DigitalGovernance.org

Building and Sustaining Democratic and Accountable Governance Institutions using ICT

Case Studies / Knowledge Products

Case studies on application of ICT in Governance. A broad classification of some of these cases studies has been carried out according to the generic Digital Governance Models they are pivoted on.
Suggest possible additions by writing at knownet@knownetweaver.org

Also browse the Case Studies on ICT for Development at http://www.cddc.vt.edu/knownet/internetinfo-cases.html

Last Updated : October 2003   **Number of Case Studies: 68**

Argentina: Cristal *(new!)*
http://www.cristal.gov.ar/
The goal of the Cristal Government Initiative is to make available online all information concerning the public use of funds in Argentina. It includes statistics on the amount of money devoted to different government programs and information on the process through which these funds are administered. The website aims to empower citizens with the information that allows them to monitor their political representatives more effectively. The website is organized around three basic themes: (1) an explanation of how public funds are redistributed between the central government and the provinces, (2) an information hub on central government policies for public evaluation and (3) condensed information on the management of corruption in the public and private sectors. As an accountability measure, the website is audited each year by an external body comprised of representatives of fifteen transparency-focused NGOs.
[Critical Flow Model, Comparative Analysis Model]

Armenia: online Forum promotes democratic participation
http://www.undp.org/dpa/frontpagearchive/2002/january/8jan02/index.html
Armenia's National Academy of Sciences has launched Forum -- a new web site -- with support from UNDP to harness information and communications technology to promote democracy. Forum (http://www.forum.am) which is in Armenian, helps increase public participation in governance, create new opportunities to broaden public awareness about democratic issues and establish new opportunities for interaction.
[Broadcasting Model]

Bangladesh: Human Rights Portal
http://www.banglarights.net
After successful workshop February 2001 on " Effective Use of the Media and the Internet to Promote Human Rights", the group decided to launch Bangladesh first Human Rights webportal. BHR Network will actively promote human rights reforms both within Bangladesh and across geographical and political boundaries, and will support women, children, and marginalized communities in resisting social oppression. It will look at attempts by global forces (powerful governments, TNCs, international organizations) through surveillance, covert mechanisms and military and economic superiority to exploit and control smaller nations and communities.

Read the Significant Cases Section:
http://www.banglarights.net/HTML/significantcases.htm

Read the Human Rights News Section
http://www.banglarights.net/updates.htm

[Critical Flow Model]

Brazil: Official government website

http://www.brazil.gov.br

The website provides comprehensive information on Brazilian government as well as links to integrated citizen services.

[**Broadcasting Model**]

Brazil: Prefeitura.SP

http://www.prefeitura.sp.gov.br

Prefeitura.SP is the online portal of the SÑo Paulo city government. It contains a wealth of information, including all types of social services offered and a list of government agencies' contact information. It especially encourages participatory government by including a step-by-step guide on how to participate in making the budget of the city, town meeting schedules, and informal online polls regarding the services of the city.

[**Broadcasting Model**]

Brazil: Citizen Service Centers *(new!)*

http://www1.worldbank.org/publicsector/egov/bahiaSAC.htm

The state government of Bahia has created Citizen Assistance Service Centers (SAC) that bring together federal, state, and municipal agencies in a single location to offer the services that citizens most frequently need and use. The centers have been placed in locations convenient to the public, such as shopping malls and major public transportation hubs. They offer citizens tremendous time savings, while also delivering services with greater courtesy and professionalism. A Mobile Documents SAC also was developed to reach the most remote and deprived communities in Bahia. This Mobile SAC is a large, 18-wheel truck equipped with air-conditioning, TV set, toilets, and a covered waiting area. Inside the truck, four basic citizenship services are provided: issuance of birth certificates, identification card, labor identification card, and criminal record verification.

[**Broadcasting Model, Interactive- Service Model**]

Bulgaria: Government website *(new!)*

http://www.government.bg/eng/index.html

The official Government of Bulgaria website.

[**Broadcasting Model**]

Burma: Burma Internet Initiative

http://www.soros.org/internet/regional-asia/burma_internet.html

In 1994, OSI-IP provided connectivity for Burmese democracy groups (NGOs) working in Thailand and India. OSI-IP sponsored an individual who provided training, modems and access to 30 groups engaged in these activities. In India, OSI-IP provided equipment to a Burmese pro-democracy group.

