e-Governance key to good governance
skoch e-Governance Report Card 2004
An initial assessment some of India's best projects

- Spending on e-Governance up 23% year on year
- Uttaranchal tops the list among 21 best projects
- 81% citizens report reduction in corruption
- 95% find cost of e-governance affordable
- 78% favour speed of delivery

New Delhi 27 October 2004: Skoch Consultancy Services, leading market analysis and strategy consulting firm, today released a report on 21 best e-governance projects. The report is an initial assessment of India's best, which are assessed on fourteen various parameters.

"Skoch e-Governance Report Card 2004", is a maiden independent attempt for assessing some of India's best e-governance projects based on citizen feedback. While releasing the report, Mr Sameer Kochhar, CEO, Skoch Consultancy, New Delhi based consulting firm, said, "With well over half of India's developmental expenditure not really reaching the target groups, all stakeholders acknowledge that higher monetary allocation is going to help only when accompanied by structural changes in the delivery systems."

"Our effort is to showcase the best, which have the potential of being replicated so that we do not have to reinvent the wheel every time. This will save us money, time and effort while infusing efficiency into the system faster than expected," added Mr Kochhar.

The Skoch survey takes a different view of e-governance as electronic delivery of government services to citizens, business and other external consumers of such services in a reliable, timely and transparent manner, rather than computerization of one department or the other.

This project was executed over four months of Skoch visits to over a score of e-governance projects spread across the country, interfacing with citizens and collecting real-time feedback. Skoch during its survey looked at projects like Tax Information Management System (TIMS) in Assam to "Aarohi" (computer aided education programme in government schools) in Uttaranchal. Another project that was found to be having very high degree of citizen acceptance is "Kaver-e-com" in Bangalore – fully automated bill payment gateway.

These projects are evaluated on various parameters that include, ease of use, speed of delivery, reduction in corruption, single window access, service level agreements and simplicity of procedures and so on.

The survey says, the spending on e-governance is climbing up 23% per cent per annum. It has moved from Rs. 1500 crore in 2002 to an estimated Rs. 2200 crore this year. The survey reports a score of 8.1 (on a scale of 1-10) for a decline in corruption. What has been appreciated all over is the alignment with user expectations at 7.5 as also the affordability of service running as high as 9.5. It is this factor of affordability, that has ensured panchayats and other bodies that have installed e-governance projects have actually benefited in monetary terms.

These projects were carefully pre-qualified by a panel of experts, who then listed out various parameters on which they have been judged. Each of 21 projects selected have been judged on user responses. During the course of conducting Skoch Roundtables several of these projects kept coming up as examples of success stories with potential of replication. Projects like Kalyan Dombivli Municipal Corporation (KDMC) is already slated for a replication all over Maharashtra and New Delhi.

Another point highlighted by the survey relates to integration of e-governance projects. For example, the CARD, LR-MIS and e-Panchayat in Andhra Pradesh was found to be extremely popular in Andhra Pradesh. "Since various e-governance projects work in watertight compartments, the real benefit does not accrue to the citizens. Till such time integration of various projects takes place to offer uninterrupted services at citizen's doorstep, e-governance will not be complete," echoes Mr Kochhar.

The survey recommends that e-governance projects should be citizen facing with e-governance schemes clearly built into all projects with defined deliverables for citizens. Further, the government needs to be at the doorstep of the citizen offering a basket of services and also that since the usership of certain projects was found to be low – publicity is critical. There is need to up spending yet keeping the service delivery affordable.

State	Project	Ranking	
Uttaranchal	Aarohi	1	8.9
Maharashtra	KDMC	2	8.7
Bangalore	Kaver-e-com	2	8.7
Center	Railways	2	8.7
Tamil Nadu	Tamil Nilam	3	8.6
Tamil Nadu	Rural Delivery	3	8.6
Maharashtra	Sarita	4	8.3
Andhra Pradesh	CARD	5	8.1
Bangalore	Kaveri	5	8.1
Andhra Pradesh	e-Panchayat	6	7.9
Andhra Pradesh	LR-MIS	6	7.9
Assam	Aamar Sewa	7	7.7
Assam	CIC	8	7.6
Uttaranchal	Land Records	9	7.2
Center	TIN	10	6.9
Assam	TIMS	11	6.8
Center	Kissan Call Center	12	6.5
Center	Customs	13	6.4
Delhi	Driving License	14	6.2
Center	Agmarketnet	15	5.6
Delhi	Passport	16	5.1

About Skoch:

Skoch, the strategy and management-consulting boutique in the ICT market, has a footprint in 11 major markets globally. Transnational corporations engage with Skoch for gaining a competitive edge in the world markets.

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