/editing details about schools/employees; searching for schools/employees; online transferring, relieving and joining of employees; and generating various reports. It can also be used to issue appointment orders, transfer orders, relief orders and joining orders and to update the online employee and school database.

Impact:

A total of 986 government schools had been involved in the information system by 31 March 2003. Improved efficiency and better storage of data have led to rapid retrieval of information for efficient policy-making.

Source: Education Department, Government of Delhi

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022064.pdf>

More information on the product:

<http://www.edudel.nic.in/>

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Country:	India
Institution/Ministry:	Department of Food and Supplies, Government of Delhi
Solution/Application:	Public Distribution Management Systems
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

Through the Public Distribution Management Systems project, the preparation of below-poverty-level and above-poverty-level ration cards was computerized. In addition, FSS headquarters and district offices were computerized for the preparation of reports/ration cards (about 432,000 below-poverty-level cards, including around 31,000 Antyodaya ration cards and 170 Annapurna ration cards).

Impact:

Through public distribution management systems, error-free laminated ration cards can be prepared and distributed and reports, information and all databases can be generated via LAN. Citizens have benefited owing to the improved management of public distribution management systems.

Source: Department of Food and Supplies, Government of Delhi

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022063.pdf>

More information on the product:

<http://delhigovt.nic.in/dept/food/fpds1.asp>

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Country:	India
Institution/Ministry:	Department of Administrative Reforms
Solution/Application:	Tender Notice Information System
Theme:	E-procurement
Implementation Date:	n.a.

Summary:

The Department of Administrative Reforms publishes details of tender notices on the Internet via the Tender Notice Information System of the Government of Delhi. Since the information is posted on the web site, there is no need for departments or government bodies to follow up with the Information Technology Department or National Informatics Centre; they can upload tender documents in Microsoft Word format or Portable Document Format (PDF).

The system enables suppliers and vendors to register free of charge to receive automatic e-mail notification of new tenders, download tender documents if the department has kept them, and scroll through the notices.

Impact:

To date, 1,456 vendors have registered in the Tender Notice Information System of the Government of Delhi. Easy access, online availability, the listing of various tender notices by category and department, archives of tenders, timely e-mail notification to vendors and the ability to conduct comprehensive searches of tender notices in the information system have greatly improved efficiency and benefited citizens and the Department. The Department receives more competitive prices as the tender notices are published widely on the Internet.

Source: Department of Administrative Reforms

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022066.pdf>

More information on the product:

<http://delhigovt.nic.in/tender>

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Country: India

Institution/Ministry: Government of Dhar District

Solution/Application: Gyandoot: Community-owned Rural Intranet Kiosks

Theme: Information access (and sharing)

Implementation Date: 1 January 2000

Summary:

The Gyandoot project was launched on January 1, 2000 with the installation of a low-cost rural Intranet covering 20 village information kiosks in five Blocks of the district. Later, 11 more kiosks were set up. Gyandoot is recognized as a breakthrough in e-government, demonstrating a paradigm shift that gives marginalized tribal citizens their first-ever chance to access knowledge with minimum investment.

The goal of the project has been to establish community-owned, technologically innovative and sustainable information kiosks in a poverty-stricken, tribal-dominated rural area of Madhya Pradesh. The entire network of 31 kiosks covers 311 panchayats, over 600 villages and a population of around half a million. Villages that function as Block headquarters or hold the weekly markets in tribal areas or are located on major roads were chosen for establishing the kiosks.

Agricultural produce rates, land records and grievance services are the most popular features of the kiosks, accounting for 95 per cent of the usage. User fees are charged at the kiosks for the services provided. The project was awarded the Computer Society of India-Tata Consultancy Services National Award for Best Information Technology Usage for the year 2000.

Impact:

This project is a unique government-to-citizen Intranet project, with numerous benefits to the region, including a people-based, self-reliant sustainable strategy. The entire expenditure for the Gyandoot network has been borne by panchayats and the community, with no expenditure burden for the State or national government. Farmers have more access to market rates, and awareness of computers and information technology in rural areas has increased.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022122.pdf>

More information on the product:

<http://gyandoot.nic.in/index.html>

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Country: India

Institution/Ministry: Central Vigilance Commission (CVC), India

Solution/Application: Central Vigilance Commission Website

Theme: E-participation

Implementation Date: January 2000

Summary:

In an effort to propagate the idea of zero tolerance for corruption, the Central Vigilance Commission (CVC) in India has begun to share with citizens a large amount of information related to corruption. The CVC website has published the names of officers from the elite administrative and revenue services against whom investigations have been ordered or penalties imposed for corruption. Any citizen can lodge a complaint against corruption, without fear of disclosure or reprisal. The Commission would scrutinize the information so received, and if the information is considered sufficient for carrying out detailed investigations, the CBI or the Income Tax authorities would be advised accordingly.

Impact:

The Central Vigilance Commission website is a bold anticorruption experiment. It provides information to the public about the role, responsibility, and strategies to combat corruption. This is an effort to keep the agenda of fighting corruption alive in the public mind. The CVC site increases the risk element for the corrupt whose ill-gotten wealth is stashed away in the form of black money, foreign accounts, jewelry and other valuables, benami property, etc.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022415.pdf>

More information on the product:

<http://cvc.nic.in/>

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Country: India

Institution/Ministry: Department of Information Technology

Solution/Application: **FRIENDS: The Online Citizen Payment**

Theme: Citizens' service delivery

Implementation Date: 2001

Summary:

FRIENDS (Fast, Reliable, Instant, Efficient Network for Disbursement of Services) centres offer a one-stop, front-end, IT-enabled payment counter facility to citizens to make all kinds of government payments in the state of Kerala in South India. The payments that citizens can make at the counters include utility payments for electricity and water, revenue taxes, license fees, motor vehicle taxes, university fees, etc. One important feature is a provision for adding more modules and a queue management system. Client/server architecture, consisting of a network of one powerful server and 10 to 20 normal PCs, is used in each centre.

Impact:

It has been calculated that, with FRIENDS, citizens need to spend an average of only 35% of the cost involved in making separate payments at department counters. By saving on travel costs, costs of using agents, and related costs, citizens using FRIENDS centres therefore make an average monthly saving of about US\$1 per citizen.

The level of satisfaction could be gauged from the fact that 97.4 % of users prefer FRIENDS to department counters according to surveys undertaken. The increased participation of women customers is also a positive contribution.

Source: egov4dev.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022350.pdf>

More information on the product:

<http://www.friendscentre.net>

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Kerala State Information Technology Mission

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Country: India

Institution/Ministry: Government of TamilNadu

Solution/Application: The E-district

Theme: Citizens' service delivery

Implementation Date: 1999

Summary:

The Tiruvarur district of TamilNadu had accomplished near total automation of the field level government functioning in Taluk offices, District Rural Development Agency (DRDA), Collectorate, Block offices, Town Panchayat Office and Regional Transport Office. Land record administration, rural development scheme administration, student scholarship administration, public grievances handling, HR administration, social welfare scheme administration, etc were migrated to manual register free status, thus removing hurdles in citizen service delivery. Under the title 'Power of e-governance', the district conducted eight outdoor camps in different places, where the Taluk office functioning was held in marriage halls, proving that the district could run government offices literally anywhere, without moving any manual registers.

Impact:

The above activities have ushered in a high degree of transparency and efficiency to the government. Citizens now have a more reliable and efficient public sector that meets their needs. Other benefits include public administrative savings. Times of India, a leading newspaper in India, rated Tiruvarur as 'twenty years ahead of the rest of India'.

Source: eGovIndia.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022352.pdf>

More information on the product:

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

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Country: India

Institution/Ministry: The Department of Revenue, Karnataka

Solution/Application: **Bhoomi: The Online Delivery of Land Titles**

Theme: Citizens' service delivery

Implementation Date: 1996

Summary:

The Department of Revenue in Karnataka has computerized 20 million records of land ownership of 6.7 million farmers in the state. Previously, farmers had to seek out the Village Accountant to get a copy of the Record of Rights, Tenancy and Crops (RTC) -- a document needed for many tasks such as obtaining bank loans. There were delays and harassment. Bribes had to be paid. Today, for a fee of Rs.15, a printed copy of the RTC can be obtained online at computerized land record kiosks (Bhoomi centers) in 140 taluk offices. The remaining 37 taluks are expected to have a Bhoomi center by March 2002. In the next phase, all the taluk databases are to be uploaded to a web-enabled central database. RTCs would then be available online at Internet kiosks, which are likely to be set up in rural areas.

Impact:

Farmers can now get an RTC for any parcel of land and Khata extract in 5-30 minutes from an RTC information kiosk at the taluk headquarters. The system generates various types of reports on land ownership by size, type of soil, crops, owner's sex, etc., which would be useful for planning poverty alleviation programs, and supplying agricultural inputs. The system could also lead to better administration of Land Reforms Act, such as enforcing a ceiling on land holdings, etc.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022354.pdf>

More information on the product:

<http://www.bhoomi.kar.nic.in/>

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Country:	India
Institution/Ministry:	Hyderabad Metropolitan Water Supply & Sewerage Board
Solution/Application:	Single Window Cell (SWC)
Theme:	Citizens' Service Delivery
Implementation Date:	April 1999

Summary:

Hyderabad Water Supply and Sewerage Board (Metro Water) was established in 1989 by the state government in order to secure an infrastructure improvement and institutional strengthening loan from the World Bank. The completion of this loan in the late 1990s, Metro Water implemented three customer-focused reforms aimed at improving service delivery performance. One of those was the Single Window Cell (SWC) – a dedicated office to speed up the process of providing new/enhanced water supply and sewerage connections to all its customers.

Impact:

Metro Water uses its SWC to reduce corruption for new water supply and sewerage connections. Previously, applications were made to one of 120 section offices, and then forwarded to 14 other staff before approval, each requiring “speed payments”. Under the SWC, the application process is centralized in one, public place, with applications recorded on computers that are difficult for corrupt officials to alter. SWC takes a minimum of 15 days and a maximum of 30 days to accept or reject an application. Times taken by the SWC to process and sanction new connections varied from 15 days to 10 months. Staff is motivated to provide good service with distinctive uniforms, modern offices and individual computer terminals.

Sources: Institute of Development Studies, England

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022458.pdf>

More information on the product:

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

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Country:	India
Institution/Ministry:	National Informatics Centre (NIC), the Government of Maharashtra, the Education Department, and the Warana Group of Co-operatives (WGC)
Solution/Application:	Wired Village” Project: Facilitating the Sugar Cane Production Process
Theme:	Information access, Citizens’ service delivery, E-commerce
Implementation Date:	1998

Summary:

The Warana “Wired Village” project in India is an example of the adoption of ICT by a rural community in the state of Maharashtra, India. There, the local cooperative is using ICT to streamline the operations connected with sugar cane growing and harvesting. The project aims in fact at giving villagers access to information in local language about crops and agricultural market prices, employment schemes from the government of Maharashtra, and educational opportunities.

There are fifty-four functioning village information kiosks that are facilitating the sugar cane production process at three stages: first, during the yearly registration for plantation when changes to property are recorded; second, with the issuance of harvesting permits; and third, with payments information. Village kiosks have a PC with a printer and most are connected to the sugar administrative building via wireless telephone. Farmers can go to the village information kiosks to receive payment slips. Moreover, they can purchase fertilizer at deposits located next to the kiosks in cash or by using credit.

Impact:

The project has already increased the efficiency of the sugar cane growing and harvesting process, both in terms of time saved by the farmers on administrative transactions as well as in terms of monetary gains. Before computerization, it used to take two or three days for farmers to find out how much they had spent and how much they had earned during the harvest, while now all it takes is a visit to the village kiosk. And as a result of computerization, fertilizer stocks are now smaller and better managed, which is said to have brought savings of about US\$750,000 to the cooperative.

Source: Information Technology in Developing Countries newsletter

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022417.pdf>

More information on the product:

<http://www.mah.nic.in>

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Country: India

Institution/Ministry: Ministry of Agriculture, Government of India

Solution/Application: Agricultural Marketing Information Network –AGMARKNET

Theme: Information Access

Implementation Date:

Summary:

In a Country like India with 70% of its population living in villages and depending on agriculture as their main occupation, accurate and timely information about the market prices of the agricultural commodities is of extreme significance. Agricultural marketing in India is undergoing a significant metamorphosis because of economic liberalization and globalization, and market information is equally needed by all market participants in order to arrive at optimal trading decisions.

The advancement in communication and information technology has made the world a smaller place and a larger market at once, and India realized the importance to fully utilize the new emerging trade opportunities for the benefit of farming community, and the urgency to strengthen up the agriculture marketing information system in the country. Clearly, Information and Communication Technology has a vital role to play in the process, and aware of this the Ministry of Agriculture has launched AGMARKNET, a scheme that has led to a nation-wide information network for speedy collection and diffusion of market information. Computerization of market related information such as market fees, market charges, etc., has ensured regularity and reliability of data, and increased the efficiency in agricultural markets.

Impact:

The AGMARKNET Project has been designated as one of the Mission Mode Projects of the Department of IT of the Government of India and has won accolades and awards for effectively fulfilling the objective of speedy collection and dissemination of agricultural marketing information for better market access and price realization by the farming community.

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023552.pdf>

More information on the product:

<http://www.agmarknet.nic.in/>

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Country:	India
Institution/Ministry:	Department of IT, Government of Kerala
Solution/Application:	Science and Technology Entrepreneurship Project (Akshaya)
Theme:	Information Access, Citizens' Service Delivery
Implementation Date:	2002

Summary:

Akshaya - or perpetuating prosperity - marked the beginning of a driven to 'Bridge the Digital Divide' by enabling thousands of ordinary citizens access relevant information in Malayalam over the Internet.

Starting at the grass-roots level in panchayats, the project nucleated a robust digital network in Kerala, which lowered the information access barrier faced by the common man. The Akshaya Centres equip at least one member in each of the 64 lakh families to handle computers and provide the basic grasp of information and communication technology. Akshaya Centres also have a set of contents relevant to the common man in Malayalam. Addressing the issues of access, skill sets and content, Akshaya help develop Kerala into India's foremost knowledge society.

Akshaya, is considered the flagship ICT for Development project for the Kerala State IT Mission. The Project is piloted in the Malappuram district, that is established in about 600 Akshaya and Centres connected through a wireless internet infrastructure Akshaya in now rolling out to seven other districts in Kerala as the second phase of state wide roll out. In the third phase Akshaya will be implemented in the remaining six more districts.

Akshaya - Salient Features

- Nine thousand Multipurpose Community Technology Centres (Akshaya Centres) throughout Kerala - one centre within 2km of any household, even in the remotest of areas
- Sixty-four lakh families to benefit - one computer literate member in each family
- The common man to have instant access to relevant e-content in Malayalam
- Public service information now at every citizen's fingertips
- Faster, more accurate, cheaper communication technologies.

Impact:

Over the past years the Akshaya Project has received several awards recognizing that it addressed the issue of digital divide in the state in an integrated and holistic way. It provides ICT access to all sections of the society, even those located in the remotest part of the state. The development of minimum skill sets to all the people through functional IT literacy training and the creation of local content to benefit all the interest groups are also key components. Akshaya also received the honor as a project that succeeded in integrating multiple objectives of mass e-literacy, entrepreneurship development, ICT interventions and community uplifting.

The Akshaya project was selected for the Golden Nica award of Prix Ars Electronica in the Digital Community category for the year 2005; the project was among the six winners of Prix Ars Electronica Award 2006 instituted by the Austria-based Ars Electronica, a platform for digital arts and media, and won the Silver Icon award in Innovative Operations and Best Practices - New Entrants for Exemplary Implementation of e-Governance Initiatives for the Year 2004.

If we look at the specific impact, in terms of 'e-literacy' more than 5.9 lakh people (out of the 6.5 lakh households) were trained in ICT of which 65 % are women; in terms of employment creation, nearly 3000 direct employment opportunities were created; and in terms of hardware penetration, it is estimated that more than 20,000 computers and accessories were sold as part of the direct impact of Akshaya Project in Malappuram.

For detailed figures in the impact of the project log on to: <http://210.212.236.212/akshaya/impact>

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023555.pdf>

More information on the product:

<http://www.akshaya.net>

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Country:	India
Institution/Ministry:	Transport Commission (Home Department), Government of Gujarat
Solution/Application:	The Computerized Interstate Check Posts (CICs)
Theme:	Citizens' Service Delivery, e-Justice
Implementation Date:	2001

Summary:

Interstate check posts exist in all states of India. The primary function of a check post is to check whether road tax has been paid for each vehicle. The secondary function is to check vehicles for overloading. The Regional Transport Offices Inspectors stationed at the check post are authorized to check the weight of goods being carried and also examine the vehicle documents. They can also penalize for offences like broken or damaged headlights and non-standard license plates.

In late 1999, to improve the situation at 10 remote interstate border check posts, the Transport Department of the Government of Gujarat redesigned the processes at the check posts. Large yards were created at the check posts and processes of inspection and estimation were mechanized by deploying electronic weighbridges, video cameras and computers. Such modernized check posts called the **Computerized Interstate Check Posts (CICP)** were created at all the 10-interstate sites.

Impact:

The main stakeholder of the system, the state government, has benefited quite significantly from the project. The technology at CICP has enabled 100% checking of vehicles and remarkably enhanced the revenue collections from Rs.56 crores to Rs.237 crores already in the first three years. Thus, it can be said that one of the main objectives of the system has been well accomplished. However, while the revenues from each check post have shot up, the leakage has apparently not been plugged totally. Unaccounted money is still collected from check posts from about 36% of vehicles by collecting less than 10% of official penalty charges. This could indicate poor monitoring and misuse of technology.

The RTO Inspectors opine that there are shorter queues after computerization and much time is saved. The inspectors perceive that 25 to 30% of vehicles are overloaded and there is no shift in this pattern even after computerization.

Due to the transparency introduced by the system, incidents of conflicts with the drivers have also declined considerably. They perceive a reduction in their workload, after the introduction of the computerized system.

The Inspectors were asked to grade the processes before and after computerization, on a scale of 1 to 5 (1 being the lowest grade). With regard to the Impact on Processing, the Inspectors perceive that there is a significant shift (from 2 to 4 on the 5 point scale) in all the components in processing, post computerization. That is, weighing and computing, collection of fine, issuing receipts, transparency, workload, and overall effectiveness has all improved to a great extent.

However, two of the inspectors have stated that the workload has remained the same or increased with the introduction of the computerized system.

About 700-800 vehicles are checked in a span of 8 hours, at each check post. In the manual system the inspectors were able to check only about 15 to 20 vehicles in a shift of 8 hours.

The average time taken for weighing of vehicles, bill preparation, and checking of documents was about 1.5 to 2 hours, on the average, in the traditional system. Under the CICP, as per the feedback from RTO Inspectors, it takes about 5 to 10 minutes to accomplish the same tasks.

Furthermore, the inspectors perceive that the impact on drivers is also quite favorable. The confidence of drivers in the system rose from 1 or 2 to 4 or 5 (on a scale of 1 to 5) in the new system. One inspector has stated that preparedness (payment, etc) of drivers has come down somewhat, in the new system.

Finally, most drivers have expressed satisfaction at the swiftness of the procedure, caused by the introduction of electronic weighbridges. Moreover the waiting lanes and parking sites are a value addition to the new system. The pre-paid card system allows drivers to travel with little cash on hand. Establishment costs have long been met and revenue collections have shown a rapid increase. Within a year of its establishment the system managed to pay for itself.

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan015133.pdf>

More information on the product:

<http://www.most.nic.in/>

<http://www.egovdatabase.gov.in/projectparticulars1.jsp?code=87>

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Country:	India
Institution/Ministry:	Government of India
Solution/Application:	Computerization of Passport Issuance System
Theme:	Citizens' Service Delivery
Implementation Date:	1989

Summary:

The computerization of passport offices at RPO Delhi was entrusted to NIC as a pilot project during 1989. It has been extended to various other passport offices over the subsequent years. Presently all the 30 passport offices all over India have been computerized.

The computerization of the individual passport office may be divided into various phases including basic computerization, Index card image capturing, Online Index checking and passport printing.

In addition, the computerization of passport application collection centres, provision for authenticated e-mail services, communication between the passport offices and district offices through authenticated e-mail, electronic storage and retrieval of documents furnished by the applicants are in full swing.

Apart from this, public facilitation services such as web enquiry, tele-enquiry, touch screen kiosks, SMS services, online registration are also in progress.

Impact:

A central database with passport applicant details including photograph was created at NIC HQRS, New Delhi. The database has over 60 million records. The access is provided to all the Passport Issuance Authorities in India and abroad, immigration authorities and other selected security agencies. The creation of this database has made a revolutionary change in the Passport Issuance System resulting in the following major impacts:

- Relief for Indians to get passport services outside the country across the counter, especially when they lose their passport, which used to take several days/weeks.
- The database has helped security agencies to detect fake passports without visiting individual passport offices.
- It has helped immigration authorities to detain or release passengers immediately in case of suspect passports.

A project of scanning over 30 million passport applications having 400 million pages across the country was completed recently. This is a step towards a reduced paper office approach in passport offices. Hence the following has been achieved:

- Release of space in prime areas.
- File retrieval has become instantaneous.
- Avoidance of missing evidence.
- Investigations regarding forgery of passports have become possible without approaching the passport offices.

In the recent pendency clearance drive at RPO Delhi, it was demonstrated that about 60 officials can produce over 35,000 passports in a span of 10 days by using the existing IT infrastructure. Presently the Indian passport is just a step away from e-passport.

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023604.pdf>

More information on the product:

<http://passport.nic.in/>

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Country:	India
Institution/Ministry:	Indian Institute of Management, Ahmedabad (IIMA)
Solution/Application:	Dairy Information System Kiosk (DISK)
Theme:	E-commerce, Citizens' Service Delivery
Implementation Date:	2001

Summary:

Milk production is important to India, as milk is one of the main sources of proteins and calcium for a largely vegetarian population. In recent years, the milk co-operative movement initiated by India's National Dairy Development Board (NDDB) has led to a substantial increase in milk production in India, and the two main reasons for the above-mentioned increase were the more efficient collection of milk and the higher profits for producers, both of which have been influenced by IT.

The dairy sector already used computers in 2500 rural locations for processing milk buying/selling transactions in a transparent manner, and the Indian Institute of Management, Ahmedabad (IIMA) recognised the opportunity to build on this infrastructure and, through extensive collaboration with the co-operative dairy unions of Gujarat, they conceived the Dairy Information Services Kiosk (DISK). The two main components of the project are: 1) an application running at the community level, 2) a Dairy Portal at the district level serving transactional and information needs of all members and staff in the district co-operative structure. The software used at the society level was developed to provide:

- Data analysis and decision support to help a rural milk collection society in improving its performance i.e. increasing milk collection.
- Data analysis to improve productivity and yield of milch cattle.
- Farmers with facilities to place orders for goods and services offered by different agencies in the co-operative sector and seek information on subjects of interest.

The focus of this project is on improving delivery of artificial insemination, veterinary services, education, and the purchase and sale of milk in order to increase milk productivity and collection. The DISK application is being pilot tested in two co-operative village societies of Amul dairy in Kheda district, and the pilot is being implemented in Uttarsanda, a large village of 25000 people where agriculture is the primary occupation. NDDB expects to see a widespread use of this application, and estimates indicate that about 1000 milk collection centres could opt for the application.

Impact:

The farmers benefit as payment is now based on an a quick and accurate measurement of fat content and weight and is not subject to the malpractice and underpayment common with other systems in use.

The IT system enables prompt, accurate, and immediate payment. The queues at the centres are short despite the number of people selling their milk being quite large. As 2500 centres receive milk from 400,000 farmers daily, a ten-minute savings per farmer each day amounts to a total savings of 180,000 man-days per month.

The community benefit is calculated on the basis of data on payments collected the previous day for the sale of dairy products. These accounts can be kept over months to maintain an up-to-date balance sheet and account of profits and losses. The software can incorporate the revenue from daily milk sales to the local villagers and the expenditure incurred by the community. Since the accounts are kept accurate and up-to-date, there is less likelihood of fraud and corrupt practices (e.g. temporary use of the funds by individuals).

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023605.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023606.pdf>

More information on the product:

www.iimahd.ernet.in/egov/disk.htm

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Country:	India
Institution/Ministry:	National Informatics Centre (NIC), Ministry of Communications & Information Technology (MoCit), Government of India.
Solution/Application:	The Exam Results web portal
Theme:	Information Access, Citizens' Service Delivery, E-education
Implementation Date:	2002

Summary:

The practice of using the World Wide Web as a medium to publish examination results is not new, especially in countries with a high rate of Internet usage. The concept picked up in India during the past 4-5 years with the increased proliferation of the Web and its reach into the Indian homes and cyber cafes. The National Informatics Centre set up the Exam Results web portal, a single point source for results of various examinations conducted in India, containing also a lot of useful information.

Important announcements, both prior to the declaration of the result and upon its launch on the Net are posted on the web portal informing students, who can then access their results using a simple browser based interface by entering their roll number at the requisite place.

Impact:

The examination results declared by NIC on its various servers over the past few years have received a large number of hits from students, teachers, parents, school authorities and other interested stakeholders. In 2005, 30 million hits were received on this portal during the declaration of the CBSE Results (class X & XII) alone. While 3,300,000 mark sheets were emailed into the individual students' mailboxes, 3,800,000 and 2,500,000 results were disseminated through IVRS and SMS respectively.

The whole concept of declaring Exam Results over the Net has done more to promote the Internet awareness and usage than most other conventional promotion strategies. The sensitivity of the issue and the anxiety factor associated with the very concept of Exam Results made the exercise popular even in areas known to be having very low Internet penetration.

Source: <http://www.worldbank.org/ict>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023553.pdf>

More information on the product:

<http://results.nic.in>

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Country: India

Institution/Ministry: State Treasury , Government of the Karnataka State

Solution/Application: Khajane

Theme: E-accounting

Implementation Date: 2001

Summary:

Khajane is a turnkey project that involved the intensive computerisation of all the 220 treasuries in the state of Karnataka, and their connection to a central server at the State Secretariat in Bangalore and at a disaster recovery centre at Dharwad, a large town in northern Karnataka, through a satellite-based VSAT. The system has been developed for the Karnataka State Treasury which pays salaries and pensions to government employees and to employees of aided educational institutions, statutory boards, various public sector enterprises and bank employees in the Indian state of Karnataka.

Before the computerisation, all the Karnataka state treasury operations were handled manually. Truckloads of cheques and challans (delivery notes) would be sent out for audit every March. The workforce was overburdened by a mountain of paper records. Every year, numerous frauds and overdrafts were registered; and government pensioners, freedom fighters and employees had to suffer long delays in payments. The system put in place has streamlined the entire payment system: All the financial transactions in the state are now computerized, and all payments can now be tracked and monitored. Also, the computerized system provides regular updates regarding the State expenditure and receipts to the central server. The project has been developed by CMC Ltd which has also provided the department with facility management services.

Impact:

Khajane aims to bring about a more transparent and accountable system of financial transactions and also discipline in operations and management, resulting in efficiency and cost savings for the government. This system eliminates duplication of data entry and maintenance of individual treasuries and enables uniform replication of modified data at the central server. Khajane monitors stocks for stamps and safe custody articles in the state, and it also addresses pension payment details for treasury to retired Government staff and social welfare schemes started by the government.

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023607.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023608.pdf>

More information on the product:

<http://www.cmcltd.com>

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Country: India

Institution/Ministry: Government of Himachal Pradesh

Solution/Application: LokMitra - the Web-enabled Government-Citizen Interface

Theme: Citizens' Service Delivery, Information Access, E-participation

Implementation Date: May 2001

Summary:

The Government of Himachal Pradesh is committed to providing the general public, especially living in distant rural areas of the State, with the benefits of "Using Information Technology (IT) in Governance (E-government)" at their doorstep. The Web-enabled Government-Citizen Interface, named as LokMitra, is one such step of the State Government in that direction.

Hamirpur district has been chosen for introducing the project on a pilot basis by setting-up a district-wide intranet. To facilitate the access to LokMitra 25 Soochna Kendras (Citizen Information Centres) have been set up at centrally located Panchayats. The project is expected to result in various direct/indirect social, as well as economic, benefits to the rural masses, as indicated below:

- Better dissemination of government information, resulting in better awareness among rural masses about various Government schemes and bringing in transparency.
- Saving in time & cost of people visiting District headquarters time and again for getting information, lodging complaints & inquiring their status etc.
- Reduction in response time by the concerned departments and increase in their accountability to people.
- Virtual Extension Counters for the Government, by way of using these Centres for getting the departmental Data entered and transmitted from time to time.
- A common platform for the people to interact with each other on mutual interests e.g. matrimonial, sale/purchases,
- Additional income opportunities from these Centres by using them for General Training, Word Processing and Data Entry jobs, and extending Internet Access also in case the Centres procure dial-up Internet connection from any of the Internet Service Providers (ISPs) available in H.P.
- Employment generation by way of allowing opening up of more such Citizen Information Centres in the private sector.

Among the services offered, the following can be named: Possibility offered to the citizens to ask questions or submit general grievances and classified complaints, availability of downloadable forms for various purposes, publication of vacancies and tenders, provision of contacts to all government departments, provision of market rates, etc.

The LokMitra Interface is proposed to be later expanded to all the Districts in the State by making it available through the Internet, thereby increasing the employment generation and facilitating the growth of Internet Service Providers (ISPs) also throughout the State.

Impact:

To measure the impact of LokMitra the Government uses some of the major Success Stories like the following ones:

- Sh. Brij Lal deposited a cheque for Rs.165,000 in the Punjab National Bank, Tauni Devi on 16.11.2001. However, the payment was not credited to his account. Through LokMitra, the payment was made by the bank on 13.12.2001.
- On a complaint from the Up Pradhan of Morsu Sulatani Panchayat, the 12 electricity poles which were rotten were replaced in the village of Kasiri.
- The place for garbage collection was marked on a complaint from the Pradhan, Vayopar Mandal, Jahoo.
- Installation of Sign Board on the Jahoo-Sulgwan via Hor road on people's demand.
- Sh. Paramanand of village Dohag, Tehsil Bhoranj, complained that he retired on 21.9.2001. However, he did not get his commuted pension till 20.12.2001. On the very next day, the District Treasury Officer released the commuted pension to Sh. Parmanand.

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023603.pdf>

More information on the product:

http://himachal.gov.in/lokmitra/lokmitra_hdr.htm

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Country: India

Institution/Ministry: City of Vijaywada, Govt. of Andhra Pradesh

Solution/Application: The Vijaywada Online Information Center (VOICE)

Theme: Citizens' Service Delivery, Information Access

Implementation Date: 2000

Summary:

The Vijayawada Online Information Centre (VOICE) has been established to provide computing infrastructure at Vijayawada Municipal Corporation and for the setting up of Information Kiosks at important public locations in the city of Vijayawada to benefit the local public.

VOICE was launched in June 1998 and implementation was completed in December 1999 to deliver municipal services such as building approvals and birth and death certificates to the people of Vijayawada. It also handles the collection of property, water and sewerage taxes. The VOICE system uses five kiosks located close to the citizens in different parts of the city, and these are linked to the back end processes in the municipal offices through a wide area network. Citizens can go to any of the five kiosks, access some information from an Interactive Voice Response System, or connect to the Web server and retrieve information through the Internet.

VOICE is a local initiative, not part of a grand design in the State's e-government effort, and the application constitutes an example of a partnership between federal and state government agencies, the municipal government, and a software development company.