Also see Burma Project News Updates http://www.burmaproject.org/updates.html

[**Critical Flow Model**]

Chile: Government Procurement E-System

http://www1.worldbank.org/publicsector/egov/eprocurement_chile.htm

Recognizing the potential benefits of IT, the Chilean Government established a Communications and Information Technology Unit (UTIC) in 1998. Chile's experience with e-procurement has made busineess opportunities with the Chilean Government more transparent, reduced firms' transaction costs, increased opportunities for feedback and cooperation between firms and public agencies, and sharply reduced opportunities for corruption.

[**Interactive- Service Model**]

China: Human Rights in China *(new!)*

http://www.hrichina.org

Human Rights in China (HRIC) is an international non-governmental organization founded by Chinese scientists and scholars in March 1989. It strives to make information on human rights issues accessible to the Chinese people through short-wave Chinese radio broadcasts, overseas Chinese

publications, and an evolving virtual media hub on human rights.
[**Critical Flow Model**]

Colombia: **Government of Colombia Portal** *(new!)*
http://www.gobiernoenlinea.gov.co
A one-stop portal for access to government information. By May 2001, 94% of all Colombian government agencies had a presence on the Web (190 out of 203). The quality of that presence also improved dramatically. The organization and appearance of the sites has largely been standardized.
Also see the Colombia's Government Portal Case Study
 http://www1.worldbank.org/publicsector/egov/colombiaportal_cs.htm
[**Broadcasting Model, Interactive- Service Model**]

Colombia: **Online Websites Promote Transparent Local Government** *(new!)*
http://www.apc.org/english/news/index.shtml?x=12177
APC member in Colombia, Colnodo and Transparencia por Colombia (Transparency for Colombia) are working with the Mayorâs Offices in four cities to produce online websites that will help fight corruption and increase the publicâs access to government information. The websites and tools created by Colnodo are used to monitor and verify public spending and to publish the information in a user-friendly format for concerned citizens to consult.
The ãTransparent Municipalitiesä project is financed by Casals & Associates and USAID, and the system has been 100% developed using APCâs free software, the APC ActionApps.

Some Transparent Municipalities:
Municipio de Paipa: http://www.paipa.gov.co (pilot)
Municipio de Rionegro: http://www.rionegro.gov.co
Municipio de Buga: http://transparencia.buga.gov.co
Municipio de Pasto: http://transparencia.alcaldiadepasto.gov.co
Municipio de Popayan: http://www.popayan.gov.co/
Colnodo: http://www.colnodo.apc.org
[**Critical Flow Model**]

Costa Rica: **Government Services Online**
http://www.costarricense.com/ing/servgob.html
Costa Rica is one of the few countries having a vision to provide all citizens and Civil Society organizations free access to email, webpage and other resources through Tele-Centres located in all the municipalities. This particular section of the site (the site belongs to the government in co-partnership with the private sector and civil society) enables citizens to get more information about the concerned government organisations and interact with them through the internet.
[**Broadcasting Model, Interactive- Service Model**]

Costa Rica: **Democracia Digital**
http://www.democraciadigital.org
A non-profit civic initiative directed towards using information and communication technology for the extension and the enrichment of the democratic coexistence of the Costa Rican society, facing the beginning of a new century. The strategy aims at information dissemination on subjects relative to the public interest and creation of new spaces of consultation.
[**Broadcasting Model**]

Dominican Republic: **Dominican Alliance Against Corruption** *(new!)*
http://www.contracorrupcion.com
The website publishes the entry and exit assets of public officials. In addition it publishes officials' bank account numbers, national identification numbers, and home addresses on its site to help citizens detect possible fraudulent acts committed while in office.
[**Critical Flow Model**]

Ecuador: Altermedios

http://altermedios.ecuanex.net.ec/

Alternative multimedia organisations in Ecuador have joined together to create Altermedios, an association they hope will build and support democratisation of communications nationally. The organisation will support the active participation of civil society groups and their access to communication media. By providing such an opening for groups traditionally absent from public media coverage, the association hopes that their action will impact on public opinion in Ecuador's pluralist society, the development community and social movements nationally and internationally.

[**Broadcasting Model**]

El Salvador: Probidad *(new!)*

http://www.probidad.org/

Probidad promotes democratization efforts vis-a-vis diverse and integrated anti-corruption initiatives, most which rely on the use of ICT and an extensive network of contacts. The activities are designed to monitor corruption and control mechanisms; mobilize awareness about the complexities and costs of corruption and increased interest and participation in curbing it; enhance the anti-corruption capacity of other civil society organizations, media, government, business, and researchers in our region; and contribute to more informed local and context-specific measures that undermine corruption and promote good governance. It has employed email to disseminate anti-corruption information to local and international organizations. In addition, Probidad, which is actually the originator of the Anti-corruption Without Borders mailing list, administers a dynamic and interactive listserv of 500 Latin American journalists for the regional Periodistas Frente a la Corrupci—n (Journalists Against Corruption) project. The list is lauded for providing journalists with a wealth of resources and services that help enhance media investigations of corruption and protect journalists facing threats for their coverage of corruption, among others.

[**Critical Flow Model**]

Also read the article Anti-Corruption CyberCrusaders

http://www.pcij.org/imag/latest/anti-corrupt2.html

Estonia: Online elections

http://www.guardian.co.uk/internetnews/story/0,7369,464577,00.html

On the same day the cabinet minister, Mo Mowlam, said that Britain is not ready for an internet election, the Estonian government yesterday announced plans to move to electronic voting in time for the country's 2003 general elections. The Estonian ambassador to London, Raul Mälk, said his government hoped the move to online voting will attract greater participation in elections and political debate, especially among young people.

[**Interactive- Service Model**]

Estonia: Government Website

http://www.riik.ee/en/valitsus/

The official government of Estonia website.

[**Broadcasting Model**]

Global : EConsumer

http://www.econsumer.gov/

The Federal Trade Commission (FTC) has launched a new Web site aimed at resolving international e-commerce disputes by allowing Internet users from around the world to file complaints at one location. consumer.gov will allow Internet users to file complaints in English, French, German and Spanish. Specifically designed to address cross-border, international e-commerce disputes, Econsumer.gov will record the complaints and pass them along to civil and criminal fraud fighters around the world.

File complaints about online transactions with a foreign company.

[**Interactive- Service Model**]

Global: Transparency International -Daily Corruption News

http://www.transparency.org/press_moni.html (Parent Site: http://www.transparency.org)

A press review of corruption related stories from around the globe is being run by Transparency International called the "The Daily Corruption News"

which reports on corruption from around the world. It is also available via e-mail.
[**Broadcasting Model**]

Global: Independent Media Centre
http://www.indymedia.org/
The Center was established by various independent and alternative media organizations and activists for the purpose of providing grassroots coverage of the World Trade Organization (WTO) protests in Seattle in 1999. The center acted as a clearinghouse of information for journalists, and provided up-to-the-minute reports, photos, audio and video footage through its website.
[**Broadcasting Model, E-Advocacy Model**]

Honduras: Revistazo *(new!)*
http://www.revistazo.com
Provides an alternative communication media source to inform the public about issues surrounding corruption and social injustice in order to promote Good Governance within Honduras. Revistazo relies on web-based journalism to address concerns about corruption and social injustice in order to promote good governance within Honduras through influencing decisionmakers.

An interesting anecdote :
Normally when Supreme Court judges are picked, government or congress members "pick their own people". However, Revistazo published an issue in which highlighted the fact that one of the candidates had a terrible corruption track record. This candidate was ultimately not elected to the Supreme Court and was very angry about it. Also, the public got a chance to say what they thought about the candidates, and they could vote on how many women they thought should form part of the Supreme Court. The number of women ultimately selected was within the range of the votes cast on the internet. [**This anecdote reflects how ICT can be deployed for disseminating/ channeling information of critical value-- a characterstic of Critical Flow Model of e-Governance**]

Read the complete case study on SustainableICTs.org website at: http://www.sustainableicts.org/REVISTAZO%20F.pdf
[**Critical Flow Model**]

Hungary: Government Portal
http://www.ekormanyzat.hu
The portal provides information services that are organized according to lifeâs "key events," a term used to organize citizen services around the demands of daily life.
[**Broadcasting Model**]

India: Information Kerala Mission
http://www.itu.int/osg/spu/wsis-themes/ict_stories/Informationkeralamissioncasestudy.html
Beginning in 1997 with the State-level Informatics System for Strengthening the Decentralized Plan Implementation (SLIDE), government decision-makers throughout India realized the important role that ICTs would play in modern governance. Focused on creating efficient and responsive mechanisms for governance at the local level, the SLIDE project employed a variety of ICTs to help local institutions mitigate the transition to a decentralized governing system that is unique to the State. The project, which has evolved into what is now known as the Information Kerala Mission, seeks to computerize and establish a wide area network (WAN) to connect the 1,215 local governing bodies throughout the state government.
Also see the InfoKerala Website at http://www.infokerala.org and http://www.infokerala.org/activities/Database.htm
[**Broadcasting Model**]