Impact:

The benefits have accrued to the citizens and the municipal government. Corruption has been reduced, services are quicker, and the municipality has become more responsive. In its first twelve months of operation, the system issued 15,000 birth/death certificates, 2,100 building approvals and 224,000 demand notices for taxes. Nearly 7,700 grievances were registered, during the first twelve months, of which 97% were resolved. Each commissioner can view these statistics by wards and departments, making monitoring more effective. Nearly 700 suggestions have been sent by citizens.

All internal processing of applications is now screen-based, generating greater efficiency. For example, the rent calculation for the bill boards is automatic and transparent; the system tracks advertising agencies that have not renewed contracts; and outstanding collections are sent timely notices.

Source: <http://www.itforchange.net>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan001773.pdf>

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Country: India

Institution/Ministry: Directorate of Commercial Taxes, Government of West Bengal

Solution/Application: The web site for the Directorate of Commercial Taxes

Theme: E-taxation, Information Access, Citizens' Service Delivery

Implementation Date:

Summary:

The Directorate of Commercial Taxes is the largest revenue earning setup of the Government of West Bengal. The functions of the Directorate of Commercial Taxes are the qualification of tax liability and collection of tax. The Commercial Tax Information System has been implemented by the Directorate to augment revenue and minimize evasion of tax. It covers functional areas of registration of dealers, monitoring payments, imports, corridor movement, and accounting in Profession Tax etc. along with other utility reports.

The Directorate has now made available all application forms for sales tax registration of dealers. A single data model has enabled the Directorate to have all the information about the dealers at one place. The Directorate can closely monitor the dealers, particularly those who engage in large volume trading. The procedure for obtaining waybills from the Directorate has been simplified so as to enable the dealers to obtain the same from the appropriate authority without any hassle.

Most of the major check-posts are now connected with the central system through leased lines and can access data on-line. The traders and professionals having their business or place of work in the state have the benefit of applying for enrollment under the Profession Tax Act online. Since information is on a central location, the hardcopy details of pre and post-payment information need not be moved physically.

Impact:

Profession Taxpayers can submit enrollment application forms and challans on-line. The database has about 12.5 million records and is approximately 1000 GB in size. All Sales Tax related applications are running on a single system.

Among other benefits, West Bengal Commercial Tax Directorate has been able to detect frauds worth substantial amount by processing payment challans and waybills. Due to the centralization of data, mismatch cases of transit document have gone down substantially. The system has thus ensured, inter alia:

- Improved transaction processing (reduced processing time)
- Faster and accurate data retrieval
- Introduction of transparency in the system
- Better control and supervision
- Security checks
- Easier and efficient record keeping
- Augmentation of revenue through provision of critical data to the revenue officers
- Identification of tax defaulters and generation of necessary reports

- Provision of the facility for online application for enrollment by professionals
- Integrating the organization geographically and functionally

Source: E-government Toolkit for Developing Countries, UNESCO

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023554.pdf>

More information on the product:

<http://www.wbcomtax.nic.in/>

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Country:	India
Institution/Ministry:	Drishtee Dot Com Ltd
Solution/Application:	Drishtee
Theme:	Citizens' Service Delivery, Information Access
Implementation Date:	2000

Summary:

India has more than 600,000 villages, housing two-thirds of its people, earning one-fourth of the national income. Villages are desperate for appropriate services at affordable cost from education to market access, from telecom to healthcare, from financial intermediation to entertainment; and the non-availability of such services linked to the lack of perceived opportunities in rural areas by the investors creates a dead end for progress.

Aware of the above-described scenario, Drishtee Dot Com Ltd, persistent to reform the socio-political scenario of the Indian villages, sought to mark a paradigmatic shift in the delivery of services to rural India by serving villagers directly instead of using intermediaries. It developed Drishtee a revenue-generating platform for rural networking and marketing services, which is a state-of-the-art software package that facilitates communication and information interchange within a localized intranet between villages and a district centre. Contractual arrangements with state governments provide the bedrock upon which Drishtee is able to build a network of sustainable franchises.

The system functions as follows: A local villager owns a kiosk after having it financed through a government-sponsored loan. The idea is that kiosks' owners can then pay for their loans with their earnings and become an entrepreneurial role model for the younger generation. The Information Kiosks provide user-charge-based services to rural people. Each kiosk has computers and is wired through an Intranet network. A string of rural services have supplemented the communication backbone. The local entrepreneurs, in fact, provide additional customized services to the surrounding villages, which include land records, mailing software, virtual marketplaces, on-line grievance postings, ICT training, regional job postings and even matrimonial services, while the entire network is increasingly utilized as an outlet for commercial services such as insurance, education, and agri-services.

Impact:

As services provided through the Drishtee network expand, the incomes of the local entrepreneurs is supposed to increase, and this virtuous, self-sustaining cycle will inexorably contribute to the nation's infrastructure serving the needs of rural India.

Within a span of approximately six years Drishtee has not only been able to create, but also sustain and scale up a diverse network of revenue earning Internet kiosks within Indian villages. And looking back, this has been an achievement at a far bigger rate than the expectations of global corporate pundits.

Source: <http://www.egov4dev.org>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023601.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023602.pdf>

More information on the product:

<http://www.drishtee.com>

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Country:	India
Institution/Ministry:	West-Godavari District Administration in Andhra Pradesh State
Solution/Application:	e-Seva Centers
Theme:	Citizens' Service Delivery, Gender Equality
Implementation Date:	2002

Summary:

This project, which is run by the West-Godavari District Administration in Andhra Pradesh State, India, has established Web-enabled rural 'e-Seva Centres' run by self-help groups of women from the poorest segments of society. The aim is to help them achieve economic independence. It is also an attempt to replace the traditional form of governance and its accompanying deficiencies with a modern, more open, transparent and responsive service delivery system.

Initially the project started in all 46 *mandal* (block) headquarters in the district, with the first women's e-Seva centre opening in June 2002. More centres were then established in over 200 small villages, large villages or towns in Andhra Pradesh, delivering services to citizens.

The project delivers government services, facilitates utility and tax payments and provides business services, thus enabling poor women to get a better price for their products. This benefits the Government, the public and the women who run the centres or work in them.

Impact:

The project is cost-effective for both the government and the beneficiaries as the centres work offline and access the Internet as required with a single local telephone call using dialup, thus providing a low-cost networking model. Statistics suggest that citizens are able to save around US\$0.10 per house as consumers of e-Seva services, which would lead to district-level savings of over US\$100,000 per month (c.US\$1.4m a year) which is considered a great success. To further improve communication, wireless technology was adopted and 85 nodes were networked. Adopting wireless technology also enabled the project to reach citizens who were unable to connect to the Internet through traditional telephones lines.

The following benefits accrue to women:

- As the women's income increases and they become well trained and well educated, they gain social respect. Villagers are coming to centres, asking for their advice and using their services;
- They find employment in their village;
- Working with technology makes them feel proud and gain self respect;
- They receive a monthly income. Currently the monthly net income for each of the larger e-Seva Centres averages US\$300. This is shared among those involved in that centre, which varies from two to ten. On average each woman earns US\$45 per month.

Source: <http://www.egov4dev.org/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023551.pdf>

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Country:	India
Institution/Ministry:	Swaminathan Research Foundation (MSSRF) and the International Development Centre (IDRC)
Solution/Application:	The Information Village – Pondicherry
Theme:	Information Access (and sharing)
Implementation Date:	1998

Summary:

The Information Village Project is an ICT- based rural development programme, implemented in the Union Territory of Pondicherry of south India in 1998, by the Chennai-based M. S. Swaminathan Research Foundation (MSSRF) with the support of the International Development Research Centre (IDRC), Canada. In order to ensure that the Information Village concept would maintain a demand-driven perspective, MSSRF decided that telecentres (also called Knowledge Centres) should initially complement the functions of existing local networks of information exchange and then extend these in order to provide value-added information.

The Information Villages project has established a rural information network along a hub-and-spokes model. In each village there is a small, community-owned and operated Village Knowledge Centre, staffed by trained volunteers and equipped with several computers, printers, telephones and Internet access.

At the centre of the project is the project headquarters, Villianur, the value addition centre. Here, the hub of the wireless system was placed and dial-up Internet accounts were established. Using Villianur as the informational hub for the other telecentres reduced the costs of providing full Internet access to all the centres. Information needs are identified at each centre and transmitted to Villianur via e-mail across the wireless network. The staff at Villianur then tracks down the required information and transmits it back to the centres by e-mail and e-mail attachments, sometimes in the form of digitized audio messages. The project staff helped generate a number of locally relevant databases. Each centre contains data on:

Health – health-related information, a directory of hospitals and medical practitioners -grouped with specializations such as orthopedics, pediatrics;

Government schemes – a directory of government schemes available to rural families, a list of families below the poverty line and a directory of general and crop insurance schemes;

Agriculture – local prices (agricultural input or produce), grain prices in the Pondicherry region, input prices (quality seeds/fertilizers) in the Pondicherry region, etc. as well as information about integrated pest management in sugarcane crops;

Other information – cultural/public events in the locality, local transport/traffic details including timing.

Impact:

This project has definitely been helpful in attaining human development directly, as well as indirectly through the channels of growth and productivity. The general living conditions of the

local population have been improved. Besides these tangible effects, there have also been effects on employment, educational level and ICT skills. Market prices are greatly sought after by both farmers and landless labourers. Farmers can decide whether to sell to the regulated market or the local buyer and thereby maximize profits. The bargaining power of landless labourers (including women) has also increased, since they can gauge their employer's profit and, in case of exploitation, demand an increase in wages. Information about access to quality seeds to farmers also enhances food security.

Gender inequalities are also being addressed by providing women with access to relevant information. For example, a group of women starting out as sub-contractors of incense sticks eventually used the telecentre to market their own brand of incense and thereby increased their income.

This project has also increased the volume, diversity and coverage of information flows in the area. It can be stated that in this case the innovative use of ICTs has led to increased democratization of information flows and has increased, to some extent, the real freedom that people can enjoy. In addition, increased knowledge amongst the people has meant that they no longer have to resort to petty bribery in order to navigate through bureaucratic channels.

The tangible social benefits of the project are compelling to the Indian government to the point that the Department of Science and Technology wants to see the experiment replicated in most of the villages in Pondicherry and is covering the cost of connecting five more villages through wireless technology.

For detailed information on the impact of this project visit:

<http://www.mssrf.org/annualreport11/PA500.html#spa501>

Source: <http://www.beepknowledgesystem.org/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023756.pdf>

More information on the product:

http://www.idrc.ca/panasia/ev-11868-201-1-DO_TOPIC.html

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Country:	Japan
Institution/Ministry:	Ministry of Internal Affairs and Communications
Solution/Application:	E-Japan Strategy (E-government)
Theme:	Government portal
Implementation Date:	2003

Summary:

In January 2001, the ICT Strategy Headquarters adopted the e-Japan Strategy, which envisaged Japan's becoming the world's most advanced ICT nation within five years. Promoting administrative reform through the use of ICT in the public sector is featured in the strategy, which also includes the following priority policies: development of a world-class advanced ICT network, education and human resources, e-commerce, and security and stability in the network. The Programme for Building e-Government was adopted in 2003. It provides the basis for the ongoing e-government initiatives.

The Programme for Building e-Government has two main goals: creation of a user-oriented administrative service and establishment of a cost-effective, efficient administration. In order to achieve these goals, three objectives need to be met: provision of better services to the public; renovation of business processes and systems; and development of infrastructure for e-government.

In its effort to provide better services to the public, the e-Japan Strategy envisaged government-to-consumer and government-to-business administrative procedures going fully online, making a commitment to treat digital information on an equal footing with paper-based information.

Impact:

As of March 2005, about 14,000 (i.e., 96 per cent) of the targeted national administrative procedures could be conducted and completed online, including in such areas as real estate registration, national taxation and social insurance. Several legal and technological initiatives have been put into effect for this purpose.

With the introduction of the Government public key infrastructure through an encrypted key code, citizens can securely perform online transactions with any ministry. They are able to obtain a digital certification that confirms their respective identity, thus reducing identity theft and fraud.

Source: Ministry of Internal Affairs and Communications

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022094.pdf>

More information on the product:

<http://www.gpki.go.jp/>

http://www.soumu.go.jp/gyoukan/kanri/a_01_f.htm

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Country:	Korea, Republic of
Institution/Ministry:	Seoul Metropolitan Government
Solution/Application:	Cyber Policy Forum
Theme:	E-participation
Implementation Date:	2003

Summary:

To increase citizen participation in the municipality, the Seoul Metropolitan Government has employed many tools. Diverse civil organizations and committees have been formed to represent citizens' interests and to promote citizens' engagement in the policy-making process. Programmes such as Dates with the Mayor and Let's meet on Saturday have provided citizens with face-to-face meetings with the mayor and public officials. However, these off-line tools are restricted to specific groups of citizens, themes, time and space. For a metropolis such as Seoul with more than 10 million people, a new tool to better reflect the many and unspecified citizens' opinions was needed. To meet this need, the Seoul Metropolitan Government, in 2003, turned its attention to a virtual space that allows citizens to discuss any issue at any time and anywhere.

The Cyber Policy Forum is an online discussion forum focused on a different topic each month. The objectives of the Forum are:

- To provide citizens with opportunities to understand policy issues and facilitate discussions;
- To encourage citizens' participation in public administration and to obtain their feedback on policy issues; and
- To reflect citizens' opinions in city policies and produce more tailored policy solutions for citizens.

There are two kinds of forums for participants: one for ordinary citizens and one for youth. The Youth Cyber Policy Forum provides teenagers with a place to discuss their interests in policy and social issues.

Impact:

The Cyber Policy Forum reduces the overall burden in planning policy while raising public awareness and understanding of political issues. Policy-makers can understand what citizens want and what citizens' general opinions are. This has enabled public officials to reduce the time and cost involved in planning policies, to minimize errors by receiving opinions prior to formulating policy, and to gain an understanding of inconveniences that sometimes are caused by changed policy.

The Cyber Policy Forum offers an opportunity for citizens to be better informed about policy so that consensus on the policy can be formed between the government and its citizens.

The Youth Cyber Policy Forum enables the youth of Seoul to participate in active discussions and in the policy-making process, giving them insight into governmental policies from an early age.

Source: Seoul Metropolitan Government

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022095.pdf>

More information on the product:

http://forum-app.seoul.go.kr/web2004/participation/forum/policy_main.php

<http://www.seoul.go.kr>

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Country:	Korea, Republic of
Institution/Ministry:	Ministry of Government Administration and Home Affairs
Solution/Application:	Government for Citizen (G4C) Civic Service Innovation System
Theme:	Government portal, citizens' service delivery
Implementation Date:	July 2000

Summary:

The Government for Citizen (G4C) civic service innovation system, an integrated Internet portal site (www.egov.go.kr), has been promoted by the Ministry of Government Administration and Home Affairs. The system has been designed to:

- Serve as the foundation for various e-government services such as a digital form management system, a digital signature authentication service, an online payment system and a digital document issuing system, and
- Achieve maximum convenience for civic service applicants by handling their entire processes online (including an information search service, online application for the civic service, and viewing and issuance of certificates or documents) and by minimizing the number of documents that applicants are required to submit for their civic service requests by having different government offices share information online.

The system offers the following key services:

- A single service window (www.egov.go.kr) that provides information on all government offices, which are linked together into an integrated Internet portal site that represents the government;
- Information on over 4,000 civic services handled by government offices, including the handling agency's name, processes, fees, documents required, and applicable legal provisions, through the unified e-government portal site; and
- Handling of over 410 types of civic service requests directly on the unified Internet portal site irrespective of whether citizens will receive the requested documents by postal service, directly on the Internet, or through their local government office as designated by them.

Impact:

The G4C service has had the following impact on citizens and the government offices. First, since citizens may enter their civic service requests electronically on the Internet from their home or office, receive the outcome by mail or view it on the Internet, and print the outcome output on their own printer using the Internet issuance service, they can save time and money spent on visiting government offices or using third-party service agents. In addition, efficiency and

transparency in the civic service have increased as the new system has greatly reduced various government certificates issued by public servants personally to citizens. Finally, administrative savings have been achieved owing to the sizeable reduction in the number of government-certified documents that citizens must obtain from one government office to submit to another since government offices now share such information.

Source: Ministry of Government Administration and Home Affairs

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022067.pdf>

More information on the product:

http://www.korea.go.kr/eng/index_portal.html

<http://www.egov.go.kr/>

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Country: Korea, Republic of

Institution/Ministry: Public Procurement Service

Solution/Application: Public Procurement Service

Theme: E-procurement

Implementation Date: 1999

Summary:

The Public Procurement Service provides around 30,000 public institutions with goods and services needed to carry out their responsibilities and give better service to the people. Formerly, however, the procurement administration had cumbersome procedures such as an enormous number of required documents and frequent visits to the Public Procurement Service.

The Public Procurement Service has since gone through the reform of the procurement administration in general to reduce inconvenience, inefficiencies and problems and to eliminate irregularities. It reorganized its service from an administration-centred one to a service that is customer-oriented. It also opened procurement-related information to the public through the Internet on a real-time basis and involved external experts such as NGOs in the procurement process.

Impact:

By completing the basis for e-procurement by converting operations into an e-commerce base, establishing procurement electronic data interchange/electronic commerce, e-mail for government procurement, and an e-tendering system, the Public Procurement Service improved the efficiency of procurement operations, prevented any potential irregularities, and reduced costs by 300 billion won (US\$273 million) a year. It greatly reduced the lead time for procurement services, including the supply of office supplies, contracts and payments, and changed from an item-centred organization to a customer-oriented one. The Public Procurement Service was also able to root out sources of irregularities and corruption. In addition, it has made it possible to cut costs by 3.2 trillion won (US\$2.9 billion) every year through a government-wide e-procurement system (G2B), which provides other institutes with e-procurement tools.

Source: Public Procurement Service

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022008.pdf>

More information on the product:

<http://www.pps.go.kr/neweng/>

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Country:	Korea, Republic of
Institution/Ministry:	Municipal Government of Seoul
Solution/Application:	Online Procedures Enhancement for Civil Applications
Theme:	E-participation, information access
Implementation Date:	15 April 1999

Summary:

For a direct and convenient interface with the citizens, the Seoul Municipal Government created an Internet portal called Online Procedures Enhancement for Civil Applications, or OPEN, symbolizing that it opens up administrative procedures to the public. The system publishes information relating to the services, permits and licences issued by the local government.

The portal explains the various elements of the anticorruption drive, displays an anticorruption index and survey results, and educates citizens on rules and procedures. For each procedure, information about required paperwork and how applications are processed is provided on the Web. The system also includes information on the city department in charge and on the staff in charge as well as a telephone number. The status of an application can be tracked by the applicant on a web site. The system was recognized as a "good practice" at the 9th International Anti-Corruption Conference in Durban, South Africa, in 1999.

Impact:

The OPEN system helps to minimize the potential for collusion and municipal bureaucracy. In addition, it enables real-time monitoring of the progress of an application for a permit or licence. Results from a survey of 1,245 citizens showed that 84.3 per cent (984 out of 1,167 persons) believed that OPEN led to greater transparency.

Source: Municipal Government of Seoul

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022127.pdf>

More information on the product:

http://english.seoul.go.kr/gover/initiatives/inti_open_system.htm

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Country: Korea, Republic of

Institution/Ministry: Metropolitan Government of the City of Seoul

Solution/Application: The Official Website of the city of Seoul

Theme: Government Portal, e-Participation

Implementation Date: 2001

Summary:

The website of the City of Seoul is widely recognized not only for its efficiency in providing relevant information, but also for the level of citizens' participation that it offers, which seems to be higher than most of municipal websites. The website provides citizens with opportunities to participate in governmental processes. It includes well-organized and systematic opportunities to submit ideas and suggestions on proposed policies via policy forums in which citizens can freely suggest policy ideas and agendas to public servants representative of the municipality's efforts towards enhancing online citizen participation. The Cyber Policy Forum aims to, "provide citizens with opportunities to understand policy issues and to facilitate discussions; to encourage citizen participation in public administration and to obtain feedback about policy issues; and to reflect citizens' opinions in city policies and produce more tailored policy solutions for citizens."

Impact:

The inclusion of the City of Seoul as the absolute best practice in the report *Digital Governance in Municipalities Worldwide 2005* is based on its first place ranking in the 2005 evaluation, which is based on a survey considering the practice of digital governance in 98 large municipalities worldwide. The high ranking is a reflection of Seoul's balanced performance throughout the five categories considered (i.e., 1. Security and Privacy; 2. Usability; 3. Content; 4. Services; and 5. Citizen Participation.)

Source: Report on the two websites <http://www.andromeda.rutgers.edu> and <http://www.gepegi.org>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN022839.pdf>

More information on the product:

<http://forum.seoul.go.kr> (Korean)
<http://english.seoul.go.kr> (English version)
<http://chinese.seoul.go.kr> (Chinese)
<http://japanese.seoul.go.kr> (Japanese)
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Country: Malaysia

Institution/Ministry: The Ministry of Human Resources

Solution/Application: Electronic Labor Exchange (ELX)

Theme: Citizens' service delivery, Information Access

Implementation Date: May 30, 2002

Summary:

The Electronic Labour Exchange (ELX) is an application under the Multimedia Super Corridor Flagship, Electronic Government Project. It is a one-stop center for Malaysian labour market information to enable employers and job seekers to communicate electronically on the same platform. ELX comprises three modules:

- The Job Clearing System (JCS) is an online automatic job matching system. JCS provides facilities for job seekers to seek suitable jobs and for employers to get the right candidates. Job seekers can fill online job applications, while employers can manage the application using JCS. All these facilities are brought to users with no charge.
- The Labour Market Database (LMD) maps and consolidates the labour market data from various internal and external sources.
- The Office Productivity Support System (OPSS) has the capability for e-mailing, scheduling, collaboration and document management, in addition to the handling of complaints from workers and employers.

It is the aim of ELX to improve the services, facilities and accessibilities of MOHR to its clients through the use of information and communication technology (ICT).

The objectives of the system are:

- To improve mobilization of the nation's human resources and to ensure that manpower utilization is optimized through the systematic matching of job seekers to job vacancies.
- To be a one-stop centre for labour market information that will be accessible to the public, both locally and overseas, including Malaysian students studying abroad and potential foreign investors.

Impact:

From 1/1/05 to 17/2/05, 11,086 job seekers and 466 employers were registered. During that period, 3,447 vacancies were posted resulting in 21,320 jobs matched.

The programme also aims to encourage Malaysian citizens with expertise residing overseas to return to Malaysia.

Source: Multimedia Super Corridor, Multimedia Development Corporation, Malaysia

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022659.jpg> and <http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022660.pdf>

More information on the product:

<http://www.mohr.gov.my>

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Country:	Malaysia
Institution/Ministry:	National Registration Department, Malaysia
Solution/Application:	Malaysia smart card (national ID card)
Theme:	Citizens' service delivery
Implementation Date:	2001

Summary:

The Government of Malaysia and the Government of Multi-purpose Card (GMPC), a consortium of five internationally prominent technology suppliers, developed and implemented “MyKad” – a multipurpose digital application card for all citizens over the age of 12. MyKad deployment began in May 1999, and had its official introduction in September 2001. MyKad combines multiple applications:

- MyKad replaces the national identification card and the driver's license.
- Availability of passport information enables quick exit and re-entry of Malaysians at immigration checkpoints (however MyKad does not replace passports for overseas travel).
- Confidential health information - such as allergies, medications, medical history, etc. - ensures immediate medical attention during emergencies, eliminating the need for costly tests prior to treatment and delays caused by paperwork.
- MyKad can be used for payment of tolls on highways; citizens pre-pay and the toll device automatically deducts the proper amount from the smart card. It can also be used for parking and for the public transportation system.
- Citizens can perform ATM transactions with the smart card.
- Citizens can use MyKad as an e-purse for small purchases, pre-paying small dollar amounts and using the smart card to purchase everyday items.
- The Public Key Infrastructure in MyKad, with its digital signature feature, enables secure e-commerce transactions.

As of 2005, with a population of 23 million, Malaysia had issued MyKad to more than 17 million citizens.

Impact:

According to Datuk Azizan, “the smart card makes it easier for citizens to deal with any government department. Not only do the citizens get faster services, but government employees are also more productive.” The smart card is implanted with a latest technology chip to ensure the data on the card is accurate and secure. Together with a thumbprint image, photograph, and surface information, the cardholder's identity can be verified with a card acceptance device (CAD). This helps prevent forgery and misuse of cards.

Source: Unisys Corporation

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022456.pdf>

More information on the product:

<http://www.jpn.gov.my> (only available in Bahasa Melayu (Malay))

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Country:	New Zealand
Institution/Ministry:	Ministry of Education
Solution/Application:	Early Childhood Development Web Site
Theme:	Information access (and sharing)
Implementation Date:	2003

Summary:

Early Childhood Development (ECD) staff throughout New Zealand provide advice, support and information about early childhood education and parenting to parents, early childhood centres, playgroups and the wider community. ECD staff typically work with many agencies and stakeholders, coordinating and developing services for children in the first five years of their life. On 1 October 2003, ECD was integrated with the Ministry of Education.

Encouraging the development of quality centres supports the Ministry of Education objective of increased participation rates in early childhood education. Preparing to run an early childhood centre is a complex process that involves getting to know the regulations and requirements, working to ensure that these are met, and then applying for a licence from the Ministry. Early Childhood Coordinators help by providing guidance and support directly to community groups.

The ECD web site provides an easy-to-follow guide to setting up a quality early childhood centre that is segmented into a logical twelve-step process. It is an innovative one-stop-shop for people wanting to set up such a centre.

Impact:

Linkage of the web site (now run by the Ministry of Education) to frequently asked questions, relevant legislation and regulations, PDF handbooks on managing centres, a spreadsheet for downloading and creating an annual operational budget, a checklist of infants' and toddlers' requirements, and a time line for establishing centres has streamlined the process of licensing and acquiring information on child centres.

The result is a client-focused service that integrates information provided by as many as 26 agencies and other organizations, including NGOs. The web site is user-friendly with information presented in a context and sequence that guide people from beginning to end.

People using the site have found the approach helpful and user-friendly, particularly the depth of the information now available online, which would be prohibitively expensive to produce and maintain in print and distribute across the country.

Source: Ministry of Education

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022000.pdf>

More information on the product:

<http://www.ecd.govt.nz/establish.html>

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Country: New Zealand

Institution/Ministry: Upper Hutt City Council

Solution/Application: Upper Hutt City Council Web Site

Theme: Information access (and sharing)

Implementation Date: 2003

Summary:

Prior to the online service provided by the Upper Hutt City Council, people visited the Council and asked for a “property packet”, that is, a paper-based file containing information on the property in which they were interested. Significantly, 60 per cent of Upper Hutt residents work outside the area, and workers needed to take time off to come in to the Council offices to look at records in person. The Council wanted to make it easier for people to obtain property and rates information.

Since February 2003, the Upper Hutt City Council-held property information has been available online using an application called XPLOER. The Upper Hutt City Council has been giving people access to land information, including aerial photographs. The uniqueness of the Council service lies in the functionality that it provides for people. Through XPLOER, which uses GIS technology, the Council offers a fast, free and easy way to find details about local property. The Auckland Regional Council, the Carterton District Council and the Ministry of Economic Development (Crown Minerals) are also using XPLOER technology.

Impact:

The Upper Hutt City Council has a strong customer focus and emphasis on public access to information as demonstrated by its web site, where several services are brought together for visitors and residents. The online service has resulted in greater convenience. People can still come to the Council offices for property records if they prefer, but XPLOER enables them to find information more easily on rates, property values, etc. by themselves and at a time that suits them.

The service has been extremely popular, with 26,000 maps downloaded per month. Council staff noticed a reduction in the number of people seeking property information in person as the online service became more widely used. They now refer property enquiries to their web site. This saves staff time and minimizes the time it takes for people to obtain Council information.

Source: Government of New Zealand

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021999.pdf>

More information on the product:

<http://www.uhcc.govt.nz>

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Country: New Zealand

Institution/Ministry: Ministry of Education, Ministry of Economic Development

Solution/Application: **PROBE: Delivering Broadband to Rural Schools**

Theme: Education

Implementation Date: 2001

Summary:

The Project PROBE (Provincial Broadband Extension) has been developed jointly by the Ministry of Education (MoE) and the Ministry of Economic Development. The project's objective is to roll out broadband to all schools and communities that do not have access to broadband communications and secondly to encourage competition in broadband telecommunications outside the metropolitan centres. Project PROBE is an enabler, not a solution in itself. It will be up to potential users to learn from others and make the most of the opportunities that high speed Internet access can provide.

Impact:

Project PROBE makes a substantial contribution to delivering the Government's goal of high-speed Internet access being available to all New Zealand schools and communities. Internet access helps students to become 'digitally literate', self-directed, life-long learners. Broadband access enables teaching and learning to become more effective and school administration more efficient. Learning is helped by equitable access to Internet resources, communication and other online tools. Professional development opportunities for teachers are also enhanced.

Source: Network Government in New Zealand

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022353.pdf>

More information on the product:

<http://www.minedu.govt.nz/index.cfm?layout=document&documentid=7887&data=1>

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Country: New Zealand

Institution/Ministry: Ministry of Agriculture and Forestry, and Customs

Solution/Application: The Seagoing Containers Import System

Theme: E-customs

Implementation Date: October 2004

Summary:

The project of Seagoing Containers Import System is the first joint IT project between different agencies in New Zealand. It helps provide biosecurity clearance for sea containers with the introduction of an electronic interface. It aims to improve the risk-profiling of sea containers and reduce compliance costs for importers, with both achieved as cost-effectively as possible.

Impact:

The benefits arising from the single data entry system accrued primarily to the container importers (who worked with a faster and more streamlined container clearance system, which included the elimination of paperwork) and to MAF (which benefited from reduced manual data handling by staff and the generation of better quality data from the elimination of transcription errors).

At a higher level, the project fulfilled the government's e-government objectives and both Customs and MAF gained an increased understanding of future opportunities for cross-agency IT projects and how such projects are best managed.

Source: Network Government in New Zealand

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022420.pdf>

More information on the product:

<http://www.biosecurity.govt.nz/>

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Country: The Philippines

Institution/Ministry: Philippines Customs Bureau

Solution/Application: Customs Service Online

Theme: E-customs

Implementation Date: 1996

Summary:

Using an “off-the-shelf” customs application package as the main building block, the Philippines Customs Bureau has developed an on-line system to process clearance of imports, payment of duty, and delivery of release orders for shipments to leave the docks. The Bureau implemented a standard software package ASYCUDA. The system also has become nearly paperless. An encrypted file verifying the payment received at banks is sent to Customs via a gateway. Customs computers match this information with the amount of duties and taxes payable.

Impact:

The new on-line system has lessened the cost of trade for businesses, reduced opportunities for fraud, and helped the Bureau to maximize revenue collection. Quick clearance of a majority of transactions has brought down the cost of trade significantly. Cargo is released between four hours to two days, as opposed to eight days in the earlier system. Under the new system, business people also enjoy the greater convenience of making payments at familiar banks, instead of lining up for service at the Customs collection stations.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022355.pdf>

More information on the product:

<http://www.customs.gov.ph/>

Contact:

Customs Bureau
Office of the Commissioner
G/F OCOM Bldg., BOC, Port Area, Manila City, Philippine
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Country:	Saudi Arabia
Institution/Ministry:	Ministry of Hajj
Solution/Application:	Ministry of Hajj Portal
Theme:	Citizens' Service Delivery, Information Access
Implementation Date:	n.a.

Summary:

The Kingdom of Saudi Arabia plays an important role as host to Muslim visitors worldwide who come to perform a ritual pilgrimage to the holy city of Makkah, and to visit Madinah and other sites of religious significance throughout the Kingdom. Issuing visas and provisioning facilities to these travellers is the responsibility of the Saudi Arabian government's Ministry of Hajj. The Ministry manages an average of five to six million Muslim visitors performing Hajj (2.2 million within one month alone) and Umrah each year. A desire to better serve the large, and growing, number of annual pilgrims led the Ministry of Hajj to initiate a plan to improve services to visitors by implementing new services infrastructure.

The Ministry of Hajj portal was then designed to address the entire range of visitors' needs – from obtaining visas and plane tickets, to the accommodations and services visitors will need during their stay. For this reason, the project comprises a mix of government and private sector. The uses of the portal to obtain visas, plane tickets, accommodations and services are limited to approved intermediaries such as travel agents.

The main objectives of the Ministry of Hajj portal are to:

- To serve the Muslim community, service providers and government entities;
- Assist members of the Muslim community worldwide, interested in performing Hajj and/or Umrah, by providing access to necessary services and information;
- Provide an authentic source of information concerning the Islamic faith and the Hajj and Umrah rituals;
- Provide the Muslim community, service providers and government entities with a means for effecting business transactions, and offering a unified and always available access point for information;
- Serve Ministry of Hajj employees, M2E (Ministry-to-Employees);
- Serve business owners (service providers), M2B (Ministry-to-Business);
- Serve government organisations, M2G (Ministry-to-Government);
- Provide unified access to information across various back-end information systems, such as ERP, data warehouse and CRM systems, and pilgrim databases;
- Serve the community, including services for pilgrims, Muslims and non-Muslims, M2C (Ministry-to-Consumer).

The next step for the Ministry of Hajj will be an extension of the portal to serve pilgrims directly. Instead of making travel plans through a licensed travel agency, as is currently required, the portal will provide even greater flexibility and convenience by allowing visitors to apply for visas online and book their own travel plans, again, potentially increasing revenue for Saudi Arabian airlines, hotels, and other companies. The new portal is expected to serve nearly one billion Muslims around the world.

Impact:

The number of pilgrims visiting the Kingdom has increased by 35 percent since the Ministry of Hajj implemented this component of the e-government solution. The portal solution allows Muslims to buy a complete Umrah package, pay for it, and get the visa from the nearest Saudi mission within 48 hours. The following are the key benefits of the portal:

- Visa approvals, which previously could take up to six weeks, can now be completed in two days.
- The Ministry of Hajj can bring new service providers on board to serve visitors more effectively and efficiently, while ensuring and monitoring quality of service levels.
- Travel wholesalers can make data about pilgrims available online to licensed travel agencies, ensuring that visitors get high-level services.
- Improvements in hospitality services allow more Muslims to fulfill religious commitments quickly and easily.

Source: United Nations Development Programme

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/undp/unpan022486.pdf>

More information on the product:

<http://www.hajinformation.com>

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Country:	Singapore
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	Car Park Portal
Theme:	Citizens' service delivery
Implementation Date:	2002

Summary:

The Urban Redevelopment Authority (URA) set up the Car Park portal to enable motorists to obtain information and make transactions on all parking-related e-services. Since January 2002, motorists have been able to go online to make season parking ticket applications, renew season parking tickets and make payment for their parking offence notices. As of June 2002, motorists could go online to apply for a vehicle parking certificate for heavy vehicles, renewal of vehicle parking tickets, temporary use of parking lots for non-parking purposes, use of seasonal parking for a temporary vehicle, sale of parking coupons to coupons agents, and appeals of parking offence notices for parking offence summonses. These e-services have made it easy for motorists to submit the applications and make payments from the comfort of their homes, eliminating the need to make physical trips to URA.

In July 2004, the Payment for Parking Offence Notices e-service was further enhanced by allowing motorists to settle their parking offences online immediately on the day of issue. Previously, motorists had been able to settle their parking offence notices through URA online only one to two days after the date of issue because the system had to update the latest notices online before accepting payment. An average of 60 motorists a month makes use of this improved feature.

Also in July 2004, an e-service for the Season Parking Waitlist was implemented. Previously, applicants who were interested in finding out their application status on the waiting list had to visit the Customer Service Counter, call the URA Call Centre or write to URA. Given the relatively simple nature of such queries, some waiting list applicants had requested that a more convenient enquiry channel be made available. Applicants on the Season Parking Waitlist can now log on to the URA web site at their own convenience to check their application status at any time instead of being restricted to office hours.

In August 2004, URA collaborated with two other government agencies – the National Registration Office and the Land Transport Authority – to dispense with the need for motorists to submit their vehicle log card and personal identity card for online season parking applications.

Impact:

The parking-related e-services increased customer convenience. The implementation of the simple but effective Season Parking Waitlist e-service reduced the number of queries handled by the URA Call Centre and Counter by about 70 per cent. This has freed up tight resources for use in dealing with other, more complicated types of enquiries. The change involving the National Registration Office and Land Transport Authority leverages networked government infrastructure

by enabling people to obtain the required information directly from these two agencies so as to increase customer convenience. This change benefits 3,000 motorists annually.

Source: Urban Redevelopment Authority

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022009.pdf>

More information on the product:

http://spring.ura.gov.sg/lad/ecas/motorist/st/st_intro.cfm

http://spring.ura.gov.sg/lad/ecas/motorist/coupon_parking/couponparking_intro.cfm

http://spring.ura.gov.sg/lad/ecas/motorist/pon/pon_intro.cfm

http://spring.ura.gov.sg/lad/ecas/motorist/heavy_veh/heavyveh_intro.cfm

http://spring.ura.gov.sg/lad/ecas/motorist/other_carparksvcs/other_intro.cfm

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Country:	Singapore
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	E-consultation Module
Theme:	E-participation
Implementation Date:	n.a.

Summary:

The E-consultation module launched by the Urban Redevelopment Authority (URA) uses the Internet and Web technology extensively to reach out to citizens and industry partners to ensure that the physical planning of Singapore incorporates feedback and various perspectives and concerns. All key URA events and launches are communicated through interactive web sites in addition to physical exhibitions in order to reach out to more people. Every web site is carefully designed to facilitate understanding and consultation of the various visions and plans online.

Furthermore, as part of the effort to help the government to connect citizens with one another and with the government, URA has identified suitable guidelines and policies for public consultation with citizens and customers through the Internet unless the issues involved are sensitive and inappropriate for public deliberation.

To date, URA has successfully implemented two e-consultation projects. The first e-consultation was on the development of guidelines for landscape decks. Since this was a new form of development for car parking, URA actively sought the feedback of professionals on the proposed guidelines to ensure that the guidelines would result in a quality living environment for the citizens. The guidelines have since been released and adopted by developers in several residential development projects.

The second e-consultation focused on developing a set of guidelines for the location of child-care centres in residential areas that would take into account the citizens' needs for quality child-care facilities and noise concerns, traffic and the quality of the homes around the child-care facilities. The feedback of the e-consultations has been used in finalizing the guidelines, which will be released soon.

Impact:

The innovative use of information technology enables URA planning products to reach out to more people. For example, the web site on the Parks and Waterbodies Plan attracted 20,000 visitor sessions and the online City Centre Exhibition in July 2003 drew 11,000 visitor sessions.

Source: Urban Redevelopment Authority

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022010.pdf>

More information on the product:

<http://www.ura.gov.sg/econsult/index.htm>

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Country:	Singapore
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	Electronic Development Application Module
Theme:	Citizens' service delivery
Implementation Date:	November 1999

Summary:

One key function of the Urban Redevelopment Authority is development control to facilitate the physical development of Singapore in accordance with the Master Plan. In November 1999, URA launched the electronic development application (EDA) system. The system enables users to submit development applications involving computer-aided design (CAD) drawings, electronic forms and reports from the comfort of their office or home via the Internet to URA for approval. It also enables applications to be fully processed electronically at the back-end.

From the perspective of technology innovation, the EDA system adopted the public key infrastructure and smart card technology incorporating digital signatures via NETRUST for making secure electronic transactions.

From a business perspective, URA was among the first planning agencies in the world to use the Internet to offer an electronic submission platform for development application proposals on a nation-wide scale.

From a process perspective, the EDA system applied substantial business process re-engineering involving the entire end-to-end processing, such as the viewing and checking of CAD drawings electronically. At the back-end, a document management system was deployed to carry out quick online searches and retrieval of electronic documents and digital plans.

Impact:

The EDA system has resulted in productivity gains as it has enabled URA staff to do parallel processing of cases. Internally, URA has enjoyed substantial manpower savings as a result of business process re-engineering made possible by information technology.

Customers now enjoy greater efficiency, convenience and cost savings as there is no longer a need to print the drawings/documents, travel to various agencies' counters or complete printed forms for manual submission.

The industry as a whole has benefited owing to lower business costs and faster turnaround time. For example, the turnaround time to approve a planning application has improved by more than 60 per cent from eight weeks when using the manual mode to three weeks through the electronic mode. The industry practitioners were converted to electronic submission and nearly 100 per cent e-submission of development applications was achieved in less than five years (by December 2004).

Source: Urban Redevelopment Authority

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022011.pdf>

More information on the product:

<http://edanet.ura.gov.sg/>

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Country:	Singapore
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	Home Office Scheme
Theme:	E-commerce
Implementation Date:	10 June 2003

Summary:

The Urban Redevelopment Authority (URA) has implemented an e-commerce application with convenient e-payment modes such as Visa and MasterCard credit cards and American Express Card Internet Banking Direct Debit to enable customers to complete the entire e-service, from registration to instantaneous delivery of the e-service. It enables buying and selling of goods and services online electronically, which include e-retailing, gathering of information on demographics for commercial purposes, online transaction security and business-to-business data exchange. An example of this is the Home Office Registration e-service, where technology is exploited to enable business process re-engineering. This has brought about a mindset change, which in turn has triggered policy reviews to allow a quantum leap in service improvement and internal productivity.

The Home Office scheme was introduced by the Housing and Development Board and URA on 10 June 2003 to give would-be entrepreneurs the flexibility to conduct business from their homes. Under this scheme, homeowners of both private and Board properties can conduct small-scale business in their homes as long as they satisfy certain conditions.

Impact

The Home Office Registration e-service was very well received by the public. By the end of July 2003, more than 3,000 homeowners had jumped on the bandwagon to run businesses such as computer design, information technology accounting, management consultancy and software programming. By 2005, more than 17,000 approved applications had been received. Examples of home businesses that have been set up include information technology consultancies, Web design, real estate services and advertising. Users of the Home Office Registration e-service have praised the lower registration cost that contributes to lower business costs, the flexibility of applying from their homes, savings in commuting time and instantaneous approval as the key benefits of the e-service.

Source: Urban Redevelopment Authority

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022015.pdf>

More information on the product:

<http://www.ura.gov.sg/skyline/skyline03/skyline03-04/text/work@home.html>

<http://www.hdb.gov.sg/fi10/fi10206p.nsf/WPDis/Setting%20Up%20A%20Home%20OfficeOverview?OpenDocument>

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Country:	Singapore
Institution/Ministry:	Ministry of Trade and Industry
Solution/Application:	Online Application System for Integrated Services
Theme:	Citizens' service delivery, e-commerce
Implementation Date:	August 2001

Summary:

The Online Application System for Integrated Services is an innovative cross-agency project that spans more than 30 government agencies. It focuses on cutting red tape for licences and making the application for licences efficient, more affordable and hassle free for businesses, especially for start-ups.

On the national and international fronts, the project showcases an unprecedented effort in the application of technology to foster a pro-enterprise environment for business in Singapore. It provides an opportune platform for purging bureaucratic inefficiencies within many government agencies. Extensive policy reviews were conducted for 154 licences, through which 11 were identified for removal. The application procedures for the remaining licences were systematically re-engineered; this allowed the average processing time to be reduced from 3 weeks to 12.5 days. Coupled with the revised fee structures, savings accrued to business exceed \$1.8 million annually.

Thereafter, Online Business Licensing Service, an important milestone of the Online Application System for Integrated Services, was developed. Eighty per cent of all new business in Singapore, or more than 30,000 businesses annually, can apply online through the Online Business Licensing Service for one or more of the 69 licences that are commonly needed to start their businesses without resorting to offline means. (Throughout the entire business licensing cycle, business users will only need to access a single portal to meet all their licensing needs.) As a natural extension to the online application service, the Online Business Licensing Service would enable applicants to complete licence renewals, updates and terminations online as of August 2005.

Impact:

The Online Business Licensing Service currently offers a convenient online, integrated platform for searching for information on licences from 30 government agencies. It also enables online applications for 69 licences from 19 agencies. By the end of 2005, the licences could also be updated, renewed and terminated via the same portal. More than 8,000 businesses in Singapore have used the Online Business Licensing Service since its launch in January 2004. It is estimated that businesses enjoyed benefits of S\$11.4 million in the first year. As of the end of June 2005, government agencies had also reaped cost savings of approximately S\$1.6 million.

Source: Ministry of Trade and Industry

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022002.pdf>

More information on the product:

<http://app.mti.gov.sg/default.asp?id=769>

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Country:	Singapore
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	Real Estate Information System
Theme:	Information access
Implementation Date:	2001

Summary:

The Real Estate Information System (REALIS) launched by the Urban Redevelopment Authority (URA) is a real estate information portal that provides enormous savings in time and costs. REALIS has enabled flash estimates of a property price index. Customers do not need to retrieve data from various sources or maintain their own databases to compile the required data. Updates of REALIS are made frequently and vast amounts of information are made available in the shortest time possible.

In 2004, through requests from members of the public for short-term access to information in REALIS, URA introduced an affordable daily subscription rate for REALIS in order to cater to the needs of short-term users such as home buyers, researchers, and investors who want access to certain data that cannot be found on other web sites.

Impact:

REALIS is one of the first online real estate portals provided by a government in Asia. It has been well received by both domestic and international users. The Government of Thailand signed a memorandum of understanding with URA in February 2002 to adopt some of the good practices for implementing a similar system in Thailand.

With the implementation of REALIS, URA computerized back-end processing and business capacity was greatly enhanced. For example, the back-end data-crunching time was shortened so that REALIS was able to increase the frequency of property transaction updates from fortnightly to twice a week. The flash estimate of the property price index has reduced the time needed for the first release of the property price index from six weeks after each quarter has elapsed to one day – an enormous improvement.

Source: Urban Redevelopment Authority

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022014.pdf>

More information on the product:

<https://spring.ura.gov.sg/lad/ore/login/index.cfm>

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Country:	Singapore
Institution/Ministry:	Info-communications Development Authority of Singapore, Agency for Science, Technology and Research, Economic Development Board and Media Development Authority
Solution/Application:	The Singapore ONE: Universal Access to Broadband
Theme:	Citizens' Service Delivery, Information Access
Implementation Date:	June 1998

Summary:

Launched in 1998, Singapore ONE is a collaborative effort between the government and the industry to enable the roll-out of a nationwide broadband infrastructure and encourage the development of interactive broadband multimedia applications and services accessible through this high-speed, high-capacity ATM backbone.

Singapore ONE was developed in three phases:

- 1996-7: building of the infrastructure and key services; initial piloting and testing
- 1998-2002: launch plus early adoption phase focused on developing an Interactive Broadband Multimedia (IBBMM) industry and building the level of advanced applications and services
- 2002 onwards: propelling Singapore towards mass adoption; three key initiatives are aimed at the work environment, home environment and learning environment.

Singapore is the first in the world to have a nationwide broadband network. This network covers 99% of Singapore and is readily accessible in schools, offices, homes and public libraries. With its open infrastructure, Singapore ONE allows everyone in Singapore to enjoy all the applications and services on the network via multiple access options such as ADSL, fibre, cable and wireless. Users can visit the Singapore ONE Webtop to experience the wide range of content such as entertainment, on-line shopping, government services, news and education.

Impact:

Singapore ONE effectively influences the whole of the nation. Specific target groups are local businesses (many of them small businesses), citizens in their homes, and education establishments. It achieved 950,000 users (approximately 25 per cent of the population) by early 2002 and continues to grow in penetration and usage. Singapore ONE could be regarded a national effort to keep Singapore at the forefront of modern ICT exploitation

Source: European TeleWork

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022296.pdf>

see supporting document

More information on the product:

<http://www.ida.gov.sg/idaweb/marketing/infopage.jsp?infopagecategory=factsheet:marketing&versionid=7&infopageid=I776>

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Country: Singapore

Institution/Ministry: Accounting and Corporate Regulatory Authority (ACRA)

Solution/Application: The BizFile System

Theme: Citizens' Service Delivery

Implementation Date: January 2003

Summary:

The BizFile System is the first fully electronic filing government project in Asia Pacific and amongst the world pioneers to allow members of the public to perform filing of all legally prescribed business/company forms for the purposes of registration and statutory disclosure requirements online without the need for signatures. The entire framework has been transformed from a manual form based filing to a transaction oriented online filing system, both at the front-end and backend. The turn-around time for some transactions has reduced from 10 days to 2 hours.

Impact:

The BizFile System enhances productivity and improves turnaround time for customers by eliminating labour intensive work processes; it enhances accuracy and timeliness of information provided by removing manual data entry; it builds an effective user friendly filing system for all forms and supporting documents; it builds an effective compliance system to monitor statutory disclosure requirements Legal amendments and a re-engineered processing framework in the system have resulted in a drastic reduction in the processing time for applications and data entry errors. The system is also accessible to customers without time and location boundaries.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022726.pdf>

More information on the product:

www.rcb.gov.sg

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Country:	Solomon Islands
Institution/Ministry:	Ministry of Provincial Government and Rural Development; People First Network; Rural Development Volunteers Association
Solution/Application:	People First Network (PFnet)
Theme:	Information access (and sharing)
Implementation Date:	January 2001

Summary:

The People First Network (PFnet) was initiated by the UNDP/United Nations Office for Project Services participatory development and institutional strengthening project, Solomon Islands Development Administration and Participatory Planning Programme. The objective of the network is to improve rural communication and facilitate information flows, especially in an environment decimated by the ethnic conflict that has collapsed the economy.

The web site, which was launched in January 2001, has two key components: an Internet café and a rural e-mail network. The Internet café in Honiara allows residents of the capital city to access the Internet for writing e-mails to any location across the country. Residents can browse the World Wide Web in search of information or post their own information to share with others. The community e-mail stations are operator-assisted and thus accessible to everyone, and a simple message service allows users without e-mail addresses to receive mail.

Impact:

The People First Network facilitates point-to-point communication to and from the remote provinces of the Solomon Islands using affordable, sustainable and appropriate technology. It facilitates rural development and peace-related information flows among all social groups as well as the exchange of information between communities and development programmes, NGOs, government offices and other stakeholders.

Source: Rural Development Volunteers Association

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022128.pdf>

More information on the product:

<http://www.peoplefirst.net.sb>

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Institution/Ministry:	Directorate General of Budget, Accounting and Statistics, Executive Yuan (DGBAS)
Solution/Application:	A Government Enterprise Information Portal (EIP) - eBAS
Theme:	Information Access (and Sharing)
Implementation Date:	2001

Summary:

The DGBAS is the highest budget, accounting and statistics authority in Taiwan Province of China. BAS offices for other central organizations and local governments are established by DGBAS, with the size and the staff of each office dependent on their duties. There are 3,930 BAS offices, with a combined staff of 13,898.

In 1995, the Information Management Center (IMC) set up the World Wide Web of DGBAS and used it to publish the government's budget and statistics information for the public. In 1998, the IMC established the DGBAS Intranet in order to share information among staff and to re-engineer data processing within DGBAS. However, without an extranet for DGBAS, communication among the BAS offices remained cumbersome. Considerable time was wasted in transferring and submitting documents among the numerous BAS organizations scattered throughout Taiwan Province of China. This led the IMC to conceive the eBAS portal.

eBAS (electronic Budget, Accounting and Statistics) is a portal and knowledge management platform designed to improve the inter-governmental communication. eBAS aims to complement policies to create an e-government for Taiwan Province of China, including reorganization and increasing administrative efficiency.

All DGBAS subordinate agencies and personnel have linked up to the new network, which has its own dedicated website, which provides various applications, data exchange and communication functions.

eBAS is constructed as a G2G (Government to Government) network for rapid data transmission and exchange. It is a portal that integrates BAS application services, including information systems such as the government's budget, government accounting, official statistics management, census investigation and BAS personnel.

There are four strategies in this project:

- Innovative Service provides an environment in the BAS e-community for stimulating creativity and establishing appropriate behavior.
- Common Consensus forms information promotion taskforces to build up common consensus within the organization.
- Effective Reengineering converts existing paper-based processes into a digital data exchange mechanism and sets up an assessment procedure for the BAS system.

- Electronic Infrastructure sets up a mode of communications to overcome the limitations of distance among the BAS members across the country and completes the knowledge bank to provide an intelligent platform for national BAS staff.

Impact:

eBAS has improved administration and service efficiency. The achievements include both measurable and immeasurable results, namely:

- Significantly reduces time and cost of data transfer;
- Saves effort and increases efficiency in operating;
- Reduces the quantity of documents and repeated data input to save costs and shorten processes;
- Standardizes procedures to reduce overall operating cost by US\$470,000 per annum;
- Strengthens the BAS personnel's knowledge management and communication ability;
- Establishes a nation-wide family of BAS members to bolster their morale;
- Increases accuracy of information, and promotes transparency and fairness.

Source: Taipei EC/EDI Committee <<http://www.twtec.org.tw>>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022656.pdf>

More information on the product:

<http://ebas.gov.tw> (only available in Chinese)

Contact:

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Country:	Thailand
Institution/Ministry:	The Revenue Department of Thailand
Solution/Application:	E-Tax Filing
Theme:	E-Taxation
Implementation Date:	2002

Summary:

As part of the department's strategy to collect more taxes, it makes paying taxes easier for taxpayers. The idea is simple enough: the easier it is to pay taxes, the more people will do it, and the more money can be collected. Key changes include a comprehensive database, "e-Taxinfo", "e-Service" and online filing for tax returns.

"e-Taxinfo" is a free e-mail news service that sends updates and changes to tax laws, relevant news, and tax seminar information directly to taxpayers' inboxes. At the moment, however, the service is only in Thai.

"e-Service" features important information online – VAT refund for tourists, downloadable forms, electronic payment, customer service via e-mail and most importantly, e-filing.

E-filing has come a long way in a short time: back in 2002 the system failed in the last two days before the tax deadline, and as a result only 69,000 taxpayers managed to file online. The second year of e-filing saw this rise to 259,000 before it jumped to 2 million in 2004.

This application has been awarded the e-Asia 2003 Award.

Impact:

In the past, filing taxes was a formidable task. Taxes had to be paid at district departments, which were only open Mondays to Fridays from 8:30 am to 3:30 pm. Anyone with a job had to take time off from work, and the wait could sometimes be three hours or more. Today, however, taxpayers can file online from the comfort of their homes from 6 am until 10 pm. Online filing is not only convenient, it is also error-proof. The system ensures that all calculations are correct and all information has been entered. Another benefit for those who file online is that they receive their refunds as quickly as 15-30 days.

According to internal estimates by the Revenue Department, each taxpayer that chooses to file online saves the government more than US\$1 each. This reflects the savings from not having to manually enter data from traditional paper forms, as well as the improvement in the accuracy of the data submitted, and the handling and storage costs of taxpayer data.

Source: Price Waterhouse Coopers

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022487.mht>

More information on the product:

<http://www.rd.go.th>

Contact:

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Tel: 0-2272-8000
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Country:	Viet Nam
Institution/Ministry:	Hanoi Ministry of Planning and Investment (MPI), and Ho Chi Minh Department of Planning and Investment (DPI)
Solution/Application:	The Online Business Service
Theme:	E-commerce, Citizens' service delivery
Implementation Date:	2000

Summary:

Hanoi and Ho Chi Minh City each launched Web development projects for business service agencies in 2000. The two web sites (Hanoi Ministry of Planning and Investment and Ho Chi Minh Department of Planning and Investment) are designed to serve as the first point of contact for potential investors, especially foreign investors. Investment license applications now have been Web-enabled in both cities. Companies can submit their applications via the agency web site. The sites are now interactive, content rich, and have the potential to set standards for related agencies elsewhere in the country.

Impact:

The site has been able to reduce turn-around time in processing by the agency and, most importantly, the search cost by prospective investors who traditionally pay professional services companies several thousand dollars for a simple registration process. The benefits of this e-government application could be extended to related agencies in Viet Nam, thus justifying the high cost of development.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022356.pdf>

More information on the product:

<http://www.mpi.gov.vn> (Hanoi Ministry of Planning and Investment)

<http://www.dpi.hochiminhcity.gov.vn> (Ho Chi Minh Department of Planning and Investment)

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EUROPE

Country:	Armenia
Institution/Ministry:	The Ministry of Foreign Affairs of the Republic of Armenia
Solution/Application:	E-Visa
Theme:	Citizens' Service Delivery
Implementation Date:	2005

Summary:

Armenia was the second country in the world to create and launch an e-visa program (Australia was the first). The demand for Armenian visa requests increases each year – during 2004, visitors from over 90 different countries traveled to Armenia – however, it has not been possible to correspondingly increase the number of Armenian missions issuing visas. An initial solution of issuing visas upon arrival at the Yerevan International Airport was introduced. While it is a more convenient option for some, visitors sometimes end up queuing for more than an hour to obtain the airport arrival visa, with no prior guarantee that the visa will indeed be issued. The Ministry of Foreign Affairs then designed and developed a paperless online visa application process.

An e-Visa is equivalent to a conventional visa, but no paper is inserted in your passport and there is no need for you to visit an Armenian diplomatic mission to submit an application. Applications for e-Visas can be submitted online, verified online, and the reference number will be assigned to enable individuals to check the status of their applications. In most cases, e-visas will be approved and issued online within two business days. Visa number and other particulars are given and will be served as the paperless entry visa. Border guards can verify the existence of the e-visa by crosschecking the arriving visitor's passport number.

The e-visa process was designed to be implemented in phases. During the first phase only a single entry short-term tourist visa (good for a 21-day visit) and only international visitors traveling by air arriving through Yerevan International Airport were eligible to use an e-visa. Subsequent phasing in of the program will include acceptance of e-visas at land borders (for Georgia and Iran), allowing different flavors of e-visas (diplomatic, multiple entry, transit, etc.), and creating applications for student and business visas.

The e-visa procedure for Armenia does not replace other existing options for obtaining visas, either from an Armenian Consulate or at the Yerevan International Airport upon arrival.

Impact:

Although the e-visa is currently the most expensive option (60 USD, compared with an average price of 50 USD for visas obtained at a consulate, and 30 USD for airport arrival visas), the number of people opting for the e-visa is growing. This is testimony to the fact that people estimate their overall e-visa transaction costs to be lower regardless of the higher one-time payment. For visitors residing in a city or country where there is no Armenian Consulate, the savings are significant with regard to travel time and costs of postal/courier charges back and forth. The latter option is also fraught with the danger of passport loss.

The government's benefits are also significant. Having one or two staff assigned to administering e-visa applications within the Ministry of Foreign Affairs is no doubt less costly than the resources corresponding to the same efforts of several dozen consular or diplomatic agents living and working in a foreign country.

Source: United Nations Development Programme (UNDP)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022486.pdf>

More information on the product:

<http://armeniaforeignministry.com/eVisa/>

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Country:	Austria
Institution/Ministry:	Federal Chancellery
Solution/Application:	HELP: A Virtual Guide to Austrian Authorities and Institutions
Theme:	Information access
Implementation Date:	n.a.

Summary:

HELP – www.help.gv.at – is an initiative of the Federal Chancellery. A virtual guide to Austrian authorities, offices and institutions, it offers citizens information about official procedures, deadlines and fees and makes forms available for downloading.

To support this initiative, a large number of services and a great deal of information are available, relating to approximately 150 life events. For individuals with enquiries or suggestions, there is a question-and-answer forum that is facilitated and supported by specialists with competences in ICT.

In order to be able to provide quick access to specific information, a special service is offered to target groups. Entrepreneurs, for example, receive quick, straightforward information and support concerning official procedures, e.g., the setting up of a business and the registration of employees. In order to provide citizens from different countries with information on official proceedings in Austria, there is HELP with 18 life events/situations researched specifically for this target group. HELP has been designed to conform with Web Accessibility Initiative guidelines for disabled persons so as to enable disabled citizens to access official procedures, information and services without barriers.

The electronic handling of official procedures means that citizens can complete their business with the authorities quickly, with only a few clicks of the mouse. The information is rapidly delivered via the Internet directly to the appropriate department. Various registration details, such as information on a person's residence and business registration, can be delivered directly to the authorities.

Impact:

HELP has become one of the leading e-government applications in Europe. A large number of services and information are available, targeted at approximately 150 life events.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021988.pdf>

More information on the product:

For official channels: <http://www.help.gv.at> (in German)

For entrepreneurs: <http://www.help.gv.at/HELP-U.html> (in German)

For disabled persons: <http://www.help.gv.at/HELP-BEH.html> (in German)
Foreign citizen: <http://www.help.gv.at/HELP-FC.html>

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Country:	Austria
Institution/Ministry:	Municipal Administration of the City of Vienna
Solution/Application:	E-Vienna
Theme:	Government portal
Implementation Date:	January 2001

Summary:

E-Vienna, a practical framework for the implementation of e-government solutions, is the follow-up project of Wiener (Viennese) Electronic Commerce. It is the current umbrella project for e-government of the Municipal Administration of the City of Vienna. The project started at the beginning of 2001 with the goals of "citizen orientation, support for the economy, and administration simplification". A fundamental part of e-Vienna is www.wien.gv.at, the main Web portal of the Municipal Administration of the city.

The web site offerings reflect a far-reaching social inclusion concept by also providing special content for teenagers and women as well as for people with special needs, such as the handicapped and the elderly. For example, there already is a senior link on www.wien.gv.at. The Press and Information Service is planning to conduct a study on senior users, e.g., what they criticize on www.wien.gv.at, what they consider to be too difficult to use, etc. Concerning usability, for senior citizens, a larger font is available on www.wien.gv.at. Moreover, there is another project, SeniorOnline, based on "Web for Groups" groupware, and community tools that were adapted to the needs of senior citizens. Online classes for senior citizens, handbooks for personal computers and the Internet, etc. are offered here.

In addition, www.wien.gv.at includes an English edition (www.wien.gv.at/english/) especially created for and used by tourists and English-speaking international residents. To reach an even larger number of citizens, about 50 public access points, i.e., public kiosks, are offered in public places within the Viennese city area; they can be operated via touch screens.

By 1997, the web site had covered about 3,000 pages and by July 2001, about 9,500 pages. The virtual administration guide, which can be accessed from the homepage of www.wien.gv.at, comprises information on administration procedures, PDF forms for downloading, electronic forms and contact links to administration departments. There are plans for additional applications.

Impact:

Among the latest innovations in Vienna are access points, which are user-friendly and easy-to-service public Internet terminals provided at 300 locations in all parts of the city. Citizens can use access points to send e-mails or Short Message Service messages, order tickets or submit applications and requests (e.g., for parking permits) to municipal authorities. Owing to an e-cash payment system, it will even be possible to pay the municipal fees for these applications and services directly via the access points. Based on this technology, Vienna is now introducing interactive outdoor advertising pillars. To this end, the city has launched a public-private

partnership with the Association for Progressive Communications, the developers of the new application, and GEWISTA; a Vienna-based media and advertising enterprise.