India: India's e-village tackles corruption *(new!)*
http://news.bbc.co.uk/1/hi/world/south_asia/2045485.stm
Bellandur's e-governance project started with a single computer that was installed in the village in 1998 to replace the old typewriter. The village office now has three computers, funded by donations from wealthier farmers as well as companies that operate in the area. People can get their land registered in record time. Earlier, it used to take anywhere between seven and 10 days.
[**Critical Flow Model, Interactive- Service Model**]

India: What is your government official's duty? Check the Net...
http://www.cddc.vt.edu/digitalgov/article-goa.html (**Frederick Noronha**)
What options do citizens in interior Goa have, when it comes to coping with mining pollution? Can corrupt 'public men' in the state be brought to book? If you need to understand the little-known secrets of how the Goa government works, check out the Internet. In an effort that could -- if well implemented -- have widespread impacts in keeping the citizen informed, many state departments have put up outlines of how they work at the site http://citizenchartersofgoa.nic.in
Also see Government of Goa website at http://www.cddc.vt.edu/digitalgov/article-goa.html
[**Broadcasting Model**]

India: Judis- Judgement Information System (new!)
http://indiancourts.nic.in/ Posts court records, case information and judicial decisions. JUDIS consists of Judgements from 1999 till date and it is available on a Web site.

India: Digital Empowerment: Seeds Of E-Volution
http://www.outlookindia.com/full.asp?fodname=20010409&fname=Cover Story (F)&sid=1
Every evening, Govardhan Angari lights a joss stick and offers a silent prayer to a computer in a poky 20-sq-ft room in Dehri Sarai, a village 40 km from Indore in Madhya Pradesh's Dhar district. Beside the Pentium II machine on a creaky table, there is a modem, a sheaf of white paper and a battery back-up. This unremarkable paraphernalia has changed the life of the 21-year-old boy, a landless Bhil tribal and son of a daily wage labourer, who takes home Rs 40 on days when he finds work. These days, Govardhan earns up to Rs 3,500 a month ferreting out crop market rates, e-mailing villagers' grouses, generating caste and land certificates out of this rural cyberkiosk.
[**Critical Flow Model, Interactive- Service Model**]

India: Fund a School Campaign of Government of Madhya Pradesh
http://www.fundaschool.org
The Government of Madhya Pradesh through its Education Guarantee Scheme has facilitated the creation of a Primary School facility in every habitation of Madhya Pradesh, the largest state in India. These schools need to be strengthened. Fundaschool seeks to use the Net to bridge the gap between the connected and the isolated, between the knows and the know-nots. This is just one of the ways in which the Government is using the Internet to build partnership with the Civil Society.

India: Jamabanthi conducted online in all Taluks of Tiruvarur (**Tamil Nadu**) http://www.tiruvaruronline.com/whatsnew.html
For the first time in India, annual audit of village accounts, called *Jamabanthi* was conducted online in all the 7 Taluks of Tiruvarur district during April, 2000. One of the important objectives of conducting Jamabanthi is to settle the village (Land Revenue) demand. By doing this, the entire village accounts are made available at he click of the mouse at the Taluk office and Collectorate. During the Jamabanthi period, the Village Administrative Officers (VAOs) have to write more than 10 complicated accounts (out of 24 accounts).

Also see : **The pilot e disrict inaugurates the first true online data warehouse server on all land records and Taluk records**
http://www.tiruvaruronline.com/news.html

India: Himachal Pradesh Citizen-Government Interface (new!)
A dynamic website run by Himachal Pradesh state of India. It allows people to search telephone numbers of state officials, fill sales taxes online, search database of stolen vehicles, download forms, access schemes meant for the poor.
Also see the case studies of this interface at http://himachal.nic.in/lokmitra2.htm
Similarly Jan Mitra has been launched in Rajasthan http://www.rajcomp.net/project/project_janmitra.htm
[**Broadcasting Model, Interactive- Service Model**]

India: Andhra Pradesh E-Governance
http://www.aponline.gov.in/

Government website for Andhra Pradesh Egovernance and Integrated Citizen Service Centre.