Source: Municipal Administration of the City of Vienna

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022135.pdf>

More information on the product:

<http://www.wien.gv.at/>

<http://www.wien.gv.at/english/>

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Country: Austria

Institution/Ministry: The Support Unit ZMR (Zentrales Melderegister)

Solution/Application: The Central Register of Residence (CRR)

Theme: Citizens' service delivery

Implementation Date: March 2002

Country: Austria

Institution/Ministry: The support Unit ZMR (Zentrales Melderegister)

Solution/Application: The Central Register of Residence (CRR)

Theme: Citizens' service delivery

Implementation Date: March 2002

Summary:

Emphasis in tThis good practice case will be given to theis about the provision of two most relevant services for citizens and businesses, the *certificate of residence*, which is a proof of regular residence andthat is required by many institutions, and the *registry information service*. These services are only two services inamong the range of Austrian eGovernment services, which rely on a central repository containing all personal and residence data of all Austrian residents – the Central Register of Residence (CRR). The CRR is the core of all public services offered to citizens respectively of services where up-to-date residence information is needed. All 2,359 municipalities are connected to the CRR. Currently, an average of about 120,000 and a maximum of 360,000 queries are conducted per day.

Impact:

With the CRR, all addresses of an Austrian resident are centrally available. This offers implies various benefits to to the public authorities as well as to the people demandingothers who require registration information or certification, as follows:

- Changes in local registry are immediately centrally available;
- A lList of all Rresidents is available;
- More timely receipt of better quality registration data;
- Primary and secondary residences are available to authorities at each registration process;
- Improved search functionalities by keeping data history;
- Fully online delivery of the certificate of residence;
- Faster processing of information service;
- Reduced workload on both sides, and, at the same time, more qualitativehigher quality work processes;
- Reduced postage cost;
- Annual disclosure of draftees;
- Use of central repository as thhe core for other public services.

Source: European Commission

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022349.pdf>

More information on the product:

<http://zmr.bmi.gv.at> (site only available in German)

Contact:

European Commission
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E-mail EC-egovernment-research@cec.eu.int

Country: Austria

Institution/Ministry: The Municipal Government of Vienna

Solution/Application: Vienna Citizen's Request Management (VCRM)

Theme: E-participation

Implementation Date: 2001

Summary:

The system, vCRM has been set up to handle not only complaints but also all kinds of requests, ideas and comments. The vCRM is based on, and can be accessed via, the Internet (including public access terminals). This guarantees instant interaction, quick response and enhanced transparency in dealing with issues raised by the citizens.

The system features coordinated treatment of issues, i.e. a single progressive case number facilitates inter-departmental cooperation; identification of parallel cases, i.e. same files for similar complaints; location-independent availability of information; digital procession of all data and documents and electronic workflow; usability for handicapped users; and, multi-lingual capacity for minority users.

Impact:

In 2001 there were about 1,000 cases handled via the vCRM per month. In 2003 that average increased to 4,000 cases. The system shortened the case processing time from the average of 12.8 days/file to 7 days/file (reduction ca. 42 %). It has integrated 15 departments, 97 vCRM groups, and 330 institutional users.

Source: <http://www.wien.gv.at/service/zbm/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023592.pdf>

More information on the product:

https://www.wien.gv.at/buergeranliegen/f_buerger/advcgi/buergeranliegen/buerger_start (in German)

Contact:

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Country: Belgium

Institution/Ministry: Federal Public Service for ICT

Solution/Application: Electronic Identity Card

Theme: Citizens' service delivery

Implementation Date: 2002

Summary:

In October 2002, the Government of Belgium launched the project, Electronic Identity Card (eID Card), which is a smart card that provides authentication and digital signature capabilities for Belgian citizens. The card is used to secure applications ranging from online income tax returns and medical scheduling to online applications for a Certificate of Residence and safe chat rooms, as well as private-sector applications such as online banking. It provides the Belgian citizens with maximum access to government information and services.

Impact:

In less than three years, approximately two million smart eID cards have been issued. By 2009, all Belgian citizens over 12 years of age will have their own eID card, making a total of over eight million cardholders. The Government has not only developed middleware to enable the large-scale deployment of low-cost eID-compatible smart card readers, but it has also distributed more than 125,000 readers to youngsters receiving their first eID card at the age of 12. This programme has resulted in a substantial reduction (more than 50 per cent) in the price of entry-level smart-card readers.

The Belgian eID card is the largest deployment of smart-card-based identity cards in Europe and is often viewed as the benchmark for such programmes. This has led to multinational corporations creating Centres of Excellence in Belgium to explore the technological and organizational requirements for successful, large-scale smart-card projects.

Source: Federal Public Service for ICT

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022137.pdf>

More information on the product:

www.eid.belgium.be

Contact:

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Country:	Belgium
Institution/Ministry:	Crossroads Bank for Social Security
Solution/Application:	Social Security Network
Theme:	Information access
Implementation Date:	2002

Summary:

This case is an example of the re-engineering of a major business process that was carried out by about 2,000 social security institutions. Their close collaboration led to the implementation of a network for electronic information exchange, which includes public and private institutions from different levels of government (national, regional and local).

Network access is progressively extended to other departments and institutions, including the institutions of the regions and communities and private companies offering services of general interest. All the institutions connected to the network can mutually consult their databases and exchange up to 169 different types of electronic messages. In 2002, more than 242 million messages were exchanged while in 2003, the figure was 339 million, which saved as many paper declarations or certificates.

An integrated workflow has consequently been developed between companies and social security institutions. A social security portal containing integrated services (information and transactions) is available. Intended for citizens, companies and public institutions, it contains over 4,000 pages of information and, at the present time, 16 operational transactions. The case was cited as a best practice in the most recent Web-based survey on electronic public services carried out at the request of the European Commission.

Impact:

E-government in Belgian social security is a successful combination of back-office integration and an e-portal solution. The system leads to efficiency gains for all concerned parties. Services are delivered at a lower total cost and more services are delivered in less time. More important than the efficiency gains, however, are the gains in effectiveness. The system makes it possible to deliver services according to a higher quality standard. The service delivery also is more transparent to the customers, who have the possibility of executing control over the service delivery process by accessing their own files. Security and privacy protection is more or less guaranteed by the implementation of adequate organizational, technical and legal measures. In addition, a number of new services can be provided.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022035.pdf>

More information on the product:

<http://www.socialsecurity.be>

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Country:	Belgium
Institution/Ministry:	Coordination Unit for Flemish e-Government
Solution/Application:	<i>Vlaams Integratie Platform (Flemish Integration Platform)</i>
Theme:	Information access (and sharing)
Implementation Date:	2005

Summary:

Currently, the different administrative entities within the Flemish administration (more than 80 in total) use their own data sources and have their own administrative procedures and information technology processes for collecting commonly used information on citizens and companies. This results in a large number of inconsistencies in these data and a great deal of out-of-date information, which is then used within different applications in various administrative entities, resulting in major operational problems. It also means that citizens and companies are required to provide to one government agency information that often is already known in another part of the administration.

One of the key priorities of the Flemish e-government programme is to set up authentic information sources and to provide the necessary infrastructure in order to use these sources for data exchange and application integration between administrations. The Coordination Unit for Flemish e-Government, which coordinates and stimulates the exchange and reuse of data, has therefore created an enterprise application integration platform called the *Vlaams Integratie Platform* (Flemish Integration Platform).

Impact:

The main benefits of creating the Flemish Integration Platform and offering a set of business and technical integration services to interested administrative entities are:

- Elimination of data duplication, avoidance of manual re-entry of information, and reuse of the same authentic information sources in different applications;
- The possibility of using business process modelling tools to identify, model and re-engineer operational work practices by developing and deploying new information technology systems and procedures; and
- Increased operational efficiency, enhanced functionality, improved customer service and a solid technological foundation on which to base future e-government services.

Source: Coordination Unit for Flemish e-Government

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022061.pdf>

More information on the product:

http://www2.vlaanderen.be/ned/sites/egovinfo/strategie_egov_presentatie.html

<http://www2.vlaanderen.be/ned/sites/egovinfo/>

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Country:	Bosnia and Herzegovina
Institution/Ministry:	United Nations Development Programme (UNDP) country office in Bosnia and Herzegovina
Solution/Application:	Open Source Distance Learning Web Portal for Judges and Prosecutors
Theme:	Education
Implementation Date:	2005

Summary:

The Centre for Education of Judges and Prosecutors in Bosnia and Herzegovina is a government institution that is part of the High Judicial and Prosecutorial Council. Established in January 2004 to enhance the capacities of the judicial sector by deploying and coordinating training and seminars in the areas of family law, business law and new legislation for judges and prosecutors in the entire country, it has two offices: one in Banja Luka and the other in Sarajevo. Owing to the lack of equipment and well-trained human resources, neither of the Centres was providing services efficiently or effectively. Also, the judges and prosecutors did not have time to attend training, which resulted in their having on average only four days of training per year.

In view of the above, the UNDP country office in Bosnia and Herzegovina identified the need to automate the process of educating judges and prosecutors. It therefore launched a project with the aim of supporting both Centres in the re-engineering of their work and the promotion of ICT in the provision of services. The goal of the project was to implement the first government distance-learning education portal for judges and prosecutors in the country. In less than six months, the first distance-learning Web portal was operational, allowing judges and prosecutors to access the training opportunities from their offices or their homes.

Developed with open source solutions, the system demonstrates how open sources can deliver features required for complex information systems; how they can be implemented very competently; and how, on the other hand, this kind of information system can motivate both the service provider and the beneficiaries to re-engineer the way in which they work, interact and move forward.

Impact:

The Centres can now schedule and inform judges about events in a matter of minutes. The Web portal enables the creation of a repository of knowledge from previous training. Also, judges and prosecutors can now log on to the Web portal to check the calendar of events and plan their training schedule for the whole year. In less than four months after the launch of the portal, more than 60 training events online (from both offices in Banja Luka and Sarajevo) had been provided and over 3,500 visits and requests for training materials online had been received. Clearly, the new system generates better results (in terms of user percentage) than the one deploying training traditionally.

Moreover, judges and prosecutors not only can access information and opportunities more efficiently and effectively but they can also collaborate via forums and e-mails. They can read and download all the training material, view pictures from training, ask trainers questions online, etc.

Furthermore, the use of modern methodology dramatically reduced the workload of the Centres relating to information delivery. For instance, the Centres would have had to send over 100 faxes and make twice as many phone calls in order to pass the information about related training to courts. Now all of this is done automatically by one administrator in a minute.

Finally, through this system, judges and prosecutors are offered continuous education on new legislation, which is in line with the UNDP efforts to spur the reform of legislation in the country.

Source: UNDP country office in Bosnia and Herzegovina

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022060.pdf>

More information on the product:

<http://www.is.gov.ba/>

<http://cest.gov.ba/>

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Country:	Bulgaria
Institution/Ministry:	Department of Civil Registration and Administrative Services, Ministry of Regional Development and Public Works
Solution/Application:	Electronic Information System for Civil Registration and Administrative Services
Theme:	Information access, citizens' service delivery
Implementation Date:	2001

Summary:

The electronic information system of the Department of Civil Registration and Administrative Services stores personal data for all Bulgarian citizens. Web access to stored data for government staff is the primary service of the system and contributes to a seamless government. If required by their job, government employees can access stored personal data relating to citizens. Since the service uses the Internet for the transfer of confidential personal data, it is essential that the latest ICT technologies provide a secure environment for this function. The main security feature implemented is the public key infrastructure using digital certificates stored on smart cards.

Another service, Web access to election rolls, helps citizens to check their data on the electoral rolls and find out where they can vote. This is a freely accessible public service available only immediately before and during elections. A range of general population data is also provided for agencies and national organizations that can be used to support decision-making.

Impact:

The electronic information system has been established as one of the most innovative projects and a leader in the field of e-services in the Bulgarian public sector. E-services enable government employees to do their jobs in a new, faster and easier way in an environment where paperwork and bureaucracy are significantly reduced. The system also saves citizens time when they change their personal data.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022016.pdf>

More information on the product:

<https://nbd.grao.government.bg/> (access to the web site requires authentication)

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Country:	Czech Republic
Institution/Ministry:	Center for Communications, Health and the Environment; the Institute for Clinical and Experimental Medicine; National Institute of Public Health
Solution/Application:	Internet-based Tobacco Control Network
Theme:	Health
Implementation Date:	June 1999

Summary

When traditional media, such as television and newspapers refused to publish anti-tobacco information, an Internet-based demonstration project was used to reach decision-makers and the general public. The World Bank InfoDev programme enabled the United States-based Center for Communications, Health and the Environment and its two Czech partners — the Institute for Clinical and Experimental Medicine and the National Institute of Public Health — to launch an Internet-based communications programme aimed at tobacco control in the Czech Republic.

The Tobacco Control Network uses ICT as a basis for communication and training of professionals in the field of health and for awareness-raising. The project shows how specialized knowledge of awareness-raising campaigns can be transferred from one country to another by using relatively simple ICTs: e-mail and the Internet.

Impact:

Initially, the goal was to build up a media advocacy programme, forming an Internet-based network comprising health professionals from the Czech District Hygiene Stations, NGOs focused on the prevention of heart disease and other professionals concerned with tobacco control. The outcome of the different activities was even more comprehensive, however, as illustrated by the following:

- A self-sustaining Tobacco-control Training and Communications Programme promoting excellence in communications technology, and regional, national and international linkage and outreach;
- Targeted information technology and skills transfer workshops and a Tobacco-Control Conference held at the project hub and in various districts of the Czech Republic;
- A demand-based resource service on tobacco control equipped with high-quality resource materials for the Internet and computerized database and research capabilities that cater to requests;
- Development of a comprehensive data collection system to support programme operations and pre- and post-programme surveys of knowledge, skills and applications among the participating organizations to assess programme impact;

- Continuous electronic media tobacco-control campaigns, which increasingly engage more groups in Czech society in tobacco control;
- A web site with an electronic bulletin board, resource directory and "What's New" listing (See the homepage on the web site of the National Institute of Public Health for up-to-date reports on current events.);
- Monthly electronic bulletins with nationwide and international circulation; and
- The establishment of an advocacy NGO dedicated to reducing tobacco use and the prevention of cardiovascular disease: the Czech Heart Association.

Source: Center for Communications, Health and the Environment

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022134.pdf>

More information on the product:

<http://www.ceche.org/programs/cze-int/czechccc.htm>

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Country:	Denmark
Institution/Ministry:	Ministry of Finance; National Association of Local Authorities
Solution/Application:	Electronic Tender Handling, Information and Communications System
Theme:	E-procurement
Implementation Date:	1995

Summary:

The Electronic Tender Handling, Information and Communications System was developed by National Procurement Ltd. Denmark (SKI) with the mission to coordinate procurement, perform tenders and negotiate framework contracts on behalf of all Danish public agencies.

The system has been actively implemented since 1995. It covers planning, drafting and publication of tenders; management of all associated processes; issuance and running of online tenders in a secure way using the newest collaboration technology and digital certificates; assisting in the final decision and award process; and supporting team rooms for external specialists, advisers and users.

Impact:

The Electronic Tender Handling, Information and Communications System has trimmed workflows, procedures and the size and complexity of the organization involved in this process. It has brought about fundamental changes:

- Productivity has more than doubled so that twice as many tenders are being run annually using the same number of staff;
- Quality and transparency have improved, with the effect that there are no complaints or outstanding legal issues; and
- Standardization of the knowledge base used in running the organization has meant that despite a staff turnover of 50 per cent over the last four years, new staff have adapted to the system easily and there have been no delays or disruptions to services.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022017.pdf>

More information on the product:

http://www.ski.dk/english/_default.asp

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Country: Denmark

Institution/Ministry: County of North Jutland

Solution/Application: The Nordpol.dk Website

Theme: E-participation

Implementation Date: 2002

Summary:

www.nordpol.dk is an e-democracy web site inviting the citizens to participate in the political decision making process in the County of North Jutland, Denmark. The target groups of the project (i.e., citizens, especially young citizens and politicians) have been invited to take part in the project in all its phases (i.e., definition, test, appraisal and plans for future development). This has ensured an appropriate focus of the content and design, and constitutes a significant reason for the overall success of the project.

The debating site allows both politicians and citizens to define the agenda and bring up the topics on which a dialogue is desired. The goal is to create a more transparent decision-making process and to reach more qualified decisions, allowing larger groups of citizens to rise and speak than is the case with the conventional channels for their involvement and participation. It facilitates access to debates on current political topics and connections to other electronic news media in order to create a coherent framework for civic involvement in the process of democracy. It offers: Online Debate – Chat - News search / update from TV station around the clock - Search from the Web Portal - Finding links to political and public Web sites - Subscriber services, e.g. emails covering the agendas of the County Council - Quiz with check tables. Also, the Web Portal tests the role of the new media within the process of democracy, with a view to an increased use of the Internet, particularly in hearings and consultations, debates and referendums / elections.

Impact:

So far, the acquired experience proves that all these goals have been reached: the distance between citizens and politicians has become considerably shorter; the opportunity for the citizens to gain influence on the decision-making process has increased; as has the well-informed civic participation in the process of democracy.

Source: <http://www.nordpol.dk>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023593.pdf>

More information on the product:

<http://www.nordpol.dk> (in Danish)

Contact:

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Country:	Estonia
Institution/Ministry:	Department of State Information Systems
Solution/Application:	Special Citizen's Web Portal
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

The objective of this project is to ensure the availability of a Web-based service for citizens and government staff to enable them to access one hundred government databases and registers. These include ten large registers with thousands of local interactions a day.

The set of standard services available includes answers to typical queries, such as "Give me my data" from the population register and from the motor vehicles register.

All services available through the citizens' portal have a common user interface, which is not dependent on a database management system for managing the back office. A standard authentication system for all citizens has also been developed.

As an additional option for organizations that have data security problems, a special standard Mini InfoSystem portal, which is very similar to the citizens' portal, has been developed. This portal, designed primarily for civil servants to use in their offices, includes one additional function: the authorization of users. Development of a similar portal and a set of standard services is planned for private companies as well.

Impact:

The project has ensured the availability of a Web-based service for citizens and government staff to enable them to access one hundred government databases and registers.

Source: Estonian Informatics Centre

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022018.pdf>

More information on the product:

<http://x-tee.riik.ee/>

<https://portaal.riik.ee/x/kodanik/> (in Estonian)

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Country: Estonia

Institution/Ministry: Government of Estonia

Solution/Application: TOM, Täna Otsustan Mina = Today I Decide

Theme: e-participation

Implementation Date: 2001

Summary:

TOM is the first of Estonia's attempts to start the discussion between the state and the society using the possibilities offered by modern ICT. Transparency of the decision making process and improvement of the state-society dialogue can be achieved that way. The key objective is not to provide an electronic service, but to improve democratic discussion. The TOM process may be divided into six parts that starts with the submission of an idea to the Government until its implementation.

Impact:

TOM was launched on 25 June 2001; at present, there are about 6,630 registered users and the average number of visits per month is 80,000.

Source: <http://tom.riik.ee/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023590.pdf>

More information on the product:

<http://tom.riik.ee/> (in Estonian)

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Country: Finland

Institution/Ministry: Finnish Centre for Pensions

Solution/Application: Tyoelake.fi: Online Advice and Information on Pensions

Theme: Information access, citizens' service delivery

Implementation Date: December 2002

Summary:

The Web service Tyoelake.fi, provided by the Finnish Centre for Pensions together with all the authorized pension providers, comprises an extensive, informative web site in three languages that is open to everyone. The objective of developing the service is to create, within the decentralized earnings-related pension scheme, a uniform interface for electronic communication with the insured. The following services are available at present:

- General information relating to pensions;
- An age-profiled advice service for all stages in life;
- A service whereby a client can check his or her contract of employment and employment details included in the registers and make any corrections; and
- A one-on-one advice service.

Innovative features of the service include the possibilities for authentication: the insured can use a card with public key infrastructure technology or the authentication technology of their own Internet bank to confirm identity.

Impact:

The authentication solution of the Tyoelake.fi portal is cost saving. Multiple building costs were avoided through cooperation. At the same time, the basis for implementing a single log in for the web services of the earnings-related pension scheme was created, which means that the insured can move easily from one web site to another after identifying themselves. The insured do not incur any costs for the service; on the contrary, they save time and trouble.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022019.pdf>

More information on the product:

<http://tyoelake.fi>

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Country: Finland

Institution/Ministry: The Government Communications Unit, Prime Minister's Office

Solution/Application: The Web Portal of the Finnish Government

Theme: Government Portal

Implementation Date: 13 March 2006

Summary:

The webportal of the Finnish Government was re-opened on 13 March 2006, after having been renewed as regards its technical implementation, visual image and contents. New functions include a press release subscription service, an event calendar, a larger image bank, and materials of Government sessions available on the website. Reforms are ongoing.

Already existing sections include:

- **Current issues**, providing the key topical contents of the website, including press releases issued by the Government and ministries, information on Government decisions and speeches by the Prime Minister and ministers.
- **Cabinet in office**, providing access, for example, to ministers' CVs, contact details and information on their special advisers.
- The section titled **Government activities** provides information on topical material regarding the work of the Government including the Government's weekly programme, information on Government decisions plus reports, communications, statements by the Prime Minister and answers to parliamentary interpellations.
- The **Ministries** section provides an access to all ministries' own web pages and a guide on the ministries' mandates.
- A separate section for **European Union** affairs.
- The **Directories** offer an alphabetical index and links that help to find information.

Each page of the website provides an access to the search function, directories, Finnish and Swedish pages, feedback, contact information, sitemap and the presentation of the website (About the site).

The website provides services in Finnish, Swedish and English. The Finnish-language pages have the widest range of information.

Source: <http://e.finland.fi>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023591.pdf>

More information on the product:

<http://www.government.fi/etusivu/en.jsp>

Contact:

The Government Communications Unit at info@vnk.fi.

Country:	France
Institution/Ministry:	City of Issy-les-Moulineaux
Solution/Application:	Web Site of the City of Issy-les-Moulineaux
Theme:	E-participation
Implementation Date:	1996

Summary:

At the instigation of its Mayor, André Santini, former Minister and Member of Parliament, Issy-les-Moulineaux, a city of 63,000 inhabitants located southwest of Paris, adopted a Local Information Plan in 1996, transforming Issy-les-Moulineaux into a cyber-city at the forefront of e-democracy and e-government.

The city strategy put forward e-democracy as a key enabler in responding to four major issues of local, national, European and international public life:

- E-government as an enabler of the transformation of public administration and services in a simpler, more transparent and more effective manner (ICTs are means and not ends);
- E-citizenship and the emergence of a new form of citizenship. The rapid developments of ICT and their impact on the modernization of the State have created a new type of citizen, who is better informed and expects more of his/her public services;
- The digital divide. This issue affects everyone and cannot be resolved while citizens remain unequal in skills and in access to the information society. An effective local information plan must take this issue into account and apply appropriate solutions to tackle it; and
- E-voting. As e-democracy or e-government involves mainly socio-economic concerns, e-voting must first respond efficiently and adequately to the key ethical, legal and socio-political issues required by the democratic process. These include network security, secrecy and anonymity, opportunity for equal access and the essential principle of voting sanctity. The need to address these issues is behind Issy e-voting trials.

Impact:

The impact and results of this strategy, especially in the historical context of the rapid emergence and evolution of ICTs, are tangible and measurable:

- The position of Issy-les-Moulineaux as an internationally recognized cyber-city. In 2005, Issy-les-Moulineaux was recognized as the seventh Top Intelligent Community worldwide. It has also experienced economic growth by using ICT as an economic enabler, providing 70,000 jobs to its 63,000 inhabitants, representing an increase of 55 per cent in a 10-year period;

- Lower fiscal burden. The transformation of Issy-les-Moulineaux has enabled it to reduce the fiscal burden for both citizens and businesses. In 2005, the city ranked 96th out of 110 French cities of more than 50,000 inhabitants in terms of fiscal burden;
- Better and more efficient control over public spending. Between 1990 and 2004, the population of Issy-les-Moulineaux increased by 35 per cent (from 46,000 to 63,000 inhabitants). The use of ICT as an enabler and a transformer of public services has contributed to meeting this challenge to the city's civil service through the re-engineering of administrative processes to a more productive and efficient level without increasing the city's workforce.
- Greater citizen participation in local life. By promoting and developing a new form of citizenship enabled and empowered by ICT, Issy-les-Moulineaux has succeeded in integrating its citizens into the democratic life and decision-making process of the local community.

Source: Politech Institute

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022096.pdf>

More information on the product:

<http://www.issy.com/Rub.cfm?Esp=1&Rub=8>
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Country:	France
Institution/Ministry:	La Documentation française (Prime Minister's department and editor of service-public.fr); la Caisse des dépôts (public finance body whose remit is local development)
Solution/Application:	Service-Public Local Platform
Theme:	Citizens' service delivery, information access (and sharing)
Implementation Date:	n.a.

Summary:

Approved by the Government of France on 15 November 2001, the project is the result of a partnership between la Documentation française (Prime Minister's department and editor of service-public.fr) and la Caisse des dépôts (public finance body whose remit is local development). The purpose of the partnership was to develop a platform enabling co-branding with service-public.fr for local web sites and promoting exchanges of data.

The platform *service-public local* enhances the local, citizen-centred one-stop-shop e-government portal developed by local authorities by organizing data exchanges between national, regional and local public bodies. This general co-branding and data-sharing platform allows:

- Regional and local authorities to build local access points to e-government services on their own web sites centred on their users by co-branding with service-public.fr; and
- The sharing of relevant local, national and regional data required to answer citizens' main questions (administrative information, forms and online services).

All the data exchanges are based on XML published schemas. This platform is fairly recent (operational since the last quarter of 2002) and is already used by more than 50 local authorities and cities from Paris to Aubazine (700 inhabitants). It is anticipated that 400 will have signed up by the end of the year.

Impact:

The public receives better service with respect to all the services covered by service-public.fr (about 2,700), including relevant local information. Duplication of official data can be avoided, the image of local administrations has improved, and confidence in service delivery by e-government versus traditional government has increased. In addition, cooperation between local public services has been strengthened.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022020.pdf>

More information on the product:

<http://www.service-public.fr>

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Country:	Germany
Institution/Ministry:	Senator for Finances, Department for New Media and E-Government, Free Hanseatic City of Bremen
Solution/Application:	Bremen Online Services
Theme:	Citizens' service delivery
Implementation Date:	1998

Summary:

The project involving the creation of Bremen Online Services was undertaken in response to the need by the Free Hanseatic City of Bremen to reform its public administration and reduce operating costs quite quickly. E-government applications represent a solution that not only helps to increase the efficiency of services but also allows them to retain a reasonable level of quality. In addition, it was necessary to stimulate the economy of Bremen and its region and thus to create conditions favourable for businesses to locate there, including access to services such as streamlined paperless business processes.

The project is carried out through an innovative public-private partnership involving the Free Hanseatic City of Bremen together with regional and national partners from the private sector. Bremen Online Services aims to develop e-government and to enable online transactions and payments in a secure and legally binding way. The project is implemented using Online Services Computer Interface, an open communications standard that is in line to become the de facto standard for online transactions in Germany. Electronic signatures are used for authentication.

The project targets all citizens, businesses and intermediaries (lawyers, tax consultants, etc.)

Impact:

The quality of service has increased owing to the elimination of paperwork from government communications. Significant savings have been achieved both by lawyers and companies and by the administration's agencies .

The project has created new jobs in the region of Bremen and stimulated e-government industries all over Germany. In addition, it has the potential to play a significant role in future European Union-funded middleware initiatives, such as the eLink pilot of the Interchange of Data between Administrations programme.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022021.pdf>

More information on the product:

http://www.bremen.de/sixcms/detail.php?template=01_gabelseite (in German)

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Country: Germany

Institution/Ministry: Government of Saxony

Solution/Application: Online Civil Registration

Theme: Citizens' service delivery

Implementation Date: 2004

Summary:

The project MOIN! is a regional online registration system in Lower Saxony. It is a part of the XMeld project framework which aims at the formulation of basic principles in order to provide standards for the communication between citizen and public administration as well as among public administrations. Interfaces to different registry software systems have already been tested in the project and are in practical use and will be offered also to other authorities responsible for civil registration. Aside from the registry information service online, the services of changing of address (in case of relocation) via the internet and the automated exchange of data among the German registration offices are also available.

Impact:

The online registration services help to make it cheaper for the customer and decrease the personnel costs on the authority side. There is more timely receipt of better quality registration data (up to 20 % better data quality) and a faster processing of registration services. The red-tape is also reduced on both sides.

Source: European Commission

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022351.pdf>

More information on the product:

<http://www.moin.ag> (only available in German)

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Country:	Germany
Institution/Ministry:	The German Federal Ministry of Health and Social Security
Solution/Application:	The Virtual Assistant - Clara
Theme:	Citizens' service delivery, Information Access, Health
Implementation Date:	February 2004

Summary:

When the health reform came into force on January 1, 2004, there were still many questions left unanswered for German citizens. The Federal Ministry of Health reacted to address the lack of available information: virtual assistant Clara has been online at www.die-gesundheitsreform.de since February to answer questions from citizens unsure of how the new reform will affect them and provide them with information about changes in the health system.

Visitors to the portal can engage in a dialogue with Clara about the questions of the health reform. She answers these questions in a commonly understandable manner and in real-time, exactly as in a real conversation. Questions which cannot be answered by Clara can, upon request, be transferred directly to the citizen telephone. The dialogue then happens with a real conversation partner over a separate window opened by Clara. The user remains (always online) on the Internet. The virtual agent is online and available to answer user questions 24 hours a day. Clara was developed to assist users with disabilities. Her responses are provided in computer-generated speech format for visually-impaired users using a screen reader. Users are provided with barrier-free accessibility as defined in the law of equality for disabled persons.

Impact:

Clara has been explaining the new regulations involved in the health reform to online users. Efficiently and successfully: her rapid and comprehensive assistance significantly reduces pressure on call center staff. To date, Clara has dealt with up to 100 concurrent queries by providing standardized responses to the most frequent user questions. She carries out up to 30,000 dialogs per month – 60 percent of which would otherwise be dealt with by call center staff.

Source: Novomind Company

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022654.pdf>

More information on the product:

<http://www.die-gesundheitsreform.de> (only available in German)

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Country:	Greece
Institution/Ministry:	Ministry of Interior, Public Administration and Decentralization
Solution/Application:	Citizen Service Centres
Theme:	Citizens' service delivery
Implementation Date:	2003

Summary:

The Citizen Service Centres (KEP in Greek) have been created with the objective of simplifying traditionally complex, bureaucratic procedures in the relationship between government services and Greek citizens. They belong to a wide national project, funded by national and European resources, for the introduction of ICTs into the public administration (1994-1999 KLEISTENIS Programme, 2000-2006 ARIADNI Programme).

The main objective of the Centres is to establish local e-government information supermarkets for one-stop shopping for administrative documents (i.e., tax records, business licences, pension and insurance documents, passports, birth certificates and voting cards) everywhere in Greece.

To create and successfully manage Citizen Service Centres, the Ministry of Interior, Public Administration and Decentralization works together with municipalities and prefectures. In this context, day-to-day management is the responsibility of prefectures and municipalities while initial funding, operation design and assessment remain in Ministry hands. A formal contract is established between the partners to define reciprocal duties.

Impact:

There is an enormous potential impact on the relationships between government and citizens. As the project on Citizen Service Centres gains technological strength, it can be a good demonstration of how e-government organizational and technological innovations can change the day-to-day life of citizens. Beyond this, it can play the role of "innovation Trojan horse" for the entire Greek Administration. For Ministry officials, this was the objective from the beginning and this should be the indicator of success for the project. In Greece, reform towards efficiency in back-end administrative processes advances very slowly and progress, where it exists, is rather invisible for the citizens. The project introduces the concept of front-end innovation ("downwards", at the level of relationships with the citizens), which introduces pressure for reforming "upwards" stages of the public administration value chain.

Key factors for sustainability include:

- Continuous public funding for improving the welcoming quality of the Centres;
- Parallel, successful effort in reforming back-end procedures;
- Increasing interest on the part of local government authorities (prefectures, municipalities) in taking over more responsibility and effective operational management of the Centres; and

- Investment in human resources.

The first signs of success are beginning to emerge as Citizen Service Centres already serve about 140,000 citizens per month .

Source: Internet

More information on the project:

<http://www.ypes.gr/> (in Greek)

More information on the product:

<http://www.kep.gov.gr> (in Greek)

<http://www.polites.gr/kep/kep.asp>

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Country:	Hungary
Institution/Ministry:	Bács-Kiskun County Council; Local Authority of Kecskemét town
Solution/Application:	Business Incubator
Theme:	Citizens' service delivery
Implementation Date:	1993

Summary:

The business incubator, located in Kecskemét, supports local and regional start-ups and growing businesses in Bács-Kiskun County through the critical period by offering a supportive, sharing environment. It provides modern ICT infrastructure, including integrated services digital network telephones, asymmetric digital subscriber line (ADSL) Internet connections and videoconferencing. Its two major activities are business incubation and training. All these services are offered at a very low price because businesses can share these costs.

The incubator is sector-neutral: it is open to all local and regional small businesses. Businesses can settle down in the incubator for five years. Optimally before, but otherwise at the end of this period, they should have become financially viable under market conditions.

Impact:

The business incubator in Kecskemét has managed to invite a critical mass of entrepreneurs; it has therefore become profitable. From the point of view of the start-ups, the greatest advantage of settling down in the incubator is the reduction in the costs and complexity associated with establishing and operating a business. Another major advantage of incubators is that they increase the visibility and the credibility of their "settlers".

Source: Bács-Kiskun County Council

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022125.pdf>

More information on the product:

http://www.etw.org/2003/case_studies/eGov_hungary_startups.htm

<http://www.bacskiskun.hu>

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Country:	Ireland
Institution;:	Department of Social and Family Affairs; Department of Health and Children
Solution/Application:	E-enabling Life Event Data
Theme:	Information access (and sharing)
Implementation Date:	2003

Summary:

E-enabling Life Event Data is a project that aims, among other things, to modernize and computerize the civil registration process involving the recording of all life events – births, stillbirths, adoptions, marriages and deaths – that occur in the State. There are approximately 104,000 life events registered, some 400,000 certificates produced and 1.2 million searches of the records per year.

The Department of Social and Family Affairs initiated three inter-linked projects: the Civil Registration Modernization Programme, Child Benefit System Re-design; and the REACH Inter-Agency Messaging Service.

The fundamental objectives underpinning the three projects include the sharing of life-event data electronically between agencies; automated processing of child benefit claims following the allocation of the personal public service number; delivery of integrated and e-enabled services for citizens; and the re-engineering of back-office and legacy systems.

Impact:

The implementation of the modernized civil registration service has resulted in faster retrieval of data and certificate production, a reduced requirement for certificates, availability of certificates at any office and improvements in customer service (less queuing, elimination of costs and travel time/expenses).

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022023.pdf>

More information on the product:

<http://www.groireland.ie/>

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Country: Ireland

Institution/Ministry: REACH (Agency of the Government of Ireland)

Solution/Application: Inter-Agency Messaging Service

Theme: Citizens' service delivery

Implementation Date: Early 2001

Summary:

REACH is an agency established by the Government of Ireland to develop the infrastructure for the integration and improvement of services to customers of the public service. In particular, it is mandated to build or procure the Public Services Broker, an integrated set of processes, systems and procedures designed to provide a single mechanism for access to public services.

In creating an infrastructure for the integration of services, REACH developed an Inter-Agency Messaging Service to support the electronic exchange of customer data among agencies in the public service. The first service launched was the exchange of birth registration data between the General Register Office, the Department of Social and Family Affairs and the Central Statistics Office. This service will soon be extended to support the capture and dissemination of death and marriage notification data among a wider range of agencies.

Impact:

The Inter-Agency Messaging Service enhances cooperation and information-sharing across a broad range of service providers, from doctors, registrars and hospitals at local and regional administrative levels to government agencies and departments at the national level. The benefits will be apparent both to agencies and citizens through the electronic provision of services and a reduction in administrative costs associated with either paper processing or the development of stand-alone agency systems.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022024.pdf>

More information on the product:

<http://www.reach.ie/iams>

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Country: Ireland

Institution/Ministry: Dublin City Development Board

Solution/Application: Dublin City Information Gateway

Theme: Government Portal

Implementation Date: 2002

Summary:

The www.dublin.ie web portal is an information gateway for Dublin City where citizens can access services in the city, obtain information, establish their own web presence and influence policy decisions. It attempts to provide citizens with interactive access to a range of services, information and products available in the city from both private and public sector providers. One feature of this portal is the searchable Directory of Businesses and services in Dublin City. Organisations/Clubs and individuals can set up a free email account, and in the Bulletin Board section you can debate the prevailing issues in Dublin City.

Impact:

The dublin.ie project harnesses the communications power of the Internet to bring Dublin closer to its citizens. It advances the integration of local government and local development, facilitating local organisations, bodies and groups to communicate with citizens and with each other; addresses the danger of increasing social exclusion through the digital divide by giving free web space and free web. And active participation in city and community initiatives is encouraged through the on line community forum and provision of bulletin boards.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022725.pdf>

More information on the product:

www.dublin.ie

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Country: Ireland

Institution/Ministry: The Reach Agency

Solution/Application: The e-Enabled Child

Theme: Citizens' Service Delivery

Implementation Date: 2003

Summary:

The e-Enabled child benefit service in Ireland supports the automatic and proactive allocation of a child's Personal Public Service (PPS) Number and the initiation of the child benefit claim after the registration of the birth of a child. This eliminates the need for customers to furnish a birth certificate to authenticate their claim and, for many, also eliminates the need to complete an application form. Births are registered in a two-stage process. Following the birth the hospital or midwife notifies the local Registrar of Births of the relevant details. This is done by completing a Birth Notification Form and sending it to the local Registrar or, in the case of some maternity hospitals, via an electronic interface between the hospital computer system and the civil registration computer system.

The specific case of e-enablement of the child benefit service is part of a wider programme to e-enable Life Event Data in Ireland, and in relation to this overall goal, the specific objectives are to automatically and proactively initiate the process of claiming for child benefit for all new births in Ireland and eliminate the need for customers to submit a physical birth certificate when making a claim for child benefit for a new born baby.

The Reach agency which is responsible for the technical development was awarded in the framework of the eEurope Awards for eGovernment 2003 for the IAM-Service which has a central role in the service provision.

Impact:

Main indicators of impact and results are the outreach of service provision and the effects achieved for agencies and other users:

Outreach:

National, full roll-out of the service in the main part of the service provision. Only the electronic linkage of some hospitals is lacking. In cases where no full electronic case handling is possible, pro-active support is being provided (40% of cases).

Effects:

To agencies:

- Money saved per case,
- Time saved per case,
- Improved collaboration,

- Better data quality and more qualitative work, e.g. 62,000 certificates less per year,

To other users:

- Faster delivery of service,
- Time saved per case,
- Consideration of user's need and satisfaction,
- In most cases no applications are necessary. More timely receipt of payments

Source: <http://www.egov-goodpractice.org>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023618.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023619.pdf>

More information on the product:

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Ireland

Country:	Italy
Institution/Ministry:	Marketing and Communication Department, Laziomatica S.p.A.
Solution/Application:	Single Regional Centre for Health Services Booking
Theme:	Health
Implementation Date:	8 September 2004

Summary:

The Single Regional Centre for Health Services Booking (RECUP) is a single centralized system for booking health services through multi-user software. It involves the whole regional health structure, that is, both public and private health structures that provide specialized services, as well as those operating within the National Health Service. RECUP provides the following:

- A centralized database offering a comprehensive overview of the booking data;
- An Informative Panel of statistical data in order to assess the effectiveness of the provision of services;
- An information technology and organizational solution to reduce double or multiple bookings; and
- An effective booking system for those services considered a priority according to general practitioners.

The RECUP service ensures the benefits within the local single booking-centre (CUP) system, as well as the creation of the User Personal Medical Record with the collection of data on patients of health services at the hospital, ambulatory and pharmaceutical levels. It also provides for access to this information by medical staff and general practitioners through adequate, standardized security mechanisms to ensure the continuity of the assistance process.

Through RECUP, citizens can access directly some of the essential services offered by the regional health system through the use of telecommunication tools. The application software allows requests about availability, booking and cancellation in real time with the booking systems of the connected local health units through decoding, functionalities and standard methodologies.

The effectiveness of such a system depends on the punctual fulfilment of both criteria and technical specifications of integration between local operative systems and RECUP. The right to unlimited use of the licences for the service management software has been acquired with the aim of promoting the integration process between RECUP and the booking services of each local health unit.

The district-level integrated network of general practitioners, health care units and hospitals is able to interface citizens, health services providers and local health units.

The creation of this network is aimed at building a more stable patient-doctor relationship by making the general practitioner a clinical reference point for the treatment of the more common diseases and for assistance to patients suffering from chronic and degenerative diseases and by stressing the importance of role of the general practitioner as an initiator of the various medical procedures.

Moreover, this system makes it possible for specialist physicians and pediatricians to receive information useful for their daily work during which they prescribe diagnostic tests and send patients to specific health care structures. RECUP is part of the ongoing reconstruction in the process of booking diagnostic tests already ensured by the various local single-booking centres (CUPs) and now supported by the central RECUP.

Impact:

The technological innovation of the RECUP project is one the main instruments that enables continuity of care to patients through the mutual availability and sharing of information provided by general practitioners, hospital and ambulatory specialists and the various health-care structures across the region.

Citizens/users are benefiting from the reduction in waiting time due to RECUP, and the region benefits from the reduction in costs resulting from the use of an integrated booking management system.

Source: Laziomatica S.p.A.

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022007.pdf>

More information on the product:

<http://www.regione.lazio.it/web/sanita/> (in Italian)

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Country:	Italy
Institution/Ministry:	Consorzio per il Sistema Informativo (CSI-Piemonte), assisted by Consulenza Sistemi Procedure (CSP)
Solution/Application:	Regional Network of Piedmont Schools
Theme:	Education, information access (and sharing)
Implementation Date:	2000

Summary:

The Regional Network of Piedmont Schools project aims to overcome the digital divide in the educational field through the use of ICT in the schools. The project was born out of the will and enthusiasm of local institutions and is strongly supported by a foundation linked to an Italian bank. It meets the objectives of the eEurope Action Plan and of the Government of Italy Plan for the Information Society.

The project, which started in 2000 and is still in progress, consists of an integrated network interconnecting all schools (including those with buildings at separate sites) in order to enable all actors of the regional school system to use ICT in an everyday teaching and administrative context.

Responsibility for operational and technological management has been given to Consorzio per il Sistema Informativo (CSI-Piemonte), assisted by Consulenza Sistemi Procedure (CSP). CSI-Piemonte is a consortium of public bodies providing ICT and telematic support for public administrations to enable them to implement e-government services. CSP, an ICT research laboratory recognized by the Ministry of Research, supports local government in developing strategies to ensure global competitiveness.

This innovative project is a model of good practices at the European level. The initiative, which has involved all schools in Piedmont, has been based on a number of distinct projects, a dedicated infrastructure, and the support of a number of educational support and research centres located around the Piedmont region.

Impact:

School ICT equipment has been expanded and improved through the co-financing of ICT-based projects and active collaboration with local authorities. The project has thus strengthened ICT infrastructures, systems and facilities within schools and has enabled the effective introduction of technologies into everyday school activities. The groundwork has also been laid for active collaboration between schools and local authorities, which have often participated as co-financers and have thus contributed to the innovation process of the region.

The project has strengthened ICT skills among various actors of the regional school system. Schools also have an increased awareness of their role as promoters of innovation in the regional school system.

The Universal Service implemented under the project enables all schools in Piedmont to access administrative services at the same low cost and to share reserved information with regional public bodies. Moreover, it provides advanced infrastructure and secure high-performance communication systems. The usefulness of the service has been recognized by the Regional General Direction of the Ministry of Education that uses it as a preferential transmission channel for official administrative communications.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022027.pdf>

More information on the product:

<http://www.scuole.piemonte.it> (in Italian)

<http://www.csi.it>

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Country:	Italy
Institution/Ministry:	Automobile Club d'Italia; ACI Informatica S.p.A.
Solution/Application:	Auto E-counter Registration System
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

Auto e-counter is a gateway to enable access to services and information relating to car registration and ownership. It is the first comprehensive exercise of collaboration between public and private organizations in the field of e-government implemented on a nationwide scale.

Auto e-counter has the capacity to dialogue simultaneously with the two key administrative partners in the motor sector: the Ministry of Infrastructure and Transport and the Automobile Club d'Italia. It also opens up the system to the possibility of new partnerships with private agents, namely, the car agencies.

Revision of the relevant legislation was a prerequisite for this project in order to streamline the roles and functions of the two key administrations mentioned above while providing the necessary legal framework for the operation of the new range of partnerships involved in the e-solution. In addition, there was a need to enable direct access to information in the databases of both the Ministry and Automobile Club d'Italia in order to simplify administrative procedures and the provision of certificates to the motoring public.

Rationalization of the use of existing infrastructure involved a substantial reorganization of front and back offices to enable them to face the challenge of the introduction of such a major programme involving new ICT.

Impact:

Before the introduction of the auto e-counter, the certificates of car ownership and car registration were issued by two different administrations in different time frames. Following the introduction of the online service, citizens can request and receive a service tailored to their needs. A main feature of the project is immediate delivery (in real time) of all certificates required, including the car licence plate in case of initial registration, in order to simplify the life of the motoring community.

Source: Europa

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022025.pdf>

More information on the product:

<http://www.aci.it/wps/portal> (in Italian)

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Country:	Italy
Institution/Ministry:	Italian National Council of Researches (CNR) and the National Institute for Energy (ENEA)
Solution/Application:	DigitAlexandria Scientific Digital Archives
Theme:	Information Access/Sharing
Implementation Date:	2002

Summary:

The goal of DigitAlexandria is to assist and power the work of scientific research, allowing a faster and more effective accomplishment of tasks like the creation of institutional archives, self-archiving, bibliographical research, remote collaboration, communication and publishing.

DigitAlexandria, for instance, enables any scientific entity to create a structured, OAI (Open Archives Initiative) compliant digital archive in the easiest and fastest way, subverting the present practice made of cryptic and specialized technologies. Via this system, not only will the single researcher be able to self archive his papers and share them with other scientists, but large research institutes can also build an efficient institutional repository. Moreover, by means of this set of tools, researchers of any discipline will be able to create their own worldwide on-line community, constantly in touch and closely collaborating among them; institutions will be able to build their repository with just an effort of good will.

Unlike most of the similar existing tools, DigitAlexandria is built on the simplicity of use and implementation so that any person can download and install the software and promptly set up and manage the archive. At present, DigitAlexandria has developed two products: Free science (for single researchers) and Archive maker (for institutions and groups). Both are available in English, Spanish and Italian.

Impact:

DigitAlexandria assists and powers the work of scientific research, allowing a faster and more effective accomplishment of tasks like the creation of institutional archives, self-archiving, bibliographical research, remote collaboration, communication and publishing. It is a good first step to enable developing countries to join the scientific community and exploit the common scientific knowledge with minimum costs and efforts.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022733.pdf>

More information on the product:

<http://www.digitalexandria.com/>

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Country:	Italy
Institution/Ministry:	Ministry for Innovation and Technologies
Solution/Application:	The e-Government Code (eGC)
Theme:	e-Justice
Implementation Date:	2006

Summary:

ICT have always been considered key not only for the automation of public services and, in so doing, for the increase of efficiency and effectiveness of public procedures, but also for facilitating the simplification as well as the transparency of the relationship between public administration and citizens.

The effort to strengthen the use of ICT in public services has acquired, in Italy, juridical validity thanks to the e-Government Code (eGC), which came into force on 1st January 2006.

The eGC is part of an overall strategy that, in the words of the Prime Minister, “is designed to transform the Public Administration from a handicap to a strength for our competitiveness in the world economy”. Essentially, the E-Government Code aims to free Italians from numerous, out-of-date bureaucratic procedures.

The eGC represents a unique code, which, unifying all the several existing statements, along with defining new ones, will work as a “digital constitution” for all public operators in the field of ICT.

Impact:

The following table summarises the savings to be gained from this system:

Project examined	Savings per year in millions of euros
Electronic payment instructions	200
Certified e-mail	360
Reduction of certificates	400
Digital signatures in universities	20
Digital signatures in government-business relations	25
Optical document filing	697
Reduced bureaucratic burden for SMEs	938
TOTAL	2,640

[Source:](#)

<http://www.innovazione.gov.it/ita/index.shtml>

More information on the project:

More information on the product:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023594.pdf> (in Italian)

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023595.pdf>

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Country: Netherlands

Institution/Ministry: Noterik Multimedia BV; Municipality of Eindhoven and Omroep Eindhoven

Solution/Application: Municipality Meeting Online

Theme: E-participation, information access (and sharing)

Implementation Date: n.a.

Summary:

In collaboration with the Municipality of Eindhoven and Omroep Eindhoven, Noterik developed the Municipality Meeting Online application. Council meetings are transmitted live over the Internet, with unique media features, providing citizens and journalists with new ways to interact with local politicians. Additionally, Web casts are enriched with meta-data, which enables the advanced retrieval of recorded council videos by using the system's search engine.

Impact:

The project is presently the most advanced online video application for council meetings in the Netherlands. It demonstrates the potential of new technology in the effort to provide transparency in governance and reduce the gap between the world of the citizen and the world of politics.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022055.pdf>

More information on the product:

<http://www.bestuuronline.nl/index.html>

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Country: Poland

Institution/Ministry: Ministry of Science and Information Society Technologies

Solution/Application: Integrated Customs Duty and Tax System

Theme: E-customs, e-accounting

Implementation Date: January 2001

Summary:

This programme supports the implementation of an integrated customs duty and tax system for Polish Customs. It comprises several discrete projects, covering activities such as ZEFIR, a budget accounting and tax/customs settlement system, and CELINA, a declaration processing system that includes validation and risk analysis modules, a reference data sub-system, and a data warehouse and customs government gateway.

The system is well established, operates on a large scale all over the country and offers extensive functionality in supporting all customs procedures and documents, as well as the financial processes relating to collection, settlement and justification of customs duties and taxes due. In addition, it supports the budgeting and accounting functions of all the Customs Department activities and provides a well-used means for electronic data interchange with traders.

It is very important to note that the integrated customs duty and tax system has been audited by European Union experts, who have confirmed that it is ready to support customs processes on the new eastern border of the European Union.

Impact:

This programme provides significant benefits for all its users and for the country. It shortens and automates the financial accounting process, streamlines document flow and makes comprehensive and up-to-date data available for audit and analysis. It has been nominated for the eEurope Awards for eGovernment for the second time.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022028.pdf>

More information on the product:

<http://www.skg.pl/> (in Polish)

<http://www.celina.skg.pl/> (in Polish)

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Country:	Poland
Institution/Ministry:	The Social Insurance Institution
Solution/Application:	Complex Computer System (KSI) for the Social Insurance Institution (ZUS)
Theme:	Citizens' Service Delivery
Implementation Date:	2004

Summary:

The KSI ZUS - comprehensive IT system developed by Prokom Software SA for ZUS - focuses on pension reform, with a multi-channel, secure system for filing pension information that involves citizen-to-government, business-to-government, and allows intermediaries to work on behalf of citizens and businesses. KSI ZUS allows to settle over EUR 30bn in accounts of approximately 20m insured. ZUS, as the first public institution in Poland, made it possible for the payers to use the public key infrastructure and submit their documents by e-mail. Meanwhile, small enterprises may still use traditional hard copy. Today, thanks to the legislative solutions and the growing popularity of the Internet, approximately 75% of the employers file documents via e-mail (which accounts for 90% of all the submitted documents), and of the over 250 million documents processed each year 90% involve eFiling.

The KSI ZUS system is developed as a centralized system: almost all information resources are stored in the central computer system and are centrally processed. The KSI ZUS system, given its range in Poland, and also its immense database (40TB), is one of the largest solutions of this kind in the world. The scale of the undertaking is also reflected by the fact that 15,000 employees of ZUS use the system every day.

This case was the winner of the 2005 eEurope Awards for E-government, and this initiative was judged to be extremely impressive, particularly with regard to the large scale institutional change that it involved.

Impact:

In the implementation of the KSI ZUS system, ZUS was the first institution in Poland to use electronic means of communication with the employers on such a large scale. It quickly turned out that the use of electronic documents and signatures benefited both parties. Lower labour intensity of the document preparation process reduced the need to contact ZUS in person and facilitated error detection and elimination – all these elements making the solutions implemented by ZUS an attractive model to be followed by other public institutions. Despite the short time period, it has already had a high impact on the agencies, employers and insured persons, and has a high potential for transfer to other sectors and countries.

Source:

<http://www.e-europeawards.org> and www.egov-goodpractice.gov

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023617.pdf>

More information on the product:

<http://www.zus.pl/>

<http://www.zus.pl/english.pdf>

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Country:	Romania
Institution/Ministry:	The Ministry for Communication and Information Technology (MCIT)
Solution/Application:	The Electronic System for Public Acquisitions - E-licitatie
Theme:	E-Procurement, Citizens' Service Delivery
Implementation Date:	March 2002

Summary:

E-licitatie is a nation-wide governmental web portal for procurement in Romania where government clients and private sector vendors can interact after being authenticated into the system. The system covers a broad range of procurement from the purchase of office supplies for some schools to services such as construction contracts.

The system works on a reverse auction basis. The contracting authority from the government side issues a public notification through the system with terms of reference for the purchases to be made, including a clear description of the goods required. There is a time-bound automated bidding system, and the choice of winner is based on the lowest price bid to supply the required goods. The system provides equal chances and a transparent environment for all players.

As well as automating the procurement auctions, E-licitatie can also provide information about:

- How public funds are being spent by the participant institutions;
- The rules and procedures used in procurement;
- The participants (both contracting authorities and bidding companies);
- The winners of the contracts.

The interface offers advanced search options for quick retrieval of specific information.

Impact:

The project testifies to the cost saving potential of online public purchases. At present (2005) the system is assisting some 1,000 public authorities and more than 3,000 companies, resulting in over €150 million in direct price savings – a staggering 24.5% reduction in cost.

Cost cuts go hand in hand with improved services. The system has put in place more efficient and transparent processes of public acquisitions by providing a single point of access, through which all relevant information can be obtained. The paperless environment has also significantly simplified participation.

From a technical perspective, the project has proved to be a driving factor for technological development and increased competition in public sector procurement. This new system creates the premises for diminished corruption, reduced bureaucracy and enhanced transparency, thereby contributing to the effort of building efficient and accountable public sector institutions capable of sustaining long-term development. The benefits of the system in this respect are widely recognized by its users.

By procuring electronically, the Romanian government is also reducing costs for all parties involved – including the service providers – opening up the possibility that the system can act as a business catalyst and growth factor for small and medium-sized enterprises (SMEs).

Since its launching in 2002 until the end of H1 2005, e-licitatie performed 471,553 electronic transactions, and 4,364 digital certificates were issued through this system. During this period, the users saved 178 million euro.

Source: - Institute for Development Policy and Management, University of Manchester
- Europa (European Commission)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022657.pdf> and
<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022658.pdf>

More information on the product:

www.e-licitatie.ro

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Country:	Spain
Institution/Ministry:	Public Employment Service of Castile and Leon (Ecyl) (Servicio Publico de Empleo de Castilla y Leon)
Solution/Application:	Modernization Programme 2004
Theme:	Citizens' service delivery, E-participation
Implementation Date:	2004

Summary:

Castile and Leon constitutes the second largest region in Europe, representing 9 provinces, 2,249 municipalities and nearly 2.5 million inhabitants. In 2003, the Public Employment Service of Castile and Leon (Ecyl) was designed and launched. Ecyl is responsible for carrying out activities that promote employment and training for employment, as well as orientation and mediation in the job market. It unifies the region, allowing it to reach its employment goals.

In response to needs identified through dialogue between all interest groups, the vision of a new public service that would close the gap between the needs of job seekers and job suppliers was realized in the Modernization Programme 2004. This Programme, which became a reality through Ecyl using vertical and horizontal deployment, took into consideration the needs of society, employment suppliers and citizens looking for employment.

Ecyl staff members conduct job market research (online and in-person assessments and reviews with companies and organizations) and then analyse and disseminate the information for position offers and courses. The Ecyl office staff also offer personalized treatment for job seekers, conducting in-depth interviews. Finally, Ecyl provides the job seekers with job profiles that align with their experience and career goals.

Success factors facilitating the deployment of the programme include the increased integration of personnel, institution of a culture of team work, assimilation of all interest groups in knowledge management, and reliance on a technological platform that permits efficient use of resources. The Modernization Programme is currently distributed throughout the region of Castile and Leon in 43 employment offices.

Impact

The principal positive impact of the Modernization Programme 2004 is evidenced by, for example:

- Validation of seven new services;
- Improvement of user satisfaction, both that of job suppliers and job seekers;
- An increase of 12 per cent in the probability of obtaining employment; and
- Incorporation of new technologies.

Source: UNPAN

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan020566.pdf>

More information on the product:

<http://www.empleocastillayleon.com> (in Spanish)

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Country:	Spain
Institution/Ministry:	Sema Spain and the Supercomputation Centre of Galicia
Solution/Application:	APONTE
Theme:	Education
Implementation Date:	2000

Summary:

The APONTE project, carried out in Galicia (northwest Spain) and northern Portugal, focused on introducing ICT (new technologies) in rural areas. The overall approach was to analyse the advantages of using ICT in secondary schools. APONTE experimented with two main approaches to content design: a constructivist approach and an inductive approach. Its use of ICT includes:

- An APONTE web site;
- Aula APONTE, a Web-based collaboration tool with such features as web mail, a chat tool, discussion forums and course sections;
- The Internet Starter Kit, a self-training CD-Rom for teachers that includes basic information and a practical guide for Internet beginners;
- Videoconferencing; and
- Additional printed and multimedia training material.

Impact

Pupils in general enjoyed the experience and took advantage of the new pedagogical tools and approach. Communication in schools was positively affected by the use of ICT, and awareness of other linguistic and cultural realities was noticeable. The main result of the project, however, is a set of general guidelines for the application of ICT in rural areas in other countries of the European Union.

Source: Sema Spain and the Supercomputation Centre of Galicia

More information on the project:

<http://www.xunta.es/> (in Spanish)

More information on the product:

http://www.etw.org/2003/case_studies/reg_dev_aponte.htm

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Country:	Spain
Institution/Ministry:	CAT365; Consorci Administració Oberta de Catalunya
Solution/Application:	CAT365 Citizens' Portal
Theme:	Government portal
Implementation Date:	n.a.

Summary:

Currently, there is a great deal of information about available resources and services that deal with the range of options that a citizen has for studying and training. However, the opportunities, although wide ranging and of good quality, are distributed across different web sites depending on a set of common criteria: who provides the service, who provides the teaching and whether the teaching is regulated by a body that awards qualifications. A similar problem is encountered when someone is looking for a job or when an entrepreneur wants to set up a business.

The CAT365 citizens' portal (<http://www.cat365.net/>) provides access to information on resources and services available to citizens to enable them to educate and train themselves well, to find a good job, and to create a business – three ways to reinforce competitiveness in Catalonia.

In addition to electronic delivery and access to services, the project also provides for face-to-face interactions between the customer and service provider supported by information technology-based systems via walk-in customer centres.

Impact:

The CAT365 citizen's portal integrates the content based on life events that correspond to the citizen's specific needs: how to obtain training, how to find employment and who can help to set up a company. The integration of all existing services and information, based on simple criteria that guide the citizen to the specific resource needed, is a product with important added value. For example, public services are accessible 24 hours a day, seven days a week. Citizens' dealings with the administration have been simplified and citizens can obtain the desired services smoothly and quickly. In addition, the administration enjoys large economies of scale and its image has improved.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022029.pdf>

More information on the product:

<http://www.cat365.net>

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Country: Spain

Institution/Ministry: The Basque Parliament

Solution/Application: Informe ZABALIK

Theme: E- participation, Information Access

Implementation Date: February 2006

Summary:

Zabalik, which means ‘open’ in the Basque language, is basically an electronic mail [distribution list](#) offering to any citizen, association or institution free information and direct access to all the documentation contained in the databases of the Basque Parliament regarding the parliamentary initiatives and debates linked to the themes in which the user expresses a specific interest.

In addition to the basic characteristics of any Internet product, this service also offers pro-activity and segmentation. Users, as a matter of fact, can [join](#) the service from the Basque Parliament web site simply by indicating the electronic mail address to which they wish the messages to be sent. To formalise their registration, they must choose from a list of around one hundred themes and create a personalised profile designed to ensure that each user only receives information about the themes that interest him/her.

The service is designed to enable users to learn more about their selected parliamentary initiatives from their entry in the register to the moment of culmination. It also enables access to all the material generated in real time and offers users the opportunity of contacting parliamentary groups directly at any point of the process by sending messages over the e-mail.

Impact:

By June 2006 the service had 1,500 users and has served to increase the number of visits to the Basque Parliament web site by **600%**, as well as augmenting both the depth and duration of these visits. The site currently deals with 700,000 hits per month made by 25,000 people.

Zabalik is also used to facilitate data exchange between the Basque Government and Parliament. One hundred and fourteen of the subscribers, as of June 2, 2006, were high-ranking officials in the Basque administration who were interested in receiving up-to-date information about the initiatives that affect them.

Source:

<http://www.parlamento.euskadi.net>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023599.pdf>

More information on the product:

<http://www.parlamento.euskadi.net>

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Country:	Sweden
Institution/Ministry:	Swedish Customs Service
Solution/Application:	Virtual Customs Office
Theme:	E-customs
Implementation Date:	n.a.

Summary:

The profession of customs officer is one of the longest-established professions in the world, full of traditions and values. However, the world continuously moves on and so must European customs administrations in order to keep up with demands and adopt the working methods and levels of service delivery expected in the twenty-first century. This challenge must be taken seriously, especially by countries such as Sweden that are dependent on foreign trade and hence where customs is big business. Increased service levels and trade facilitation have been on the agenda of the Swedish Customs Service for years, resulting in, among other things, sophisticated automated risk-analysis and certification of compliant operators (The Stairway®).

The overall objective of this project was to provide a virtual customs office on the Internet, offering a high level of service available 24 hours a day year-round. Each client was to receive the same level of service regardless of the enquiry or transaction being performed. The Customs Offices mapped the range of transactions and developed bundles of services targeting the needs of the customers.

Impact:

The project has been successfully implemented, with the result that the virtual customs office contains a number of integrated, interdepartmental e-services adding value to the overall foreign trade process for the Swedish business community. It has demonstrated a high level of innovation, with more than one hundred e-services available. In addition, Swedish competitiveness is enhanced by the delivery of the service in a range of languages (currently ten). The project has also increased openness and transparency and has put in place mechanisms for feedback on, or complaints about, any of the services provided.

The Swedish Customs Service offers customers free supportive Web services for customs business in order to facilitate day-to-day work and to strengthen Swedish competitiveness through the Virtual Customs Office. The result is an increase in quality and efficiency while decreasing the costs of compliance. Smart mobile solutions with a high degree of scalability and a good cost-benefit ratio will make Europe a strong global economy with a bright future.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022031.pdf>

More information on the product:

<http://www.customs-vip.info/>
<http://www.tullverket.se> (in Swedish)

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Country:	Sweden
Institution/Ministry:	Swedish National Labour Market Board
Solution/Application:	Swedish National Labour Market Board
Theme:	Citizens' service delivery
Implementation Date:	1995

Summary:

The Swedish National Labour Market Board web site offered services for job seekers, employers and their businesses. In 1995, the Swedish National Labour Market Board launched The Vacancy Bank, where all vacancies reported to the employment offices in Sweden were published on the Web.