See online availability of Forms http://www.aponline.gov.in/apportal/departments/formsbyDepts.asp a**nd Searching Government Officials**
http://www.aponline.gov.in/APPortal/UserInterface/Information/orginformation/searchHodinformation.aspx

Also see *Mandals* Online in Andhra Pradesh http://www1.worldbank.org/publicsector/egov/apmandalscs.htm
[Broadcasting Model, Interactive- Service Model]

India: **Twin Cities Electronic Governance Initiative**
http://apts.gov.in/twins/
TWINS is a unique IT project taken up by the Government of Andhra Pradesh, India, to take the benefits of Information Technology to the Common man. Services offered include Utility Bill/Tax payments , Issuing Certificates, Providing Permits/Licenses, and Information and Facilitation.
[Broadcasting Model, Interactive- Service Model]

India: **Tech helps root out corruption in rural India**
http://technology.scmp.com/enterprise/ZZZ7AB7W5NC.html
The southern state of Karnataka, which is championing the process to rebut criticism that its software boom is only for the rich, now plans to guide the rest of India in a plan which is aimed at fighting corruption and boosting transparency. "It is all low-cost," says Rajeev Chawla, a senior state revenue department official who is spearheading the e-governance initiative. Amid the mango and coconut groves of Ramanagaram, farmers walk into a state-run "Bhoo Dhakilegala Malige", or land-record shop, and buy certified printouts of land records which help them verify or prove land ownership or tenancy.
[Critical Flow Model]

India: **Free Internet access to Orissa High Court records**
http://www.cddc.vt.edu/digitalgov/news-orissa.htm
Litigants fighting cases in the Orissa High Court will now have free Internet access to case records following the inauguration of two Web sites by state Chief Justice N.Y. Hanumanthappa. A litigant can easily find out in which court his case is appearing and its listing. Besides, the search engines of the Web site will help a litigant or the general public to find details related to a particular case.
                    http://www.judis.nic.in/orissajudis http://causelists.nic.in/orissa
[Broadcasting Model, Critical Flow Model]

India: **Central Vigilance Committee**
http://cvc.nic.in
A pioneering Indian Initiative toward e-vigilance. CVC is conceived to be the apex vigilance institution, free of control from any executive authority, monitoring all vigilance activity under the Central Government and advising various authorities in Central Government organizations in planning, executing, reviewing and reforming their vigilance work. People can now file complaints against any public servant who fall within the jurisdiction of the Commission.

> *Procedure to lodge a complaint through e-mail*
> *Web-list of officers advised Major Penalty*

Also see the CVC case study http://www1.worldbank.org/publicsector/egov/cvc_cs.htm
[Critical Flow Model]

India: **Gyandoot**
http://gyandoot.nic.in/
Gyandoot is an intranet in Dhar district connecting rural cybercafes catering to the everyday needs of the masses. This web site of GYANDOOT is an extension of Gyandoot intranet, for giving global access. Services on offer include:
Commodity/ *Agricultural* Marketing Information System, Copies of land maps, On-Line Registration of Applications, Public Grievance Redressal, Below

Poverty Line Family List etc.

Also see at http://www1.worldbank.org/publicsector/egov/gyandootcs.htm

Also see Evaluating the Impacts of the Gyandoot Project

http://www.uncrd.or.jp/ict/eworkspace/papers/cs_gyandoot.htm

[Broadcasting Model, Interactive- Service Model]

India: Green Rating of Ministers

http://www.oneworld.org/cse/html/au/au4_022099.htm

The Centre for Science and Environment in India has started an online and offline survey of how Green its Chief Ministers are. The results of it are published in print and partially on the website to enable public to keep track of environmental performance of their Chief Ministers.

[Comparative Analysis Model]

India: Computerized Interstate Check Posts in Gujarat

http://www1.worldbank.org/publicsector/egov/gujaratcs.htm

Through the use of computers and other electronic devices at 10 remote interstate border check posts in Gujarat, India, a team of savvy public officials have reduced corruption and significantly increased the state's tax revenue.

[Interactive- Service Model]

India: Land/Property Registration in Andhra Pradesh

http://www1.worldbank.org/publicsector/egov/cardcs.htm

Land is a major resource and a reason for conflict in areas where pressure on land is high. In developing countries, land related information such as ownership maps etc. is available only in the hands of few which increases the chance of its misuse. Land registration offices throughout Andhra Pradesh now operate computerized counters to help citizens to complete registration requirements within an hour instead of several days, as was necessary under the earlier system. The lack of transparency in property valuation under the old system resulted in a flourishing business of brokers and middlemen leading to corruption.

India: Delhi Government Online

http://delhigovt.nic.in

A section of this website caters to all the info needs and queries regarding the various public services of the Delhi Government, ranging from obtaining a driving license to getting a marriage registration certificate made. One could also write/ communicate directly to the Chief Minister through the website.