The vacancies have been supplemented by a range of interactive services to support the unemployed and those seeking a change of employment in their search for new opportunities.

In addition to the advertising of vacancies, job seekers are able to upload their CVs so that potential employers can match skills and competencies to their vacancies. The service also includes the setting up of a range of databases covering such specialist areas as education, art, photography and the performing arts. These serve the dual purpose of advertising vacancies and the details of job seekers with these specialist skills who are seeking work.

Various types of labour-market information, including labour-market conditions in different parts of the country, provide further background information together with information about job content and other details on a range of occupations.

Impact:

This well-designed interactive project has allowed employment service staff to spend more time using their specialist skills of counselling and supporting the long-term unemployed. It has also paved the way for an extension of the service at the pan-European level.

Source: European Union (Europa)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022030.pdf>

More information on the product:

<http://www.ams.se/>

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Country:	Sweden
Institution/Ministry:	County Council of Uppsala
Solution/Application:	SUSTAINS (Support Users To Access Information and Services)
Theme:	E-health
Implementation Date:	1997

Summary:

SUSTAINS (Support Users To Access Information and Services) is a system that can be considered as analogous to Internet banking, but for health care. Instead of an “Internet Bank Account” the user has a “Health Care Account”. Here the user (patient) can read essential information from his medical record. He can also obtain a list of prescriptions, laboratory results and so on. The system also allows easy exchange of written information between doctor and patient.

The patient logs in, using a One-Time Password which is sent to his mobile phone as an SMS, three seconds after username and PIN code have been entered. Thus, personal information can be transferred both ways in a secure manner with an acceptable level of privacy.

Since November 2002, the patients, who have health care accounts, can access data from three different sources. The system also has a built-in communication channel between general practitioner and patient, as requested in the evaluations of the two pilot studies.

The main objective of this project has been to encourage the patient’s involvement in his own health and medical care. A further aim has been to make the work of the health care providers more effective and efficient.

Impact:

By comparing e-health services with Internet banking, the impact on the health care industry can be more easily understood. Just as the e-services of a bank cannot alone appreciably increase the economic wealth of their customers, of course the e-health services will not improve the health of the patients. But the availability of efficient e-services will help individuals to make decisions when such can be made. The more you are involved in the management of a health problem, the easier it will be to see relations between your way of living and your physical condition. Through e-services it is also easier as a patient to express wishes and preferences and to give information to professionals dealing with their health care. For the latter purposes, however, systems such as SUSTAINS need to be improved further with structured ways of obtaining such information from the patients.

Weaknesses and strengths of the system:

Weaknesses	Strengths
Needs national patient identifier.	Recollection of “doctor’s orders” is facilitated.
Issue of who benefits and who should pay.	New tool for supporting relatives of elderly patients.
“For the wealthy only.”	Patient can be a powerful resource in HC and patients can act as quality controllers.
Security/privacy risks.	Self-service will be facilitated.
Doctors feeling uneasy when displaying their documentation.	In case of illness while travelling, patient can display essential medical data to other health care providers.

Source:

http://europa.eu.int/information_society/index_en.htm

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023597.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023598.pdf>

More information on the product

<http://www.sustainskonto.lul.se/>

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Country: Switzerland

Institution/Ministry: The State of Geneva, Switzerland

Solution/Application: Geneva E-voting System

Theme: E-participation

Implementation Date: 2000

Summary:

The State of Geneva is working on an internet voting solution and organizing official on-line ballots on a regular basis. The E-voting project involves a complex and highly secure system of servers and databases that are used to verify the identity of the voter and protect their privacy and the integrity of their vote. The Geneva EVoting project was selected among the finalists for the eEurope Awards for eGovernment 2005.

Impact:

A poll conducted in the Spring of 2003 on behalf of the Swiss Federal Government has shown that 72% of the Swiss population wants to be able to vote online. Furthermore, the Geneva authorities have concluded that eVoting strengthens the legitimacy of the popular choices by allowing for a better age balance of the voters' group, on the one hand, and by confirming the choices expressed by the two other voting channels, on the other.

Source: swissworld.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022422.pdf>

More information on the product:

<http://www.geneve.ch/ge-vote/> (only available in French)

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Country:	United Kingdom of Great Britain and Northern Ireland
Institution/Ministry:	Argyll and Bute Council
Solution/Application:	3 Islands Partnership Project
Theme:	Citizens' service delivery
Implementation Date:	2002

Summary:

The 3 Islands Partnership project was developed as an innovative approach, using an integrated combination of e-technologies to improve public service access to the citizens living on the remote and peripheral islands of Colonsay, Islay and Jura, which are part of the Argyll and Bute administrative area.

As part of a strategic approach to improve the quality of life on the 26 inhabited islands of Argyll and Bute, the project was designed to address public service delivery in remote areas. This need was identified through consultation with the local communities, partner agencies including the local government; the Health Board, business firms and the regional government. Initial funding for the project was obtained from the Modernizing Government Fund of the regional government.

The objectives of the project are to promote and support local community-based economic development using the combined skills of Argyll and Bute Council staff involved in service provision and ICT, community representatives and partners organizations. Knowledge from other public-sector ICT projects has been investigated and adapted to this particular remote island community. To implement the project, innovative use has been made of local community groups to manage the use of videoconferencing and ICT links with councils and other public agencies and to encourage local people residing on the three islands to access these facilities.

Impact:

The project enables people to access local, regional, national and international services without the need for extensive and expensive travel through the application of technology to overcome the disadvantages that remoteness, isolation and sparse populations can often bring. It is customer-focused and delivers a joined-up approach to public services and, indeed, to private ventures, such as the ability to demonstrate goods to a distant retail market. The project has resulted in savings in time and money and has opened up opportunities that had not been available for island residents prior to its implementation.

Source: Argyll and Bute Council

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022089.pdf>

More information on the product:

<http://www.argyll-bute.gov.uk/content/technology/thethreeislandspartnership/?s=30674&a=0>
<http://www.argyll-bute.gov.uk/content/technology/>

<http://www.colonsay.org.uk/>

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Country:	United Kingdom of Great Britain and Northern Ireland
Institution/Ministry:	E-Government Unit, Cabinet Office
Solution/Application:	Directgov
Theme:	Government portal
Implementation Date:	2004

Summary:

Directgov was launched as an independent service in April 2004. As government's primary electronic channel to citizens regarding government services, it, aims to be the one place to which citizens turn for the latest and widest range of public services. By breaking down the artificial barriers created by the structures of government, it offers its customers a way of accessing government on their terms either directly by specific topic, such as "Money, tax and benefits" or "Motoring", or through sections tailored to specific groups, such as "Disabled people". For government, it offers a way to reach a greater audience for its electronic services and enables the benefits that result from the increased use of these services.

There have been nine successful major releases of Directgov to date, resulting in improved customer interaction and the first set of integrated services. Today, Directgov supports services on the Web via www.direct.gov.uk, digital television via Sky Intl, and Telewest, through a network of "mylocal" kiosks across the country.

Impact:

For citizens, recent research shows that the key benefits for using the site are saving time, having a single destination site, being introduced to new services and having access outside normal working hours. It is also crucial that citizens feel that they are able to interact with government in a digital environment that is safe and secure.

The promotion of rapid e-transactions through a single front-end mechanism, which meets the majority of citizens' immediate needs, will have immediate benefits for government departments by increasing the reach and accelerating the acceptance and use of e-services.

The site will result in immediate operational savings from reducing e-delivery costs through consolidation and use of a common architecture and better use of government public expenditure.

Source: E-Government Unit, Cabinet Office

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022054.pdf>

More information on the product:

<http://www.direct.gov.uk>

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Country:	United Kingdom of Great Britain and Northern Ireland
Institution/Ministry:	Office of the Deputy Prime Minister
Solution/Application:	Local E-democracy National Project
Theme:	E-participation
Implementation Date:	n.a.

Summary:

The Engage project is a recent offshoot from a number of overlapping strands within the Local E-democracy National Project. It is primarily a Web-based community consultation toolkit designed to enable locally elected representatives and local government officers to communicate and engage with their communities more effectively.

The creation and management of local communities constitute the heart of the Engage toolkit. Individuals can belong to multiple local communities depending on where they live, their interests and activities. Examples of local communities include school catchments areas, electoral divisions, ethnic backgrounds and expressed interests. This localization enables the precise, cost-effective targeting of communities by local government and ensures excellent response rates from the public being consulted.

Through Engage, a wide range of users can ask questions of distinct local communities, which are then merged into multiple personalized questionnaires, based on the profiles of the respondents. A process of review and classification allows managers to ensure that the overall consultation process is coherent and that questions are not duplicated unnecessarily.

Another major innovation is the importance placed on feedback to the public following a consultation. Respondents are sent the results and outcomes of all the issues on which they are consulted, thus ensuring that they see the impact of their individual contributions.

Impact:

In the past, the specialized nature of deliberative consultation tended to ensure that it was undertaken relatively rarely and at considerable cost. The easy accessibility of the Engage toolkit, both for the public and for local politicians and government officers, has enabled a far wider range of discussion and communication. The collaborative nature of Engage has also enabled politicians and officers to raise issues quickly and easily with their communities and see rapid, comprehensive feedback.

During early pilots, response rates have been significantly higher than those experienced through more traditional consultation approaches. These response rates have ranged from 50 per cent to 70 per cent and, more importantly, the speed of responses has been substantially improved. In one case, over 50 per cent of respondents replied within five days of being sent their personalized questionnaires. As a result of such improved response rates, plus the use of new channels of communication, there has been a substantially reduced cost per response for any given issue.

Source: Politech Institute

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022131.pdf>

More information on the product:

<http://www.edemocracy.gov.uk>

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Country:	United Kingdom of Great Britain and Northern Ireland
Institution/Ministry:	Fife Council
Solution/Application:	Fife Direct Web Site
Theme:	Citizens' service delivery
Implementation Date:	1999

Summary:

In the Scottish region of Fife, an innovative project called Fife Direct is bringing about online collaboration between public-sector agencies and delivering services electronically to the public. Fife Direct has a clear primary aim: to use the Internet and new ICT to combat social disadvantage in the region of Fife.

Fife Direct is a pioneering access-to-opportunity web site bringing to Fife citizens information on the following:

- Job vacancies from the Employment Services;
- Learning opportunities from local and national databases;
- Business opportunities, with a commercial property database and business directory;
- Opportunities for volunteering from databases of local voluntary groups; and
- Opportunities for bringing communities online.

In addition to the databases, there are pages of advice and information provided by local organizations and compiled by expert editors in each of the subject areas. Fife Direct is the first web site in Scotland to bring job vacancies online and the first to translate the SCOTIA database of courses into a Web-enabled format.

Impact:

The project has received acclaim from various quarters both within Fife and beyond. In many respects, it is a unique project, bringing together such a socially useful and inclusive range of information and services into a cost-effective delivery mechanism via a single web site.

Key areas of achievement include: bringing online existing data sources and enhancing their functionality; creating greater awareness among managers of the potential of online communications and service delivery; achieving effective cooperation between partners; and developing new skills and capabilities of individuals and partner organizations with respect to web development and electronic service delivery. The project also resulted in improved use of networks for collaboration and improved regional economic investment and performance.

Source: Fife Council

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022123.pdf>

More information on the product:

<http://www.fifedirect.org.uk/>

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Country: United Kingdom

Institution/Ministry: Liverpool City Council

Solution/Application: Wireless Devices for Parking Controls

Theme: Citizens' service delivery

Implementation Date: July 2002

Summary:

Liverpool City Council introduced a new system of parking enforcement throughout Liverpool in July 2002. This involved the transfer of power for enforcing waiting restrictions from Merseyside Police to the local authority. The Liverpool City Council's main aim is to effectively manage Liverpool's on-street and off-street parking. Each parking attendant was trained and issued with a wireless hand held computer. The wireless device was programmed to interface with the parking management system (COPPT) and to update the system with the details of each ticket issued. This project is an excellent example of the potential of wireless technology to improve the efficiency of government services and increase the safety of the staff involved.

Impact:

The service improves conditions for people living and working in Liverpool through effective on-street parking enforcement. It reduces the dangers posed by illegal, inconsiderate and dangerous parking, and improves safety for pedestrians and cyclists by keeping junctions clear, supporting local bus operations and clearing pavements. Furthermore, the introduction of the handheld devices has led to a significant reduction in the amount of paper used both by the field workers and back office staff.

Source: sustainIT.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022423.pdf>

More information on the product:

http://www.liverpool.gov.uk/transport_and_streets/motor_vehicles_roads_and_parking/parking_fines/index.asp

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Country:	United Kingdom
Institution/Ministry:	South Yorkshire Public Sector Partnership Organisation
Solution/Application:	E-services for South Yorkshire - e@sy Connects
Theme:	Information Access, Citizens' Service Delivery
Implementation Date:	April 2001

Summary:

Not all citizens are able to access information and services on traditional computing platforms such as the Internet. South Yorkshire has a low population of PC's within households, therefore necessitating the successful exploitation of alternative channels for the delivery of e-government.

Electronic Services for South Yorkshire (e@SY Connects) was introduced in response to the need to ensure that all citizens have equal access to citizen information and services. e@SY Connects is a public sector partnership consisting of the South Yorkshire local authorities, health authorities, emergency services (ambulance, fire and police), voluntary sector, Yorkshire Forward (Regional Development Agency), South Yorkshire Passenger Transport Executive, Job Centre Plus and a myriad of other organizations, all benefiting from working together offering true joined-up services.

The e@SY Connects approach enables people with no knowledge or experience of using Web/Internet services the ability to access information and services. It delivers true citizen-centered services, which include rather than exclude people, successfully exploiting innovative channels such as mobile telephones, digital interactive television (DiTV), internet PCs including touch-screen kiosks, and simultaneously reducing the demands upon service providers (public, private and voluntary sector), enabling tangible benefits to be realised by both the citizens who use the services and the service partners who collaborate to offer these new services.

Among the myriad of services available, users can book, view or cancel an appointment with their doctor on-line 24 hours a day, seven days a week – the first service of its kind in the country. Users can also search for jobs, get advice on education, report a crime or get debt or benefits advice.

Impact:

e@SY Connects includes people currently excluded from the benefits of 24/7 citizen information and services, which are currently delivered on traditional platforms such as the Internet. At the same time, it also assists busy working people and disabled people to access citizen information and services 24/7 using a PC at work or in the comfort of their own home through the Internet or Digital TV. Aside from benefitting citizens, service providers are also provided access to a uniform platform on which they can provide their information and services directly into 1.5 million homes in the region. Interactive services have been developed as plug-in modules and are used by other members of the public sector community, taking public service to the citizen.

The approach provides a template for a quick roll out of citizen services and cost savings:

- A uniform national platform and plug-in download minimises development costs.
- Direct route to citizens and is less costly than face-to-face service provision.
- The cost of wasted resources, issues such as non-attendance at pre-booked appointments, can start to be resolved, by allowing citizens access to book, cancel and change appointment bookings.
- Service providers can provide a higher level of service using the same resources, freeing up valuable resources, making organisations more efficient and cost-effective.
- This approach supports the drive to provide citizen and business joined up services across multi-agency providers, and has the potential to raise the perception of the standard of public and voluntary service provision. The learning from this project was shared nationally.

Source: The Good Practice Framework (supported by the Modinis Programme of the European Commission) < <http://www.egov-goodpractice.org>>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022655.pdf>

More information on the product:

<http://www.sycop.gov.uk>

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Country: United Kingdom

Institution/Ministry: Sheffield City Council

Solution/Application: eVoting System

Theme: E-participation (e-voting)

Implementation Date: 2002

Summary:

Sheffield is currently engaged in a three-year election modernization program that uses state-of-the-art technology to make it easier and more convenient for citizens to engage with government. Voters could vote by their chosen method (internet, free-phone telephone, sms text messaging, public access kiosk and the traditional polling station) during the week of election leading up to and on poll day itself. All the citizens need is their individual password found on their poll card and their unique Voter Identification Number (VIN) sent to them in a separate mailing with a Smart Card. The combination of these two codes validates the voter for access to the eVoting system.

Impact:

This innovative approach to election modernization has made voting more accessible and convenient. It facilitates public engagement with the government by using eVoting as a key point of introduction to eGovernment, providing a lasting platform for 'joined up' government by linking voting to wider e-Democracy aims such as the city-wide deployment of the popular Smart Cards, mock elections in the schools and public education on the use of IT.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022729.pdf>

More information on the product:

www.sheffield.gov.uk/facts--figures/digital-democracy/evoting

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Country:	United Kingdom
Institution/Ministry:	Office of Government Commerce (OGC)
Solution/Application:	Zanzibar eProcurement and Marketplace System
Theme:	E-procurement
Implementation Date:	2004

Summary:

The Zanzibar Managed Service is a new web-enabled Purchase to Pay system and eMarketplace available to all UK public sector organizations. This represents a key part of the Government's procurement strategy. This innovative system enables public sector buyers and suppliers to link up over the internet and transact end-to-end requisitions, orders and invoices.

The Zanzibar Managed Service consists of a range of core services including helpdesk, system management and support services. Zanzibar will enable subscribing public sector organizations to deliver value for money savings.

Zanzibar Managed Service offers 3 features:

- An electronic marketplace containing public sector supplier contracts and content;
- A Purchase to Pay solution;
- A pan-public sector data warehouse.

Impact:

Public sector bodies via Zanzibar will benefit from:

- Outsourced supplier adoption and catalogue management;
- Reduced cost of participating using the OGCBuying.solutions framework;
- Improved back-office reconciliation and reduced administration;
- Visibility and analysis of your organization's expenditure.
-

Suppliers who sell to the public sector via Zanzibar will benefit from:

- • User-friendly and intuitive technology;
- • No fees or transaction charges;
- • Improved, streamlined payment and reduced back-office administration;
- • Only one site to upload catalogues – can be made visible to all customers.

Source: OGCBuying.solutions

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022735.pdf>

More information on the product:

<http://www.ogc.gov.uk/index.asp?id=1001430>

<http://www.ogcbuyingsolutions.gov.uk/zanzibar/zanzibar.asp>

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Country:	United Kingdom
Institution/Ministry:	International Teledemocracy Centre – ITC (Napier University) and the Councils of Bristol and Kingston
Solution/Application:	The E-petitioning System
Theme:	E-participation (e-petitioning)
Implementation Date:	2005

Summary:

The e-petitioning project was part of the “Information, communication and citizenship” strand of the Local e-Democracy National Project, involving English local authorities and funded by the UK Government (Office of the Deputy Prime Minister). It aimed to explore e-petitioning as a way for citizens to raise their own concerns within the formal processes of the local authority. E-petitioning was implemented and piloted by two local authorities, the Royal Borough of Kingston upon Thames, which led the project, and the Bristol City Council.

The e-petitioning tool was developed by the International Teledemocracy Centre (ITC) at Napier University to support the newly instituted Parliament’s aim of enhancing participation in democratic decision-making. The tool would allow visitors to the website to raise a petition, to read petitions underway and sign them if they wished; to read background information provided by the person raising a petition (‘principal petitioner’); and to exchange comments about the petition in a discussion forum.

The two main aims of the e-petitioning system were:

- to outline requirements for the design and management of e-petitioning processes that can stimulate active citizen participation in local communities;
- to trace the path of e-petitions through the committees of the Councils and assess whether or not, and, if so, how input by the public via e-petitioning impacts on decision-making at different levels.

The ITC worked alongside the Councils’ e-Democracy project managers to localize the e-Petitioner tool and embed it in their processes for handling petitions, while ensuring it remained sufficiently generic to be easily adapted to the needs of other Councils. In Kingston this work was coordinated through the IT Department, and in Bristol through the Corporate Consultation team. As well as deploying the system and developing procedures to handle e-petitions, the Councils’ role included promoting the system internally (to Council Officers/Councillors) and externally (to members of the public).

The e-petitioning system has enjoyed strong support from Councillors in both Kingston and Bristol, particularly Kingston, and from the departments which are directly involved in the day-to-day servicing of representative government. The issues raised through e-petitioning are unarguably issues that are important to citizens, and are evidently addressed through local

authority decision-making. E-petitions were raised on, for example, road crossings, telecoms masts, and Post Office closures.

Impact:

An Evaluation of e-Petitioning in the Local e-Democracy National Project was carried out in March 2005 by the International Teledemocracy Centre, Napier University. The evaluation found that much had been accomplished in both Councils over the one year project lifetime, when the E-Petitioner was used by hundreds of citizens in each Councils' area.

At the end of the pilot period (17 March 2005) there were 7 e-Petitions for Kingston, and 9 paper petitions were presented to the Council in the same period. In Bristol there were 9 e-petitions and 22 on paper. The total number of e-petition signatures was 173 in Kingston and 890 in Bristol. Citizens, Officers and Members who took part in the evaluation were almost unanimously in favour of e-petitioning. The website and its associated guidelines on petitioning make both the process and the petition outcomes more visible. The added visibility applies to paper as well as e-petitions, since paper petitions that are presented at Council meetings are also listed on the e-Petitioner page.

Few e-petitions have progressed to a final Council response in either Kingston or Bristol for which reason it is too early to draw conclusions on the impact on decision-making, and the success of the ePetitioner system is perhaps best demonstrated by the fact that both councils are committed to continue to use the system after the end of the pilot funding.

Source:

<http://itc.napier.ac.uk/ITC>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023614.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023616.pdf>

More information on the product:

<http://www.bristol-city.gov.uk/item/epetition.html>

<http://e-petitions.kingston.gov.uk/>

Contact:

Bristol City Council

The Council House

College Green

BS1 5TR

Tel: 0117 922 2000

The Royal Borough of Kingston upon Thames

Guildhall, High Street

Kingston upon Thames

KT1 1EU

Helpline 020 8547 5757

NORTH AMERICA AND THE CARIBBEAN

Country:	Canada
Institution/Ministry:	Service Canada, Government of Canada
Solution/Application:	Employment Insurance
Theme:	Citizens' service delivery
Implementation Date:	2005

Summary:

In keeping with the Government On-Line Initiative of the Government of Canada, the Employment Insurance programme is responding to the needs of Canadians for better, faster and more convenient services on the Internet. It has undertaken a number of service transformation projects to improve the quality, speed and accessibility of service by putting in place a suite of electronic client-facing services and tools to automate claims processing in order to achieve the following:

- Receive high-quality electronic information from clients and businesses over the Internet;
- Automate claims processing;
- Use electronic payments to the extent possible (Direct Deposit);
- Exchange programme information/change key client data electronically (Employment Insurance On-Line Services);
- Harmonize Call Centres; and
- Reinvest in client service improvements.

Citizens can access services through the channel of their choice (Internet, telephone, in person or by mail) with no wrong door and with the confidence that a high priority is placed on the privacy and security of personal information. Service excellence is achieved through the integration of automation, simplification and streamlining of processes. By taking this citizen-centric view to client service, the employment insurance programme has taken advantage of the opportunities presented by advances in telephony and the Internet to provide services in an efficient, effective manner, focusing on meeting the needs and expectations of citizens.

Impact:

The employment insurance programme adjudicates approximately 2.8 million applications per year and processes in the area of 18 million bi-weekly reports from clients. Clients are now able to complete all of the actions necessary for employment insurance benefits (apply for benefits, make direct payments to their bank and account of choice, prepare bi-weekly reports and obtain programme information) via the Internet.

The use of the Internet has produced savings in telephony costs as clients no longer have to call the Call Centre to file bi-weekly reports or to receive general information about their claim. The objective of paperless processing has been achieved by eliminating the printing of all applications received electronically. Furthermore, electronic tools have been developed for staff, which enable

them to increase the development of a complete electronic file, thereby reducing paper and storage costs.

Completing a paper Record of Employment (ROE) can take a payroll professional as much as 20 minutes, including printing, depending on the complexity of the issues surrounding the separation from employment. Using Web technology, as many as 1,800 ROEs can be processed in a single transaction. As an example, one employer recently indicated that it had finalized 900 ROEs in 30 minutes whereas in the past, this process would have taken days to complete.

In 2005, the Record of Employment on the Web (ROE Web) was available to all Canadian employers and currently has 25,000 businesses registered. By the end of the 2005-2006 fiscal year, it is anticipated that more than one million ROEs will have been submitted electronically by the business sector. The reliability of the Government of Canada Secure Channel is helping to attract and maintain employers who use the ROE Web service.

Source: Government On-Line Initiative, Public Works and Government Services Canada

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022051.pdf>

More information on the product:

http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/ei/employers/roe_web.shtml&hs=rxr

http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/ei.shtml

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Country:	Canada
Institution/Ministry:	Industry Canada, Office of Consumer Affairs
Solution/Application:	Canadian Consumer Information Gateway
Theme:	Information access
Implementation Date:	n.a.

Summary:

With information from more than 450 governments and NGO partners, the Canadian Consumer Information Gateway is Canada's most extensive online source of inter-jurisdictional information for consumers. Owing to a pioneering approach to multi-jurisdictional partnership, consumers can cut across federal/provincial/territorial boundaries to access more than 7,000 programmes, services and subjects from more than 450 governmental and NGO partners through a single window.

The most powerful tool on the Gateway is the Complaint Courier, a bold transformation of the way in which government agencies handle consumer complaints. This tool teaches consumers the proper steps to lodging a complaint with a business, links them to relevant information and connects them instantly to the appropriate agency. Equally as important in the world's second largest country – spanning six time zones – is the fact that service to consumers is offered 24 hours a day, 365 days a year, regardless of location.

The Canadian Consumer Information Gateway is the winner of the United Nations Public Service Award in the category of e-government.

Impact:

The Web portal provides a menu of relevant topics, access to timely highlights, and tools to help consumers to save time and money and better protect themselves from fraud and deception. The number of complaints filed has decreased since the arrival of Complaint Courier. As catalysts for an unprecedented level of partnership and accessibility, the Gateway and Complaint Courier have led the way towards an aggressive service transformation agenda. The result will be a more cohesive, systematic and comprehensive service offering for consumers.

Source: Industry Canada

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022003.pdf>

More information on the product:

<http://strategis.ic.gc.ca/epic/Internet/inoca-bc.nsf/en/ca02136e.html>
<http://consumerinformation.ca/app/oca/ccig/main.do?language=eng>

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Country:	Canada
Institution/Ministry:	Emploi-Québec
Solution/Application:	Online Labour Market
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

The online labour market, available at www.emploiQuebec.net, is a unique, universal and free Web counter with the aim of full employment in Quebec. Through online placements, it provides access to placement services that support and facilitate the encounter between employers and job seekers. Indeed, by means of online interactive multimedia training, the online labour market provides indispensable information about professions, training and branches of industry. These online services also allow for better coordination and adjustment between the characteristics of the workforce and the needs of the labour market.

Emploi-Québec services can be found across the province of Quebec. The services are offered in 17 regional branches, often in collaboration with organizations from the same geographical area, mainly *centres locaux d'emploi* (local employment centres),

Impact:

The online labour market is a valuable Internet tool that provides benefits to the population through the improvement of service delivery. Hence, the importance and the quality of such an electronic service have been recognized by two big Canadian associations in the computer science arena. Owing to this online labour market, Emploi-Québec has won two prizes for excellence awarded by the Canadian Information Productivity Awards: the Silver Award of Excellence in the customer service category and one of the four prizes known as the Gold Best of Category Award. In addition, the online labour market has received the OCTAS prize for online governmental services awarded by the Quebec computer science association. These prizes underline the efficiency of an exceptional data processing system that has provided major customer benefits.

Source: Emploi-Québec

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022005.pdf> (in French)

More information on the product:

http://imt.emploiQuebec.net/mtg/inter/noncache/contenu/asp/mtg941_accueil_angl_01.asp

<http://www.emploiQuebec.net/anglais/index.htm>

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Country:	Canada
Institution/Ministry:	Canadian International Development Agency; Industry Canada
Solution/Application:	Global ePolicy Resource Network (ePol-NET)
Theme:	Information access (and sharing)
Implementation Date:	December 2003

Summary:

Championed by the Government of Canada (Industry Canada), the Global ePolicy Resource Network (ePol-NET), an initiative of the Group of Eight Digital Opportunities Task Force, was officially launched under the auspices of the United Nations ICT Task Force during the World Summit on the Information Society in Geneva in December 2003. The network provides ICT policy-makers in developing countries with the depth and quality of information and resources needed to develop effective national e-policies and focused ICT e-strategies that can serve as enablers for social and economic development.

Canada contributes to the ePol-NET partnership through the Canadian ePolicy Resource Centre, which is an initiative of the Canada Fund for Africa. The Centre (http://www.ceprc.ca/index_e.html) serves as a Canadian source of information, expertise and mentoring in support of national policy-makers and regulators in African countries. In collaboration with other ePol-NET resource centres around the world, the Canadian ePolicy Resource Centre addresses a wide range of ICT policies, regulations and strategies in areas such as e-commerce legal and policy frameworks, spectrum management, e-government, and information society metrics and analysis. Canadian examples of activities supported under the ePol-NET partnership include an e-government workshop for Tanzanian Members of Parliament in May 2004; a conference on gender equality entitled Women and ICT: Challenges and Opportunities on the Road to Tunis; and a workshop on the strategic priorities of East Africa with respect to e-government.

Impact:

The Global ePolicy Resource Network brings together partners from a range of organizations around the world who contribute e-strategy and e-policy information and expertise for the benefit of individuals, organizations and governments in developing countries. This enables organizations and countries to develop policies and strategies much more quickly and at a much lower cost than they could on their own.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022070.pdf>

More information on the product:

<http://www.acdi-cida.gc.ca/canadafundforafrica>

http://www.ceprc.ca/index_e.html

Contact:

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Country:	Canada
Institution/Ministry:	Individual Returns and Payments Processing Directorate, Canada Revenue Agency
Solution/Application:	My Account: Electronic Tax Payment
Theme:	E-taxation
Implementation Date:	16 June 2003

Summary:

My Account, implemented by the Canada Revenue Agency, is a fast, efficient and secure self-serve Internet application designed to provide Canadian taxpayers with a Web-based tool for accessing tax information and managing their personal income tax and benefit account online.

Using My Account through the Canada Revenue Agency web site, individuals can now obtain information on income tax returns for the current and prior years and on the individual tax account such as the tombstone information, refund status, balance owing and benefits received, and tax payments that they have made. Where applicable, they can also obtain information on the Registered Retirement Savings Plan, Home Buyers' Plan and Lifelong Learning Plan calculations and limits; the goods and services tax/harmonized sales tax credits; and Canada child tax benefits. Individuals can also change their tax return after it has been submitted or disagree with an assessment or determination.

Impact:

My Account has increased the Canada Revenue Agency hours of personalized service to 21 hours a day, seven days a week. It is generating ongoing cost savings for the Agency through reduced numbers of enquiries along with increased compliance and client satisfaction. The reduced number of calls to existing enquiries telephone lines allows for more rapid service to those calls that the Agency still receives.

This service supports the commitment of the Government of Canada to provide its most commonly used services online by 2005 and to be known around the world as the government most connected to its citizens. Between June 2003 and December 2004, over 2.3 million Canadians successfully accessed My Account. It generated significant intangible benefits, such as heightened client satisfaction and an improved image for the Canada Revenue Agency. My Account is also a prototype for the broader My Government of Canada Account through which Canadians will be able to view their information with all participating departments.