[Broadcasting Model, Interactive- Service Model]

India: Warana Wired Village Project

http://www.mah.nic.in/warana

Wired village project in Warana, Maharashtra providing information on sugarcane prices, distance education, information of government schemes through community run kiosks.

Also see Village Information Kiosks for the Warana Cooperatives in India http://www1.worldbank.org/publicsector/egov/warana.htm

[Broadcasting Model, Critical Flow Model]

India: Karnataka Bhoomi Project *(new!)*

http://www.revdept-01.kar.nic.in/

Earlier, there was a virtual monopoly of Village Accountants over these records prevailing for many years. Records were not open to public scrutiny and were updated many a times only on various considerations and were prone to manipulations. With digitization of land records, the result is evolution of a transparent and effective land record delivery system which fully addresses the insecurities and concerns of the farmers and which is now in operation in nearly all sub districts of Karnataka. Under this prestigious Bhoomi E-Governance project of the Government all 20 million land records of 6.7 million land owners in 176 taluks of Karnataka have been computerised.

See the Kiosk at the Sub-district level http://www.revdept-01.kar.nic.in/Bhoomi/GuideKiosk.htm

See the various components of Bhoomi including Touch Kiosks

http://www.revdept-01.kar.nic.in/Bhoomi/Components.htm

Must See difference between manual and computerized land records

http://www.revdept-01.kar.nic.in/Bhoomi/Guideprint.htm

[Critical Flow Model]

India: Drishtee Egovernance through kiosks *(new!)*

http://www.drishtee.com

Drishtee is an organizational platform for developing IT enabled services to rural and semi-urban populations through the usage of state-of-the-art software. The services it enables include access to government programs and benefits, market related information, and private information exchanges and transactions. Using a tiered franchise and partnership model, Drishtee is capable of enabling the creation of approximately 50,000 Information Kiosks all over India within a span of six years. In less than two years, Drishtee has successfully demonstrated its concept in over 90 kiosks across five Indian states.

See the status of the project in different regions http://www.drishtee.com/drishtee_districts/present_status.asp

Also read case study at http://www.digitalpartners.org/drishtee.html

[Broadcasting Model]

India: VOICE: Online Delivery of Municipal Service in Vijaywada India *(new!)*

http://www1.worldbank.org/publicsector/egov/voice_cs.htm

The Vijaywada Online Information Center (VOICE) delivers municipal services such as building approvals and birth and death certificates. It also handles the collection of property, water and sewerage taxes. The VOICE system uses five kiosks located close to the citizens. The application has reduced corruption, made access to services more convenient, and has improved the finances of the municipal government.

[Interactive- Service Model]

Kenya: Busting Corruption using the internet

http://www.cddc.vt.edu/knownet/articles/kenya-case.html

The Information Technology Standards Association (ITSA) of Kenya has launched an Electronic Graft Management pilot project whose aim is to increase public awareness and encourage public participation in fighting corrupt practices. The pilot project intends to use the Internet and e-mail as the channel for communication by the public for reporting.

[Critical Flow Model]

Korea: Seoul OPEN (Anticorruption Project)

http://www1.worldbank.org/publicsector/egov/seoulcs.htm

The Municipal Government of Seoul, South Korea, crafted the OPEN system (Online Procedures Enhancement for Civil Applications) to target corruption. The system publishes a variety of information related to the services, permits and licenses issued by the local government. The status of an application can be tracked by the applicant on a web site.

[Interactive- Service Model]

Malaysia: More than personal details in 'smart IC

http://thestar.com.my/news/story.asp?file=/2001/4/13/nation/1301crsm&sec=nation

The introduction of the smart card would bring comfort for the people who would need to carry only a single card with multiple uses. Using chip and biometrics technology, the GMPC contains details on identity and driver's licence information, passport details and medical data. The GMPC also has facilities to conduct e-commerce and e-cash transactions.

[Interactive- Service Model]

Malaysia: Civil Society Link

http://mcsl.mampu.gov.my/

A gateway to Malaysian government information and online services.

[Broadcasting Model, Interactive- Service Model]

Mexico: Declarenet *(new!)*

http://www.declaranet.gob.mx

e-government site website that allows public service officials to make public declaration of their assets. A steps
towards greater transparency and government openness.

[Critical Flow Model]

Nepal: A district puts old records to new digital uses *(new!)*

http://www.undp.org/dpa/frontpagearchive/2001/october/16oct01/index.html

Old records used to lie in dusty corners in Kanchanpur, a district in far-west Nepal. Now they have become part of the digital revolution. Kanchanpur is one of the areas in this mountainous country most dedicated to using information technology to modernize public administration and promote local development.

[Critical Flow Model]

Nepal: municipal services online *(new!)*

http://www.bharatpurmun.org.np/eng_introduction.htm

Before the Internet option, everyone in Bharatpur had to go to the municipal offices to register births, marriages, deaths, housing construction and file other documents. Now they can submit forms electronically and also send in suggestions and queries to municipal authorities via e-mail. The municipality has trained the 14 secretaries to operate the system in the town's wards, and the 18 cyber cafes are available as service centres, working in coordination with the municipality -- a mutually beneficial arrangement.

[Interactive- Service Model]

Nigeria: Nigerian Assembly

http://www.nigerianassembly.com

A civil society led initiative to be a credible, authoritative, and speedy source of information on Nigeria‰s Legislative houses, for the benefit of news agencies, media organisations, and other national and international public. It aims to act as a watchdog of the Nigerian Legislature and uphold its responsibility and accountability to the people.

[Broadcasting Model, Interactive- Service Model]

Nigeria: Nigeria Congress Online *(new!)*

http://www.nigeriacongress.org/index.asp

The website is a fusion of all issues relating to and impacting on all aspects of Governance, namely the Presidency, State/Local Government Administration, the Legislature and the Judiciary. It also serves as an interactive forum for interface between the Nigerian Government and other stakeholders of Democracy. The website provides a searchable list of senators and house of representatives, and information on members of various standing committees, and on election results. The website serves as a repository of knowledge and parliamentary history data.

[Broadcasting Model]

Namibia: Parliamentary web site *(new!)*

http://www.parliament.gov.na

Offers avenue to people to participate in the processes of Parliament, discussions and debates as well as an opportunity to stay up to date with the happenings of the Namibian Parliament and your elected representatives.

Also see Bills in the Parliament http://www.parliament.gov.na/parliament/billsandacts/billsonfp.asp
[Broadcasting Model , Interactive- Service Model]

Pakistan: Punjab e-Government website *(new!)*
http://www.punjab.gov.pk
The website contains information about the economy, culture, government, cabinet, rules of business 1974, and much more.
See contact and background information of Zila Nazims in Punjab
 http://www.punjab.gov.pk/zilanazim/list_of_contents.htm
See various downloadable forms on the website for diving license, visa applications etc.
 http://www.punjab.gov.pk/downloads.htm
[Broadcasting Model , Interactive- Service Model]

Philippines: Transparent Accountable Governance project
http://www.tag.org.ph
The Transparent Accountable Governance project is an attempt to summarize how, why and to what degree corruption exists in Philippine society. This integrated approach relies on public opinion survey research, investigative reports, case studies, and discussions to engage the public in a discussion on corruption. TAG takes a pro-active role in encouraging public debate on the issue of corruption and on ways to counter it. The TAG website also presents the initiatives of both government and the private-sector in addressing corruption.

Also see, Graft Busters: http://www.tag.org.ph/graftbusters/default.htm
[Broadcasting Model, Critical Flow Model]

Philippines: Customs Reform
http://www1.worldbank.org/publicsector/egov/philippinecustomscs.htm
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 new on-line system has lessened the cost of trade for businesses, reduced opportunities for fraud, and helped the Bureau to maximize revenue collection.
[Interactive- Service Model]

Romania: Electronic System for Public Acquisitions *(new!)*
http://www.e-licitatie.ro/index_en.htm
The government's e-procurement system mandated 400 public institutions to use the system and established ten categories of products, which these institutions may acquire only through the e-procurement system. The system is already in use by over 5,000 registered customers (568 contractors and 4,658 suppliers), and more than 1,500 bids have been closed. Use of the system provides reductions of up to 51.2 percent of acquisition costs, with an average
savings of 27 percent when compared against the same number of transactions performed in the traditional way in
2001 and early 2002.
[Interactive- Service Model]

South Africa: Independent Electoral Commission *(new!)*
http://www.elections.org.za
Registering voters and accurately capturing election results and conveying the information in a fast, dependable manner.
See "Am I registered" interface http://www.elections.org.za/Am_register.asp
[Broadcasting Model, Interactive- Service Model]

South Africa: The PIMS Monitor
http://www.pims.org.za/monitor/

Idasa's **Political Information and Monitoring Service** (PIMS) aims to support democracy and promote good ethical governance in South Africa through the building of government and civic capacity for democracy, in particular through training and related activities. An easy-to-use reference and record of all bills, acts and policy documents that pass through parliament - was launched by Idasa in 1997. The Monitor aims to help audience engage with democracy, intervene in the legislative process and make submissions to parliament. The PIMS Monitor also offers comprehensive, plain-language summaries of complicated documents.
[**Broadcasting Model**]