Source: Canada Revenue Agency

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022070.pdf>

More information on the product:

<http://www.cra-arc.gc.ca/eservices/tax/individuals/myaccount/help-e.html>

<http://www.cra-arc.gc.ca/eservices/tax/individuals/myaccount/menu-e.html>

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Country: Canada

Institution/Ministry: City of Vancouver

Solution/Application: Vancouver.ca: Web Site of the City of Vancouver

Theme: Information access (and sharing)

Implementation Date: n.a.

Summary:

The mission of the City of Vancouver is to create a great city of communities that cares about its people, its environment and opportunities to live, work and prosper. Vancouver.ca is a comprehensive web site that attempts to meet this challenge. The priority of the city was to develop a web site that contained a wide range of detailed information in order to promote awareness of civic programmes and services and provide access to them. The web site thus promotes content designed to inform, educate and engage citizens in local issues while also providing convenient online services, such as the ability to purchase business licences or pay for tickets over the Internet

Impact:

Vancouver.ca provides citizens with an integrated portal that enables access to information on all facets of life in Vancouver. Citizens in, and visitors to, the city need to visit only one source of information, which saves them time while keeping them informed. The web site also responds to the needs of businesses and government agencies. In addition, Vancouver.ca is one of the most environmentally friendly portals, providing tips and suggestions on recycling, keeping Vancouver green and clean, and what the ordinary citizen can do to maintain the quality of life that the city has to offer.

Source: ITU

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022056.pdf>

More information on the product:

<http://www.vancouver.ca>

Contact:

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Country:	Canada
Institution/Ministry:	Canada Border Services Agency (CBSA)
Solution/Application:	Border Clearance Service - CANPASS Air
Theme:	Citizens' service delivery
Implementation Date:	March 2003

Summary:

CANPASS Air facilitates efficient and secure entry in Canada for pre-approved, low-risk travelers. This program allows members to meet their border clearance obligations by simply looking into a camera that recognizes the iris of the eye as proof of identity. When entering Canada at participating airports, approved CANPASS Air members are allowed to use the self-service kiosk embedded with iris-scanning technology – deemed by many to be the most accurate way to verify a person's identity. Travelers can avoid the regular customs and immigration line-ups, and pay duties and taxes more easily.

The CANPASS system is purely voluntary. Travelers will have to apply, undergo a background check and pay an annual CAN \$50 fee for the pass. The membership is valid for one year. The CBSA will re-assess eligibility when renewing a membership.

As of February 2006, CANPASS Air is available at seven international airports across Canada, and will soon be available at Macdonald-Cartier International Airport, Ottawa.

Impact:

The CANPASS Air achieves its dual mandate: to facilitate the movement of people and at the same time ensure the safety of Canadians. Since the system is tailored to the frequent international flyer, who travels a great deal but shouldn't be the primary focus of customs agents, it enables these travelers to be processed safely and securely through Customs and Immigration in seconds. By fast-tracking these low-risk passengers, Canada Customs will be able to concentrate their efforts on higher- and unknown-risk passengers and goods.

Source: Canada Border Services Agency

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022652.pdf>

More information on the product:

<http://www.cbsa-asfc.gc.ca/travel/canpass/canpassair-e.html>

Contact:

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204-983-3500 or 506-636-5064 (outside Canada)

Country: Canada

Institution/Ministry: Ontario Ministry of Natural Resources (ONMR)

Solution/Application: Land Information System

Theme: Information Access

Implementation Date: 2002

Summary:

Land Information Ontario (LIO) assists the public and private sectors to easily find, access, and use geographic information about Ontario, recognizing that geographic information is used in a wide variety of applications by a variety of sources from emergency responses such as forest fires and planning emergency routes to precision farming; or on an even more basic level, school bus drivers looking to optimize their bus routes.

Impact:

Land Information Ontario (LIO) allows anyone in the world, using any standard to access the information. The project ensures information is accessible, integrated, affordable and useable by diverse business activities and stakeholders. It also reduces duplication of effort, cuts costs, and improves decision-making.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022721.pdf>

More information on the product:

www.lio.mnr.gov.on.ca

Contact:

Main Office of Ministry of Natural Resources
300 Water Street
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Peterborough, Ontario
K9J 8M5
Telephone: 1-800-667-1940

Country: Canada

Institution/Ministry: Government of Canada

Solution/Application: The Government On-line Initiative (GOL)

Theme: Citizens' Service Delivery, Information Access

Implementation Date: October 1999

Summary:

The Government On-Line Initiative has succeeded in making the Canadian government more and more connected to its citizens. Throughout the initiative, the objectives remained focused on:

- providing clients with a more accessible government, where information and services are organized according to clients' needs, and are available 24/7 around the world, in English or French;
- delivering better and more responsive services by implementing more efficient and timely electronic services;
- building trust and confidence in on-line service delivery by ensuring that electronic transactions are protected and secure, and that personal information is safeguarded.

Two basic principles guided the efforts to use the Internet to benefit Canadians, Canadian businesses and international clients:

- group information and services around clients' needs and priorities, NOT around the organization of governments;
- build partnerships among federal departments and agencies and with other levels of governments to cluster services for the benefit of clients, NOT according to jurisdictions.

Impact:

With strategic use of limited funds, the Government On-Line Initiative has been a catalyst for change to improve government services and multi-channel service delivery, and during its implementation period (October 1999 - March 2006) it was capable of meeting its objectives. By March 2006, the Government On-Line Initiative allowed 34 departments and agencies to: provide citizens with a more accessible government, where information and services are organized according to their needs, and are available 24/7 around the world, in English or French; accelerate the design and delivery of 130 of the most commonly used services that are now delivered on-line; fundamentally re-think how they used the e-channel to provide information and services to clients; collaborate to offer "no wrong door" access to government services; share experiences, approaches, learning and tools while becoming more client-centric; build a secure and robust electronic infrastructure capable of expanding to support steadily more

sophisticated on-line transactions in the future. It also allowed important policy-related work to be undertaken to fundamentally transform the ways in which government interacts with citizens.

It is also thanks to the major changes produced by the GOL, that over the past five years Canada ranked the number one e-government in the world in Accenture's independent assessments.

Source: <http://www.gol-ged.gc.ca>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023528.pdf>

More information on the product:

http://www.gol-ged.gc.ca/index_e.asp

Contact:

This site provides information on the Government of Canada Government On-Line Initiative. If you would like to receive more information please send an email to: gol-ged@canada.gc.ca.

Country:	Jamaica
Institution/Ministry:	Ministry of Finance and Planning
Solution/Application:	Online Customs Service
Theme:	E-customs
Implementation Date:	2003

Summary:

The Automated System for Customs Data (ASYCUDA) was developed by the United Nations Conference on Trade and Development in 1981 for computerized customs management as part of an assistance programme to support improved compilation of trade statistics for its member States. ASYCUDA was widely implemented and is currently being used by over eighty countries, including most Caribbean Common Market (CARICOM) countries.

Until 2003, the complex system for the processing of imports, under the responsibility of Jamaica Customs, was a fertile ground for inconsistencies and lack of accountability and was subject to fraud. It was primarily manual, with a paper-based system at its core. There was, therefore, an inability to reconcile the cash collected with the entries processed.

After having reviewed the ASYCUDA software package, the Government of Jamaica, unlike its CARICOM neighbours, took the decision to build its own computerized solution for customs management. The task to design, develop and operate the new system was given to Fiscal Services Limited, a Government-owned information technology company. The lack of linkage between cash collected and entries processed remained, however, even when the entries were keyed into the computer system.

On the foundation of the initial suites of the software for customs online services that were successfully implemented, a complex programme of administrative reform that affected both the organizational structure and the processes started. As a consequence, a number of positive results were produced, including a significant increase in revenue collection. Several international funding agencies have joined the Government in providing funding to add enhancements and to complete the customs modernization process in Jamaica.

Impact:

Despite little or no economic growth in the country and although the number of transactions has remained constant or has experienced a slight downward trend, the revenues have increased.

The customs brokers have come to appreciate the convenience and increased speed of processing an entry. At present, over 98 per cent of entries are submitted electronically, with almost all of the brokers on board and online.

Customs overtime has been drastically reduced and can be completely eliminated once the customs reforms are fully implemented. Customs supervisors are now better able to monitor and

distribute the work flow, thereby achieving greater efficiency. Inconsistency and errors in duty calculation have been totally eliminated. Changes to tariff rates and other fees are quickly and accurately accommodated. Reconciliation of payment is now provided on demand. Management and activity reports are all easily generated and made available through the implementation of data warehousing tools. Collection points require fewer cashiers, yet long queues have been eliminated. The cashiers now have only to select the entry and collect payment, without entering large amounts of transaction details. Electronic payments by either the customs broker or importing company have been welcomed and are becoming widely used.

Source: Ministry of Commerce, Science and Technology

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022058.pdf>

More information on the product:

<http://www.fsl.org.jm/>

<http://www.jacustoms.gov.jm/>

Contact:

Mr. Lorenzo Grant

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Fiscal Services Limited

Jamaica

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Country:	Jamaica
Institution/Ministry:	Fiscal Services Limited; Jamaica Customs; Jamaica Promotions Corporation; Port Authority of Jamaica; Shipping Association of Jamaica; Trade Board Limited
Solution/Application:	Jamaica Trade Point
Theme:	E-commerce
Implementation Date:	1999

Summary:

Jamaica Trade Point is a new trade facilitation portal that serves as the following:

- A source of trade-related information where users can expect to receive information that most closely supports their trading activities, such as information on air and sea transportation choices, freight insurance and financing options, market research and intelligence;
- A trade transaction point where buyers and sellers are brought together to review and purchase Jamaican products and services through the exporter e-marketplace, www.BuyJamaica.com;
- A trade facilitation centre where users can expect to have their trading efforts facilitated by processes that are rationalized and where hindrances to their activities are removed; and
- A gateway to global networking, GTPNet, where local traders can be united with their international counterparts and where new transactions and relationships are facilitated.

In short, Jamaica Trade Point aims to maximize the potential benefits of this new way of doing business. It seamlessly consolidates the online applications of Jamaican trade agencies and ministries, providing the Jamaican business community for the first time with the integrated, rationalized, comprehensive system required to advance its quest for facilitation of trade in Jamaica.

Impact:

Jamaica Trade Point is of paramount national importance for Jamaica as the fortunes of its companies, particularly the small and medium-sized enterprises, which account for over half of the private-sector employers and well over one third of total employment, directly affect the country's economic prospects. The creation of new business opportunities and the expansion of existing ones within the private sector, as facilitated by Jamaica Trade Point are of critical significance to the nation.

In addition, as Jamaica Trade Point is accessible online, firms located in the rural areas, supporting critical employment in these locales, do not need to relocate to urban centres in order to be properly facilitated.

Furthermore, the increase in e-competence that is evident as users receive training for the new facility means that this portal is encouraging the empowerment of rural communities. Also, online connectivity is now being effected by both the post office and library kiosks island-wide, and there is no longer a problem in finding a location for going online.

Finally, Jamaica Trade Point is critical for the promotion and development of the strategic clusters as defined in the National Industrial Policy and it allows for synergies with current government initiatives and programmes.

Sources: Fiscal Services Limited, Jamaica Customs, Jamaica Promotions Corporation, Port Authority of Jamaica, Shipping Association of Jamaica and Trade Board Limited.

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022139.pdf>

More information on the product:

<http://www.jamaicatradeportal.com>

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Country:	Mexico
Institution/Ministry:	Ministry of Education; Ministry of Health; Ministry of the Economy; Presidential Office for Government Innovation
Solution/Application:	E-Mexico National System
Theme:	Information access (and sharing)
Implementation Date:	December 2001

Summary:

The e-Mexico National System is focused on accelerating the integration of Mexico into the information society. A technological system with social content and a “digital sharing” process, it aims to break down the social, economic and cultural divides and integrate all Mexicans through the services provided.

The e-Mexico National System is based on three pillars: connectivity, content and information systems. An additional process known as digital sharing is added because of its characteristics, and the four elements are coordinated as a whole. The e-Mexico National System offers the basic services of e-learning, e-health, e-economy (small and medium-sized businesses) and e-government (local, regional, State and federal levels). It integrates more than 6,000 content items for more than 50 entities of the Federal Public Administration, and this content is available to citizens online.

Impact:

The e-Mexico National System stimulates the intensive use of information technology in the public-sector agencies that provide services directly to citizens. It encourages modernization initiatives within the government sector to digitalize and improve the quality of services. The digital sharing process helps the government to learn about international best practices and convert citizen needs into solutions. The system also enables the government at the national, State and local levels to develop new ways of interacting with society.

Source: aoema.org and Secretaría de Comunicaciones y Transportes

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022585.pdf>

More information on the product:

<http://www.e-mexico.gob.mx>

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Country: Mexico

Institution/Ministry: Secretaría de la Función Pública

Solution/Application: Citizen Portal

Theme: Government portal

Implementation Date: 2003

Summary:

The citizen portal is one of the most important lines of action of the Digital Government Strategy in Mexico. Based on the President's Good Government Agenda, it incorporates the six strategic principles of executive power: transparency, low cost, professionalization, digitalization, quality and improved regulation. As part of the e-Mexico National System, it functions as the single point of access to government services and information and acts as a content supplier for the e-Mexico portal.

In order to eliminate inefficiency in the provision of public services, the citizen portal seeks to provide citizens with state-of-the art customer service in a seamless relationship. It enables access to different services and content in the fields of e-government, e-health, e-economy, e-education, culture, democracy, sports, family, jobs, business, security, transportation, tourism, migration and the environment. The portal incorporates a customer-relationship management strategy to satisfy the main users' needs. It uses a technological platform that enables interoperability and standardization among the various government offices.

Impact:

This project has resulted in additional and enhanced services as well as better access to services for citizens. It helps to eliminate wasteful spending with respect to procedures and bureaucratic waste and encourages citizen involvement and participation in government decision-making. The growing recognition and popularity of the portal are reflected in the sheer number of more than 600,000 users per month.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022586.pdf>

More information on the product:

<http://www.gob.mx>

Contact:

Mr. José Manuel Díaz Martínez

Director of the Project

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Country: Mexico

Institution/Ministry: Secretaria de Contraloría y Desarrollo Administrativo)

Solution/Application: The Tramitanet Portal

Theme: Government Portal

Implementation Date: 2002

Summary:

The Tramitanet Portal of Government of Mexico consists of an online catalog of approximately 2064 federal and state forms made available 24 hours a day, 7 days a week. For each form (tramite) included in the catalog, information is provided regarding the basic procedural steps to be followed, the required supporting documentation, the location and working hours of the government office(s) at which the form must be submitted, the official cost of obtaining and filing the form (if any), and a downloadable version of about two dozen forms.

Impact:

The benefits of the Tramitanet Portal have been significant. The automation and disintermediation of the tramite process has:

- Contributed to the mitigation of information failure (in the specific context of administrative transactions)
- Improved the quality and efficiency of government services
- Strengthened citizen and investor confidence in Mexico's public administration
- Amplified the opportunities for securing accountability
- Enhanced Mexico's capacity for compliance with its obligations under the Inter-American Convention Against Corruption and the OECD's Convention on Combating Bribery of Foreign Public Officials

Source: Institute for Connectivity in the Americas (ICA)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023070~1.pdf>

More information on the product:

www.tramitanet.gob.mx

Contact:

The Tramitanet Portal

Telephone: 14544400

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Email: tramitanet@funcionpublica.gob.mx

Country:	Trinidad and Tobago
Institution/Ministry:	ICT Division, Ministry of Public Administration and Information
Solution/Application:	Government Communications Backbone
Theme:	Government Intranet
Implementation Date:	2003

Summary:

The Communications Backbone project of the Government of Trinidad and Tobago seeks to establish a communications infrastructure that enables all connected ministries and public-sector agencies to communicate and share information effectively and efficiently through its secure network. It provides key services such as Internet access, e-mail (audio, video and text), e-messaging, e-scheduling, anti-virus protection and access to a dedicated Help Desk (i.e., a support centre for solving end-user problems, providing e-support and handling inbound and outbound enquiries from multiple channels such as the telephone and e-mail).

The Communications Backbone project embodies the concept of internetworking, where multiple LANs of varying protocols from several ministries and public-sector agencies are connected to the Backbone. The Backbone is a hybrid of an intranet (using frame relay) and an extranet (using encryption technologies to provide secure access to services and applications). The resulting platform facilitates and enables all ministries to automate many traditional work processes. It also lends itself to rethinking and re-engineering the ways in which the Government of Trinidad and Tobago functions.

The Ministry of Public Administration and Information was assigned the leading responsibility for managing and coordinating the implementation of the Communications Backbone and acts as an agent in providing the necessary support to other ministries.

Impact:

The project aims at easing the provision and dissemination of information, improving the collaboration and cooperation among government departments, and reducing the communication costs among government departments through the provision of various services to the ministries and public-sector agencies through the network. Moreover, by creating a robust infrastructure to support the Government's enterprise-wide applications (e.g., the Integrated Human Resource Information System and the Integrated Financial Management System), the project aims to increase the efficiency and effectiveness of government processes.

Source: Ministry of Public Administration and Information

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021998.pdf>

More information on the product:

<http://www.fastforward.tt>

Contact:

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52 Pembroke Street
Port-of-Spain, Trinidad and Tobago, West Indies
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Country:	Trinidad and Tobago
Institution/Ministry:	Ministry of Housing
Solution/Application:	Home Application and Fulfillment System
Theme:	Citizens' service delivery
Implementation Date:	2004

Summary:

For four decades, the Ministry of Housing, via its executing agencies, provided homes for citizens using a manual application process. As a consequence, the Ministry could not accurately determine the number of persons in need of government housing, the specific types of housing desired or the preferred location. Also, the profile of the average applicant in terms of basic demographics and financial information was not readily available.

A Report of the Task Force on Housing and Settlements highlighted the need for the acquisition and maintenance of information about home applicants that would facilitate the determination of the effective demand for the Ministry's housing products. Based on the Report findings, in 2002 the Ministry of Housing began to review the existing system and explored the use of IT to change the form and manner of the acquisition, processing, storage and retrieval of information into an efficient, effective system.

In 2003, the contracted Information Technology Team developed a comprehensive solution to address the challenges faced by the Ministry and its agencies. The result was the Home Application and Fulfillment System, a computer application that facilitates the recording of individual citizens' housing applications with the Ministry's executing agencies. Applications can be submitted via handwritten forms, online through the Ministry Intranet (kiosks) and online through the Internet. More specifically, the Home Application Fulfillment System facilitates:

- Easy retrieval of application information;
- Elimination of duplicate applications;
- Restriction of one application type per applicant;
- Enforcement of adherence to established housing policy and procedure;
- Provision of accurate housing statistics;
- Improved customer service; and
- Submission of an application to the Ministry from any part of the world by citizens of Trinidad and Tobago.

As at November 2005, 119,482 applications for various housing solutions had been received and stored in the system database; of these, 3,357 had been received via the Internet. The Ministry web site shows 7,694 hits (i.e., over 7,000 visits to the web site) since its launch in July 2004.

Impact:

The Home Application Fulfillment System has revolutionized the way in which the Ministry of Housing and its agencies interact with the citizens of Trinidad and Tobago. It has facilitated the tracking of housing-solution applications, housing-solution selection and the analysis of housing-solution demand. With the available statistics on current demand for housing provided by the system, the Ministry has been able to take effective measures and actions to facilitate the provision of housing units that will in time meet the current demand, which, as at August 2005, stood at approximately 70,000.

Source: Ministry of Public Administration and Information

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021997.pdf>

More information on the product:

<http://www.housing.gov.tt/hafs.htm>

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Country: United States

Institution/Ministry: City of Sunnyvale

Solution/Application: City of Sunnyvale Web Site

Theme: Government portal

Implementation Date: 2002

Summary:

The City of Sunnyvale developed a city web site to provide better customer service by using technology to allow customers to obtain permits and information on-line 24 hours a day, seven days a week without having to visit or call City Hall. The city web site serves the citizens by providing, among other things, community information, interactive surveys, e-forms, e-payments and e-permits. This solution has been recognized internationally for its customer service-driven approach to administering building permits.

Impact:

In terms of impact on the operations of government, the implementation of the city web site has reduced the time spent by the staff in gathering and providing information to customers in person or over the telephone. Users can now complete transactions in approximately 30 minutes, and they can receive the same information that they would at the One-Stop Permit Centre. However, they obtain the information faster and more conveniently.

Source: Organization of American States

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021996.pdf>

More information on the product:

<http://www.e-onestop.net>

Contact:

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Country:	United States
Institution/Ministry:	Medem, Inc. in partnership with the American Cancer Society, the American Heart Association and iHealth Alliance
Solution/Application:	iHealthRecord: An Online Medical Record Programme
Theme:	Health
Implementation Date:	2005

Summary:

iHealthRecord, an online health information resource launched in 2005, has great potential in terms of efficiency in case of emergency or simply when changing general practitioners. The new system allows patients to see, change and share medical records on the Internet through a service launched by a company set up by a coalition of professional medical groups.

The service is a secure, confidential interactive personal health record that not only stores personal health information for patients but also provides interactive programmes that help people to better understand medical conditions and medications, all at no cost to patients. iHealthRecord will permit patients to control their own records while allowing doctors vital access when they need it, eventually reducing the risks of mistakes, such as prescribing errors. It is hoped that the service can provide a way to replace thick medical charts and swap information without the need for costly, time-consuming office visits.

Impact:

iHealthRecord could be a first step to transforming the ponderous, mistake-prone, paper-based United States medical records system into an efficient, digital structure, reducing medical errors and saving lives regardless of whether patients move or change health plans or doctors. The system is designed to minimize the risk that hackers could view patient records. However, there is a very small probability that patients could falsify online records if they wished or create phony profiles even if the real risk is very low.

Source: Medem, Inc.

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022069.pdf>

More information on the product:

<http://www.ihealthrecord.org/>

Contact:

Technical Support

Medem, Inc.

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ihealthrecord@medem.com

Country: United States

Institution/Ministry: The US Navy's Pacific Fleet (USPACFLT)

Solution/Application: Requisition and Asset Visibility Tool – Birdtrack

Theme: Information Access, Supply Chain Management

Implementation Date: 2004

Summary:

PACFLT supports a large forward-deployed naval force. PACFLT's challenge is to optimize material positioning and requisition fulfillment while maintaining fleet readiness for its area of responsibility, which includes Japan, Guam and the Republic of Korea. PACFLT also provides assistance to the Marine air and ground components in Iraq and Afghanistan.

PACFLT's solution was to develop an inventory positioning analysis and asset visibility tool aimed at speeding the flow of replacement parts to ships and forward-deployed activities throughout the Pacific and Southwest Asia. Birdtrack is an innovative and revolutionary web application that allows for strategic stock positioning and requisition fulfillment from the most effective sources of supply. It was originally developed to track average customer wait times for replacement parts, but now includes a number of decision-making tools. Birdtrack receives, stores, and analyzes end-to-end supply chain transactions towards timely and strategic supply chain management decisions for greater resource optimization.

Impact:

Before the development of Birdtrack, PACFLT used a spreadsheet to manually track its customer wait times. However, this process grew so unwieldy that automation was necessary. The automated Birdtrack system has provided a high-level view of inventory usage that has resulted in more sophisticated decision making. This, in turn, has enabled PACFLT to recommend replacement parts positioning in relation to where they are needed – faster and at a lower cost – and to meet anticipated customer demands for these parts. This enables PACFLT to stock materials strategically in terms of global allocations, which is expected to save US\$20-\$30 million internally annually.

Birdtrack has a wide range of uses for many Department of Defense and humanitarian applications, from reducing customer wait time, repositioning material, and reducing the cost of war, to helping relieve disaster situations. PACFLT used Birdtrack in the Asia tsunami tragedy to track materials, effectively project workload, and monitor and reduce backlogs, and it is a key component in realizing the US Navy's vision of Distance Support.

Source: Naval Supply Information Systems Activity (NAVSISA)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022655.pdf>

More information on the product:

<https://www.pearl.fisc.navy.mil/birdtrack/down.asp>

(A DoD PKI certificate is required for access to the Birdtrack application)

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Country:	United States of America
Institution/Ministry:	New York City Police Department
Solution/Application:	Real Time Crime Center
Theme:	E-justice, Citizens' Service Delivery
Implementation Date:	July 2005

Summary:

When New York City detectives respond to a homicide, any piece of information can be critical to solving the crime. And not only do detectives rely on the information, they need it fast. Quickly providing police with essential data is the goal of the city's new Real Time Crime Center. The \$11 million Real Time Crime Center, which first opened in July 2005, conducts rapid analysis of homicides and shootings citywide in order to provide a real-time assessment of emerging crime, crime patterns and potential criminal suspects as well as an up-to-date picture of police resources and their availability throughout the city.

The crime center is staffed by a complement of detectives and civilian analysts 24-hours a day, 7-days a week. The Center's staff uses a Web-based system to access such information as 911 calls and arrest records, to assist detectives in the field with investigations. The center also has a two-story video system that can display information, maps and other data. The Real Time Crime Center gives detectives a picture of what's going on in the city, providing a situational overview and allowing police to construct a more coordinated strategy.

The Center gives investigators the jump-start needed in those critical first 48 hours after the commission of a crime, when getting the right lead can mean the arrest of a perpetrator before the trail goes cold.

Impact:

Before the creation of the Real Time Crime Center it would take hours or days or even weeks to collect evidence and analyze it because of the difficulty in finding information from several different databases. The data warehouse now provides immediate access within minutes to all those records – probation and parole records, complaints, 911 call histories, and state and federal crime records – by searching one database.

The Center supported detectives in the investigation of a wide array of homicides, which helped detectives solve 74% of all homicides in 2005. As a result of this success, in February 2006 the expansion of the Center included: the addition of all NYPD arrest records dating back to 1995, new search capacities that combine multiple keyword and narrative text requests, and new visualization technology for graphical reporting of criminal incidents including linking of descriptive details associated with the suspect and incident location. In addition, 175 new wireless laptops will allow detectives remote access to this warehouse of invaluable data as they investigate crimes throughout the five boroughs. It is also expanding the scope to cover all major and violent crimes including rapes, robberies, stabbings, kidnappings, and missing persons. According to New York City Mayor Bloomberg, the expansion of the Center to include additional serious crimes ensures that our detectives have the most sophisticated resources at their disposal to stop crimes before they become trends and catch criminals before they strike again.

Source:

IBM,

IBM Corporation New Orchard Road Armonk, NY 10504U.

More information on the project:

<http://www.nyc.gov/html/nypd/html/dcpi/RTCCRevisedFINALWEB.htm#slide0055.htm>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022488.pdf>

More information on the product:

<http://www.nyc.gov/html/nypd/>

Contact:

The Real Time Crime Center
The police headquarters building
8th Floor
One Police Plaza
New York, NY

Country: United States

Institution/Ministry: Office of Motor Vehicles (OMV)

Solution/Application: Arkansas STAR: STreamline Auto Renewal

Theme: Citizen's Service Delivery

Implementation Date: 1999

Summary:

The STreamline Auto Renewal program (STAR) in Arkansas streamlines the automobile registration renewal process by linking insurance, county property tax assessment and payment records online. Before the implementation of STAR, the automobile owner needed four separate forms to renew a registration. Now they don't need any. The owner could receive a new decal and registration certificate online within 48 hours of renewing.

STAR was implemented in three phases:

- Phase I was the insurance verification process.
- Phase II was the verification of personal property tax information for each automobile in the state.
- Phase III was the enablement of Internet and telephone renewals.

Impact:

The faster renewals with virtually no errors or payment problems have resulted in enthusiastic support from both automobile owners and government officials. The use of STAR has grown steadily since its introduction. It greatly saves the citizens time and effort. When automobile owners who used STAR were surveyed about their experience, more than 98% said that STAR was more convenient than mail or in-person renewal. In the long run, as it lightens the workload within the field offices, it will give the government the ability to adjust staffing to meet the reduced demand for in-person service.

Source: IBM

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022728.pdf>

More information on the product:

http://www.state.ar.us/dfa/motor_vehicle/mv_index.html

Contact:

Office of Motor Vehicles
1900 West Seventh Street, Suite 2042
Ragland Building
Little Rock, AR 72201

Country: United States

Institution/Ministry: Massachusetts Department of Education

Solution/Application: Educator Licensure and Recruitment (ELAR) System

Theme: Education

Implementation Date: February 2002

Summary:

The Educator Licensure and Recruitment (ELAR) project was defined to expand and improve the pool of teachers in the Commonwealth by removing bureaucratic and technological roadblocks for prospective educators. It is a critical component to help reshape license regulations and streamlining the application through an educator licensing process. The first version of ELAR enables the online application and approval of academic educator licenses. The second version of ELAR facilitates the educator recruitment process between the schools and educators/prospective educators. The third version includes licensing of vocational educators.

Impact:

The ELAR system addresses the vital need for a qualified educator in every classroom in every public school. It encourages individuals to pursue teaching and administrative careers; it creates an on-line process to inquire, apply for and receive educator licenses; it also creates a streamlined process for the state to process these requests, providing valuable services to superintendents and administrators who are searching for educators.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022724.pdf>

More information on the product:

www.doe.mass.edu/educators/

Contact:

Main Office of Massachusetts Department of Education
350 Main Street
Malden, MA 02148-5023
Telephone: (781)338-3000

Country:	United States
Institution/Ministry:	Multnomah County Commission on Children, Families and Community
Solution/Application:	Oregon Helps project
Theme:	Citizens' Service Delivery
Implementation Date:	2003

Summary:

Oregonhelps.org is a multilingual web-based tool that checks eligibility for 12 Oregon social service programs simultaneously. It assists citizens who want to privately and confidentially check their potential eligibility before doing the application paperwork. Oregonhelps.org can find out if the low-income families are likely to qualify for assistance for 12 programs: food, health, housing, energy, or tax credits. The system not only tells them what they appear to be eligible for, it directs them to the closest agency that provides the service, and is available in English, Spanish, Vietnamese, and Russian. Because the system asks no identifying information, the whole process is done anonymously and confidentially.

Impact:

Oregon Helps' innovation is changing the business model of a process that used to take hours in multiple locations, to one that takes minutes and can be done at home. It highly improves client services and reduces paperwork. The program is already being replicated in other states and is used at the federal level. Other areas can implement the system without having to invest thousands of dollars in a ground-up construction of a web-based system.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022734.pdf>

More information on the product:

<http://www.oregonhelps.org/>

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Country: United States

Institution/Ministry: Pennsylvania Department of Public Welfare

Solution/Application: Commonwealth Access to Social Service

Theme: Information Access, Citizens' Service Delivery

Implementation Date: 2002

Summary:

Commonwealth of Pennsylvania Access to Social Services, or COMPASS, is the Department of Public Welfare's response to the increasing complexity of program delivery and accessibility to social services by providing online screening and applications for social service programs offered by the Commonwealth. It evolves into a cross-department, single access point for a wide variety of offerings such as healthcare coverage, cash assistance, food stamps, and home and community-based services.

Impact:

COMPASS makes Pennsylvania social services accessible to citizens and community partners. It eliminates the need for citizens and business partners to understand the complex rules behind the administration of social service programs through automatic routing of information to appropriate program offices for application processing. On the operational front, the online application decreases the errors in completing, interpreting, and processing the hand-written application. Errors from data re-entry are also eliminated through the use of interfaces to other systems.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022722.pdf>

More information on the product:

www.compass.state.pa.us

Contact:

State Civil Service Commission
Strawberry Square Complex
320 Market Street, P.O. Box 569
Harrisburg, PA 17108
Telephone: (717) 783-3058

Country: United States

Institution/Ministry: Government of the District of Columbia

Solution/Application: Washington DC Website Portal

Theme: Government Portal

Implementation Date: 2003

Summary:

The District of Columbia comprehensively expanded and redesigned its government web portal, www.dc.gov, to provide the District's 575,000 residents, 95,000 businesses, and 19 million visitors a faster, easier, and richer avenue to the District's wealth of information and services. The portal features a set of online information centers—or subportals—that address residents' top concerns; an online database of more than 1,800 social service providers named “Answers, Please! Online”; and the Downtown Birds-Eye Tour that takes users on an aerial view of Washington and provides tourism information. The content is available in Dutch, French, German, Greek, Italian, Portuguese, and Spanish, plus online city services guides in Chinese, Korean, Spanish, and Vietnamese.