Thailand: e-government website
http://egov.thaigov.net/thailand_eGovernment.html
This website provides information about vision, objectives and action plan of e-government project, as well as FAQ and various documents related to e-government in Thailand.
Also see www.ThaiGov.net
[**Broadcasting Model**]

UAE : Dubai E-government portal *(new!)*
http://www.dubai.ae
The government of Dubai has become the first Arab state to offer e-government services to its people. Twenty-four government departments have signed on to deliver services through the portal. Marketing has focused on the convenience factor that e-government gives the user. Instead of standing in line or having to trek to several different locations, citizens can go directly to one site to get things done. To encourage people to use the online services, the government is conducting Internet training and awareness programs for citizens as well as mounting large-scale information campaigns in the media.
Read the case study at http://www.dfn.org/news/uae/e-gov.htm
[**Broadcasting Model, Interactive- Service Model**]

UK: FaxYourMP.com
http://www.faxyourmp.com/
The website enables people to send a Fax to their local Member of Parliaments detailing them of their grievances through the use of Internet. This is an example of opening up a direct communication channel between people and their leaders.
[**Interactive- Service Model**]

UK: UKonline.gov.uk
http://www.ukonline.gov.uk
The site enables individuals to contribute to government policy-making through official consultations, and discuss views with other citizens. Citizens can also find information about their elected representatives and get information on elections, or how to vote and how to make complaints about public services.
[**Interactive- Service Model**]

Uganda: Mobile Phone Use Has Improved Public Discourse (new!)
http://allafrica.com/stories/200107100343.html
The growing number of mobile phones is transforming the Ugandan society. While there is evidently increased excitement about the emergent technology, the ease and convenience of communicating has improved public discourse and given impetus to development initiatives. Now villagers can even fire questions at the Ugandan president, both parties, of course, living worlds apart.
[**Interactive- Service Model**]

US: FirstGov
http://www.firstgov.gov
FirstGov is a free-access website designed to be a centralized place to find information about local, state, and U.S. Government Agency websites. It is an official United States Government website. The website provides various interactive services to enable citizens interact with the Government. It

includes applying for governmental jobs, web-forms for giving feedback to concerned governmental body, online filing of taxes etc.
[Interactive- Service Model]

US: County promotes online petition
http://www.civic.com/civic/articles/2001/0326/web-fla-03-26-01.asp
A Florida county‰s government officials, upset with the environmental and health toll they claims phosphate mining has on the area, are using the county Web site to collect signatures from citizens against mining. While online petitions have been a staple among advocacy groups such as student and neighborhood associations, a government soliciting online signatures is notable, according to several experts in electronic democracy.
[Interactive- Service Model]

Vietnam: CD-ROM "Your Lawyer" puts laws in citizens' hands
http://www.undp.org/dpa/frontpagearchive/2001/may/16may01/index.html
Your Lawyer, a new CD-ROM, is making Viet Nam's laws and information on citizens' rights readily accessible, spelling out in simple language how to start a business, protect land rights and get a divorce. As a first step, the Office of the National Assembly (ONA) is distributing copies of the CD-ROM to offices of delegates to the National Assembly in all 61 provinces, offices of provincial People's Councils, and media organizations.
[Broadcasting Model]

Zimbabwe: Kubatana.net (new!)
Harnessing the democratic potential of email and the internet in Zimbabwe
http://www.kubatana.net/
The NGO Network Alliance Project (NNAP) aims to strengthen the use of email and internet strategies in Zimbabwean NGOs and civil society organisations. The NNAP will make human rights and civic education information accessible to the general public from a centralised, electronic source.
[E-Advocacy Model]

Zimbabwe: MDC uses the web to fight the Government
http://www.cddc.vt.edu/knownet/articles/zimbabwe.html
During the June 2000 elections in Zimbabwe, MDC campaigners and other citizens took advantage of the internet and email to promote and disseminate the aims and objectives of the Movement for Democratic Change. This strategy ran alongside the traditional campaigning of talks, meetings, rallies and word of mouth. Whilst the ruling party used a variety of campaign strategies from old-fashioned intimidation to exploiting their control of the print and broadcast media, the MDC had no option but to look creatively at other ways of campaigning.
[Critical Flow Model]

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