Impact:

The District of Columbia web portal improves the government's interaction with the public by reaching more constituents, providing greater customer satisfaction, enhancing participation in government, supporting education, and increasing tourism-based tax revenues. The portal's content is easier to navigate and brings services to the forefront. The portal also results in content made available in 10 languages, improved online transactions, and personalization features, and more intuitive search functions.

Source: Stockholm Challenge Award

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022727.pdf>

More information on the product:

www.dc.gov

Contact:

Government of the District of Columbia
 John A. Wilson Building
 1350 Pennsylvania Avenue, NW
 Washington, DC 20004
 Telephone: (202) 727-1000

Country: United States of America

Institution/Ministry: NYC Government

Solution/Application: The Official Website of New York City

Theme: Government Portal

Implementation Date:

Summary:

The mission of NYC.gov - The Official New York City Web Site - is to provide the public with quick and easy access to information about New York City agencies, programs, and services. The City's homepage also provides, through links to external sites, information about cultural, educational, and recreational activities in New York City.

NYC.gov has clear privacy or security statements/policies and is considered very “user-friendly”. For example, all pages use consistent color, formatting, “default colors” and underlined text to indicate links. Also, there is a consistent use of navigation bars and links to the homepage on every page, the website contains very advanced forms, allowing citizens to submit pertinent information. In addition, functions such as a sitemap, expanded search capabilities and pages intended for targeted audiences have been developed. Last but not least, a page with very thorough information about privacy and security is provided.

Impact:

The inclusion of New York City as the second best practice in the report *Digital Governance in Municipalities Worldwide 2005* is based on its second place ranking in the 2005 evaluation, which is based on a survey considering the practice of digital governance in 98 large municipalities worldwide. The high ranking is a reflection of New York City’s balanced performance throughout the five categories considered (i.e., 1. Security and Privacy; 2. Usability; 3. Content; 4. Services; and 5. Citizen Participation)

Source: Report on the two websites <http://www.andromeda.rutgers.edu> and <http://www.gepegi.org>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN022839.pdf>

More information on the product:

<http://www.nyc.gov/portal/index.jsp>

Country: United States of America

Institution/Ministry: Boston Police and the Internet company CitizenObserver

Solution/Application: Crime Alert Boston

Theme: E-justice, Citizens' Service Delivery

Implementation Date: 2 June 2006

Summary:

Boston has become the latest -- and largest -- U.S. city to launch a crime alert system designed to get the word out about murders, bank robberies and other crimes to residents and businesses via e-mail, text messaging and fax.

The system, run by the Boston police and the Internet company CitizenObserver.com, is meant to disseminate crucial information about crimes -- including times, locations, descriptions of suspects, and photographs -- into the hands of those most affected and those in the best position to help police find suspects.

The Police Department hopes to engage residents, especially community and crime watch groups, as police fight a major upsurge in crime in some Boston neighborhoods. By providing sometimes instantaneous information and ways for residents to message tips back to investigators, police hope to gain a powerful tool in identifying and catching criminals.

Impact:

The system has been operational for a too short period of time to be able to gauge the results.

Source:

The Boston Globe and [the Associated Press](#).

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023596.pdf>

More information on the product:

http://www.citizenobserver.com/alert_crime.jsp?id=515418

Contact:

E-mail:

General Inquiries or Comments (info@citizenobserver.com)

Community Groups & Police Departments (crimeprevention@citizenobserver.com)

Technical Support: (support@citizenobserver.com)

Country:	Regional – Caribbean
Institution/Ministry:	Caribbean Pest Information Network
Solution/Application:	Caribbean Pest Information Network (CariPestNet)
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

Plant pests are always present, damaging crops grown for home consumption, domestic markets or export. Invasive alien species can spread from country to country and adversely affect agricultural production and biodiversity. The Caribbean Pest Information Network (CariPestNet) is an e-mail network that assists people of the Caribbean subregion in obtaining prompt advice and information on the identification and management of plant pests such as arthropods, micro-organisms, nematodes, molluscs and weeds.

Digital images of insects, diseases and weeds can be sent to CariPestNet as e-mail attachments either from the user's normal e-mail programme or from the web site of CariPestNet using the Pest Identification Form. The form allows the user to attach one or two images with restricted file size. Based on the digital photographs accompanying information on, among other things, the host, symptoms and growing conditions as outlined in the Pest Identification Form, the CariPestNet members provide advice on the identification of a plant pest and how to manage it.

The services provided are free to members of the network. CariPestNet welcomes members from anywhere in the world; however, the main focus is on providing assistance to people in the Caribbean subregion.

Impact:

In supporting the exchange of information on issues relating to plant pests, CariPestNet links the Caribbean subregion with taxonomists and plant protection specialists worldwide. It has intercepted a number of pests, thereby assisting Caribbean countries in the fight against increased pressure from invasions of pests and resultant economic and/or environmental damage.

Source: Caribbean Pest Information Network

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022090.pdf>

More information on the product:

<http://caripestnet.org/index.asp?pgid=2>

<http://caripestnet.org/>

Contact:

CariPestNet-subscribe@yahoogroups.com

LATIN AMERICA

Country:	Argentina
Institution/Ministry:	Administración Federal de Ingresos Públicos
Solution/Application:	Electronic Tax Payment System
Theme:	E-taxation
Implementation Date:	2002

Summary:

The project to enhance the already-existing web site in order to enable the electronic payment of taxes started in October 2002. It took eight months for the web site to be fully operational. The main objective of this solution is to enable the modernization of the management of the contributory system, thereby increasing its efficiency and transparency. The system has been gradually expanded in order to make it accessible to additional groups of taxpayers, the purpose being to include all the different groups of contributors (i.e., both legal entities and individuals). The web site offers such services as online submission of tax return forms and payment of taxes, printouts of invoices and access to customs procedures.

Impact:

Users greatly appreciate the possibility of submitting all the documentation relating to tax payment via the Web instead of in person or through the banking system. In fact, more than 30 per cent of the users submit the forms outside of the official working hours of the public offices or the banks. This points to an improvement in the quality of the service through the satisfaction of a demand that had not been contemplated earlier.

Source: Organization of American States

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022059.pdf> (in Spanish)

More information on the product:

<http://www.afip.gov.ar> (in Spanish)

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Country:	Argentina
Institution/Ministry:	Government of Argentina
Solution/Application:	Cristal Government Web Site
Theme:	Information access, E-participation
Implementation Date:	February 2000

Summary:

The mission of the Cristal government initiative is to disseminate online and in an easily understood format all information concerning the use of public funds in Argentina. This includes information not only about the amounts of money devoted to different programmes but also about how these funds are administered. While the content of the web site is directed to all citizens, journalists are a particularly important audience for the site, as newspapers and television enable a much wider dissemination of its content.

The information on the Cristal web site is organized according to three thematic areas:

- "The State within Reach of All": explains how public monies are redistributed between the national government and provinces;
- "Goals and Results": gathers information on all national policies to evaluate their management and the manner in which public funds are assigned;
- "Accountability of Representatives": consolidates information relating to the control of corruption, both in government and in the non-governmental sector.

Impact:

This programme creates a better-informed citizenry that can exercise more effective control over their political representatives. It helps to increase transparency and control corruption practices, thereby restoring citizens' confidence in government. In November 2000, the Cristal site was a finalist in the Government category for the "mate.ar" award for best Internet sites in Argentina.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022132.pdf>

More information on the product:

<http://www.cristal.gov.ar/> (in Spanish)

Contact:

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Country: **Bolivia**

Institution/Ministry: National Customs of Bolivia

Solution/Application: **Customs Service Online**

Theme: E-customs, Information access, Citizens' Service Delivery

Implementation Date: 2002

Summary:

Bolivia's National Customs has initiated an administrative reform and modernization process with a strong computer science component. The computer science architecture introduced is centrally operated, so that all the country's customs and foreign trade operators are connected to the national office through the Internet. The national office has a main server which processes and stores all foreign trade operations. Transactions are carried out on-line, in real time, without transcription processes and avoiding subsequent quality controls.

The system is organized as Intranet and Extranet. The first is a private network which can only be accessed by authorized persons (foreign trade personnel and operators), via LAN or EDI. The second is an Internet Web Portal which is open to anyone navigating in the network. The services include: on-line reporting forms, enquiries and suggestions, enquiries regarding present tariffs, enquiries regarding declarations by exporters, on-line registration of vehicles to be brought into the country and verification of certificates of origin.

Impact:

The online customs system brings significant benefits for all its users and the country. It strengthens customs operations and allows automated registration of customs procedures. It also facilitates foreign trade operations and increases the institution's transparency and efficiency.

Source: Institute for Connectivity in the Americas (ICA)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022414.pdf> (only available in Spanish)

More information on the product:

<http://www.aduana.gov.bo> (only available in Spanish)

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Country:	Brazil
Institution/Ministry:	State Government of Sao Paulo
Solution/Application:	Time-saver Centres
Theme:	Citizens' service delivery
Implementation Date:	2000

Summary:

In Sao Paulo, Brazil, the State government has created centres called *Poupatempo* (time-saver) centres to provide public services that traditionally have been delivered by disparate government agencies to citizens. These centres have been placed in locations convenient to the public, close to major public transportation stops, for instance. They have an integrated information system for providing assistance and information via the telephone and the Internet on a range of topics, such as the location of the centres, the agencies and services offered at each centre, the documents required for a service, how to obtain the documents and the fees (if any) for the services. Staff training is a critical part of the *Poupatempo* model. The six *Poupatempo* centres apply the same standards of service quality to everyone. They demonstrate that dramatic improvements in service delivery can be realized without a great deal of back-office re-engineering.

Impact:

The *Poupatempo* project results in significant cost savings while providing citizens with efficient public services of a high standard. In 2000, the six *Poupatempo* centres delivered over 8 million services and received nearly 1.5 million calls via the toll-free *Poupatempo* telephone information service. A customer satisfaction survey conducted in the same year for five of the *Poupatempo* posts shows that over 94 per cent of respondents rated as "excellent" or "good" the service at each location.

By treating each person who enters a *Poupatempo* centre with respect and dignity and by applying the same service rules and standards to everyone, the *Poupatempo* centres also earn greater respect from the public for State government and its employees.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022119.pdf>

More information on the product:

<http://www.poupatempo.sp.gov.br> (in Portuguese)

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Country:	Brazil
Institution/Ministry:	General Board for Development of Public Services and Public Service Delivery)
Solution/Application:	The Citizen Assistance Service Centers (SAC)
Theme:	Citizens' service delivery
Implementation Date:	1997

Summary:

The state government of Bahia has created Citizen Assistance Service Centers (SAC), which bring together federal, state, and municipal agencies in a single location to offer the services that citizens most frequently use. The centers have been placed in locations convenient to the public, such as shopping malls and major public transportation hubs. Now citizens can register their vehicle or get a driver's license at the SAC. During the same visit, they can get a national identification card, apply for unemployment benefits, look for a new job, get a labor identification card, submit a legal case in small claim's court, get a passport, register a business complaint, check on their retirement eligibility and benefits, etc. Over 500 separate services are offered by the participating agencies.

Impact:

The Citizen Assistance Centers offer citizens tremendous time savings, while also delivering services with greater courtesy and professionalism. A further benefit has been a reduction in the overhead expenses of government since, in many instances, agencies pay much lower rents for space in the SAC than for the properties they previously rented to interact with the public.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022348.pdf>

More information on the product:

<http://www.sac.ba.gov.br> (only available in Portuguese)

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Country:	Brazil
Institution/Ministry:	Secretariat of Logistics and Information Technology, Brazilian Ministry of Planning, Budget & Management
Solution/Application:	The E-procurement System
Theme:	E-procurement
Implementation Date:	2001

Summary:

COMPRASNET is a Web-based on-line procurement system used by all the more than one thousand Federal Government procurement units. It enables on-line price quoting and reverse auction commodity purchases. The system automatically informs registered suppliers by e-mail and the supplier may download the bidding documents. Each supplier reduces their bid price competitively with others during the auction and the one offering the lowest price at a pre-agreed end time for the auction will be the one awarded the contract. Auctions and prices are open for inspection by the public, and auction results are posted immediately.

Impact:

During COMPRASNET's first three years the Federal Government spent about US\$7m on system development and maintenance. During the first two years of on-line reverse auction use, the Federal Government is estimated to have saved up to US\$1.5m. Besides this positive return on investment, the system enables better and more transparent procurement, as well as reducing the red tape in the process. The use of on-line procurement has also increased the participation of small businesses in government supplies.

Source: egov4dev.org

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022347.pdf>

More information on the product:

<http://www.comprasnet.gov.br> (only available in Portuguese)

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Country: Brazil

Institution/Ministry: Government of the State of São Paulo

Solution/Application: E-Poupatempo

Theme: Citizens' Service Delivery

Implementation Date: 2001

Summary:

In São Paulo, Brazil, the state government has created Centers for attending the Citizens called "Poupatempo" (TimeSaver). The Poupatempo model brings together agencies at multiple levels including state, municipal, and federal government to provide services to citizens in a single location. Public services such as licenses, vehicles' registration, driver's license issuance and renewal, permits, unemployment services, etc., which traditionally have been delivered by disparate government agencies, at different locations, and with very different service standards, have been brought together in a single location by Poupatempo. The number of services may vary between Poupatempo centers according to their size. In total, more than 300 separate services are provided by Poupatempo's participating agencies.

Despite the evident differences in agency culture and types of services that these government agencies provide, Poupatempo instills uniform standards for service quality. The objective is not simply to deliver services more quickly, but also to strengthen the ideals of citizenship by treating each person who enters a Poupatempo center with respect and dignity -- and by applying the same service rules and standards -- irrespective of a person's social class, occupation, race, gender, etc. As a consequence, Poupatempo also helps in earning greater respect from the public for state government and its employees.

The EU @LIS project "Electronic GOvernment Innovation and Access (eGOIA)", which aims at showing public administration services oriented to a broad public included Poupatempo in the list of best practice examples from Europe and Latin America.

Impact:

The number of people served by Poupatempo is considerable with an average of 6 million services delivered yearly. For updated statistics on the services delivered and the citizens attended by location visit http://www.poupatempo.sp.gov.br/dados_est/index.htm.

Source: <http://www.acessasp.sp.gov.br/html/index.php>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023527.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/CLAD/clad0047350.pdf> (in Portuguese)

More information on the product:

<http://www.poupatempo.sp.gov.br>

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Country: Chile

Institution/Ministry: Communications and Information Technology Unit

Solution/Application: *Chile Compra* E-procurement System

Theme: E-procurement

Implementation Date: August 1999

Summary:

Under *ChileCompra*, the government e-procurement system of Chile, companies that wish to do business with the public sector do not need to search through newspapers or the Web for information about bidding opportunities. Instead, they need only to register a single time in the areas in which they do business. Whenever a public agency needs to purchase goods or contract a service, it will fill out a request in the electronic system, specifying the kind of operation and including all the documentation and information associated with the request. The system automatically sends an e-mail to all the private companies registered in the selected area, minimizing response time and providing an equal opportunity for all firms.

The system also provides online all the information relating to procurement operations, including the public organization's name, address, telephone number, e-mail address, fax number and position of the public officer in charge of the operation. Finally, at the conclusion of the bidding process, the e-system provides the results: who participated, the proposals, the economic and technical scores, and who won the bid or obtained the contract. Historical information about the public organization's purchases and contracts is also made available.

Impact:

The experience of Chile with e-procurement has made business opportunities with the Government more transparent, reduced firms' transaction costs, increased opportunities for feedback and cooperation between firms and public agencies, and sharply reduced opportunities for corruption.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022121.pdf>

More information on the product:

<http://www.compraschile.cl> (in Spanish)

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Country:	Chile
Institution/Ministry:	Internal Taxation Service
Solution/Application:	Online Tax System
Theme:	E-taxation
Implementation Date:	1998

Summary:

The Internal Taxation Service of Chile is responsible for the collection of both individual and corporate taxes. In 1998, it launched a new online tax service to replace its manual system for filing tax returns. The new service was implemented using Oracle's Internet-based technology. It went through two phases. The first phase involved placing taxpayers' information online so that the taxpayers could find information there rather than visiting their nearest office or calling for a printed document. In the second phase, the web site was made interactive. Individuals were then able to check their tax status and file their taxes online. The technological platform created by the Internal Taxation Service can streamline the tax-filing and information process while maintaining reliability. The system could also be expanded painlessly to meet projected growth.

Impact:

The new online tax system has saved money on printing, distribution and processing time and has increased the accuracy of tax collection. It equipped the tax authority with the resources it needed for the foreseeable future and offered taxpayers a higher standard of service along with swift, easy access to vital tax information. For example, the new system allows taxpayers to file returns online and receive an assessment in 12 hours instead of several days, as had been necessary under the earlier manual system. Just three years from the start of Internal Taxation Service interactive services, over 400,000 taxpayers have checked their assessments online, with over 183,548 sworn returns and 89,355 income tax returns received. In addition, the Chilean exchequer has collected \$1.943 billion through the electronic system.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022120.pdf>

More information on the product:

<http://www.ssi.cl>

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Country: Colombia

Institution/Ministry: Office of the President

Solution/Application: The Government Portal - PEC (El Portal del Estado Colombiano)

Theme: Information Access, Government Portal, Citizens' Service Delivery

Implementation Date: August 2000

Summary:

The government of Colombia made a serious commitment to e-government in 2000-01, mandating that all federal government agencies develop an Internet presence, and creating a unit in the Office of the President to assist and monitor their progress. The Colombian government also developed an Internet legal framework, investment plans, and strong relationships with the private sector in ICT-related projects. The centerpiece of this initiative is the State of Colombia Portal (PEC). As a result of this Internet initiative, Colombia's citizens now have access to a huge volume of public information related to budgets, government plans, purchasing, etc. All government regulations since 1900 are available online. In addition, businesses (and citizens) can access government procurement information online.

Impact:

The PEC provides an entry point to every government agency website, and facilitates thorough searches for government-related information. Citizens are able to email government representatives from the PEC site, either to complain of problems with government services or to offer suggestions.

The spread of information contributes to making public officials more accountable and the citizens better informed and participative. E-government in Colombia is in its infancy. But both the government and citizens have begun to taste the convenience, savings, transparency and participation that agency web sites can generate.

Source: World Bank

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022293.pdf>

More information on the product:

<http://www.gobiernoenlinea.gov.co>

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Country:	Peru
Institution/Ministry:	National Superintendent of Tax Administration
Solution/Application:	<i>Tributación Online: A Computerized Tax System</i>
Theme:	E-taxation
Implementation Date:	2003

Summary:

The National Superintendent of Tax Administration, charged with the collection of taxes in Peru, initiated a computerized tax system in an effort to make its operations more efficient by using ICTs. In 2003, tax payments started to be accepted online. In addition to tax administration, telematics have also been of benefit to other public institutions. For example, it has enabled the Office of Social Security Normalization (ONP) and Social Security and Health of Peru (ESSALUD) to relinquish their tax collection function to the National Superintendent of Tax Administration.

Impact:

ICTs have reduced the costs of digitizing forms by 20 per cent, and this efficiency in tax administration has reduced the number of personnel required to process taxes. At the same time, the number of returns that require verification and correction has been reduced, and fines for incomplete tax returns have been eliminated since the system rejects such returns.

Source: National Superintendent of Tax Administration

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022091.pdf> (in Spanish)

More information on the product:

http://www.icamericas.net/Cases_Reports/Tributacion/OnePager-Tributacion-SP.doc (in Spanish)

<http://www.sunat.gob.pe/> (in Spanish)

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Country:	Peru
Institution/Ministry:	Pontificia Universidad Católica del Peru; World Bank; local CSOs; municipal governments of Ayacucho, Cajamarca and Tarapoto; funding by Development Marketplace
Solution/Application:	Public Window
Theme:	E-participation
Implementation Date:	n.a.

Summary:

The Public Window is a window for transparency in public management aimed at strengthening democratic participation. The widespread publicity surrounding corruption in the Fujimori government was a strong catalyst behind the creation of the Public Window.

The initial phase of the project enabled the implementation of information systems called Public Windows in Ayacucho, Cajamarca and Tarapoto. Citizens in these three cities can capitalize on the power of the Internet to learn how their local governments are structured, access information about municipal officials, see how public funds are spent, and obtain information on procedures for obtaining a birth certificate, restaurant permit or other official documents. Whereas such information was previously unavailable to the public or difficult to obtain, now it can be retrieved in seconds through a customized Web search.

Impact:

In addition to promoting public-sector transparency, the project strengthens the capacity of local government organizations through the use of technology to streamline their operations. As a result, government officials are using e-mail to communicate internally and externally, and electronic database systems house information and knowledge to make their work more efficient.

Through the sharing of information and ideas, the Public Window has helped to solve or alleviate community problems. For example, in Huamanga (Ayacucho), citizens complained that the garbage removal system was not working properly. The Public Window dialogue and research facilities pointed out that while the city had insufficient staffing and resources to meet demand, citizens themselves could reduce the amount of garbage that they produced. In addition, by paying local taxes on time, the city could better budget for the sanitation department to enable it to handle garbage disposal adequately. The garbage collection issue provided a good example of how citizens, CSOs and government could work together to address urgent social problems.

Building on the success of the project, the Government is looking at expanding the programme to twenty Peruvian cities.

Source: http://www.itu.int/osg/spu/wsis-themes/ict_stories/Themes/e-Democracy.html

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022037.pdf>

More information on the product:

http://www.ventanacivil.org.pe/pls/webdb/vcultima.home_00 (in Spanish)

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Country:	Uruguay
Institution/Ministry:	Dirección General Impositiva, Ministerio de Economía y Finanzas (General Directorate for Revenue Services, Ministry of Economy and Finance)
Solution/Application:	Web Portal for the Online Submission of the Tax Return Form
Theme:	E-taxation
Implementation Date:	2002

Summary:

The design and development of the web site for the online submission of the tax return form are the results of a wider initiative started in the 1980s and further developed in its current form only in the 1990s. The main purpose of the system is to provide taxpayers with the assistance needed when they opt for filing the tax return form via the web site. The aim also is to increase the use of ICT to improve information management through a more efficient and effective use of the available resources. The web site provides four main services: access to institutional information and to relevant laws, rules and regulations; downloading of forms; online submission of the tax return form; and online issuance of tickets for payment of taxes.

Impact:

The web site greatly reduces the time needed by the public officers to manage the information received and to provide an answer. Prior to the implementation of the new system, two steps had been required in order to process the tax return form within the competent office: submission of the tax return form followed by payment of the taxes. The user can now submit the form online and, with the printed copy of the same, pay the taxes to the cashier. As a result, the time required to complete the entire process has been reduced by half since the taxpayer can submit the form and obtain its approval as well as the payment ticket online. Although the impact cannot be quantified financially, the simplification of the process and the reduction in the time needed to complete the process have decreased the transaction costs for the users.

Source: Organization of American States

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021995.pdf> (in Spanish)

More information on the product:

<http://www.dgi.gub.uy> (in Spanish)

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Country: Uruguay

Institution/Ministry: Central Administration, Ministry of Economy and Finances

Solution/Application: Procurement and Contracts Modernization Program

Theme: E-procurement

Implementation Date: 2003

Summary:

The State Procurement and Contracts Modernization Program of Uruguay aims to offer online information on all the Uruguayan State's purchases. One of the main products being developed is a site (<http://www.comprasestatales.gub.uy>) where the state's procurement is published. Besides the corresponding norms and institutional information, it also publishes the tenders in process (public and by invitation) and the Orders; Allotments and Lists of Bidders for Direct Purchases and Centralized Purchases.

The website's operation is supported by the *Sistema de Información de Compras Estatales - SICE* (State Procurement Information System). This system for the input of all information regarding State contracts is mandatory for the Divisions in the Central Administration. It operates as an auxiliary system for the *Sistema Integrado de Información Financiera - SIIF* (Integrated Financial Information System), implemented in the Central Administration under the coordination of the *Ministerio de Economía y Finanzas – MEF* (Ministry of Economy and Finance) to modernize and bring greater efficiency and transparency to the accounting and financial system.

Impact:

The State Procurement and Contracts Modernization Program offers greater transparency, competitiveness and efficiency in the Central Administration's public acquisition processes. Through the site one can follow procurement processes and contracts, and the public has easy access to information on the prices and terms of the State's requirements. Until July 29, 2003 the site had published 157 public tenders and 79 contract allotments; 846 tenders by invitation and 665 contract allotments, 27,374 direct procurement allotments, 320 exceptional direct procurement allotments, 887 invitations for direct purchase orders and 947 direct purchase order allotments.

Source: Institute for Connectivity in the Americas (ICA)

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022424.pdf>
(only available in Spanish)

More information on the product:

<http://www.comprasestatales.gub.uy> (only available in Spanish)

Contact:

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INSTITUTIONS

Country:	Global
Institution/Ministry:	Development Gateway Foundation
Solution/Application:	Accessible Information on Development Activities (AiDA) Initiative
Theme:	Information access (and sharing)
Implementation Date:	2001

Summary:

The Accessible Information on Development Activities (AiDA) initiative is a component of the Development Gateway. The Development Gateway facilitates information exchange and dialogue to support the following objectives:

- Improve governance: public-sector (donor and government) transparency and effectiveness;
- Improve donor coordination and collaboration;
- Share knowledge and establish contacts to encourage collaboration; and
- Empower local communities.

AiDA is the largest single source of integrated information on development activities. The AiDA site serves as an online directory of development activities worldwide, with over 100,000 ongoing and planned activities in the live database. Hosted on the Development Gateway global web portal, it offers a quick overview of who is doing what in international development, where it is being done, and with what funds. Information is harvested from major bilateral donors, multilateral development banks and United Nations agencies. The directory is searchable by country, sector and donor.

With the aim of supporting donor coordination and collaboration, a key focus of the AiDA initiative is to facilitate knowledge-sharing through the application of common standards for information-sharing among development agencies and the creation of an online directory of development activities so that everyone can benefit from one another's knowledge.

The AiDA Management Team works to, among other things:

- Create and maintain a comprehensive directory of development activities and make this available to the public at no cost;
- Promote the development and use of standards and tools to achieve information harmonization where they are essential for knowledge-sharing;
- Bring the AiDA community together through annual open meetings and other opportunities to create collective ownership and provide a forum for learning, collaboration and consensus on the standards for information-sharing;

- Promote partnerships with thematic and geographic networks to leverage AiDA information (repackage and add value) to meet needs of their stakeholders; and
- Promote use of AiDA information and explore practical ways to ensure access for areas with low connectivity.

Impact:

AiDA reduces the time that users spend to find and use information. The information available through the web site helps planners, decision-makers and service providers to allocate and use resources more effectively by, among other things, reducing duplication, encouraging collaboration among peers pursuing common goals to enhance results, and targeting resources and interventions for areas that have not already been addressed.

Source: Development Gateway Foundation

More information on the project:

AiDA: Accessible Information on Development Activities

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021989.pdf>

AiDA: Impact on Development

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021990.pdf>

AiDA: Participant Case Study

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021991.pdf>

AiDA: Local Projects Database

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021992.pdf>

AiDA: Features

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021993.pdf>

AiDA: Web Site

<http://aida.developmentgateway.org>

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Country: Global

Institution/Ministry: Development Gateway Foundation

Solution/Application: dgMarket: A Government Tender Information System

Theme: E-procurement

Implementation Date: 2001

Summary:

The Development Gateway Foundation has developed an e-procurement tool called dgMarket, a government tender information system available in 17 different languages. It serves as an electronic marketplace for government procurement information such as tender notices, contract awards and bidding documents.

One of the main objectives of dgMarket is to increase transparency and efficiency in government procurement in developing countries (totalling about \$1 trillion per year, of which a one-per cent saving could amount to \$10 billion) by providing a state-of-the-art procurement solution to interested government purchasing agencies. The system also aims to enable suppliers from developing and industrial countries to learn about government procurement opportunities that exist elsewhere.

This Web-based tool supports the procurement needs of developing countries by providing the following online: tender notices, revisions, clarifications and contract awards; bidding documents and/or other files; direct Web entry by purchasers across many different agencies; and work flow associated with differentiated user roles.

Impact:

The benefits of dgMarket include the following:

- It enables countries or sub-national agencies to adopt quickly a state-of-the-art e-tendering system;
- It accelerates the cost savings from more transparent and efficient government contracting while saving governments or local private-sector partners 80-90 per cent of the initial costs of a state-of-the-art e-tendering system; and
- It enables suppliers from participating countries to obtain ready access to information about business opportunities from government tendering worldwide. These benefits accrue mostly to small and medium-sized enterprises in participating countries.

Source: Development Gateway Foundation

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021994.pdf>

Development Gateway web site

<http://www.developmentgateway.org>

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Country:	Global
Institution/Ministry:	The Organization of the American States, the Interamerican Development Bank, the Institute for the Connectivity of the Americas
Solution/Application:	Red de Gobierno Electronico de America Latina y del Caribe (RED GEALC)
Theme:	Information Access and Sharing, Citizens' Service Delivery
Implementation Date:	August 2004

Summary:

RED GEALC, the network of the e-government leaders in Latin America and the Caribbean was the result of the initiative of the countries of the Region supported by the Organisation of the American States (OAS), the Interamerican Development Bank (IDB), and the Institute for the Connectivity of the Americas (ICA).

The members of the RED GEALC, 51 public officers responsible for the implementation of e-government in their respective administrations, are offered the opportunity to exchange information, experiences and opinions, receive advisory support and technical assistance, attend trainings and access financial resources through a virtual network that aims at facilitating and supporting the development of e-government in Latin America and the Caribbean.

Impact:

The portal of RED GEALC registers about 10,000 visits on a monthly basis

RED GEALC trained on e-government related services more than 40 public officers from 25 different countries

Through a series of workshops more than 50 public officers responsible for e-government implementation at the national level in Latin America and the Caribbean were able to participate to in-site visits and have a direct look at other countries' experiences

Source:

<http://www.oas.org/>

More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023600.pdf>

More information on the product:

<http://www.redgealc.net>

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As information and communication technologies are dramatically changing the lives of people around the world, governments must come to grips with finding solutions that will increase public value to their citizens.

Governments' use of the Internet has revolutionized the speed and effectiveness of government service delivery and public administration. The benefits of online service delivery manifest themselves in a faster, cheaper, more personalized and efficient service delivery that citizens and businesses can access 24 hours a day, seven days a week.

The Compendium of Innovative E-government Practices is a compilation of recent case studies of innovative e-government solutions, services and applications. The Compendium does not promote one solution over another, but rather highlights e-government practices that place the citizen in the forefront. In this edition are 200 case studies from 57 countries, which have been organized by all the world regions: Africa, Asia and the Pacific, Europe, Latin America, and North America and the Caribbean. The case studies cover a wide range of innovative practices, including e-democracy, gender equality, e-education, e-commerce, information access, and citizen service delivery.

In developing this Compendium, UNDESA aims to provide not only a tool for knowledge management, but also a venue for the promotion and sharing of these cost-effective, innovative solutions for the benefit of all. The Compendium is also available online at: <http://www.unpan.org/dpepa-kmb-eg-egovapps.asp>.

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