



Best Practices in e-Governance Some Selected Projects

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KERALA - INDIA'S MOST e-READY STATE | www.nceg.gov.in



Best Practice

- Is a standardized technique, method or a process that has proven themselves to accomplish tasks over a period of time.
- A best practice is a method or technique that has consistently shown results superior to those achieved with other means, and which is used as a benchmark
- The UN defines a best practice as “successful initiative towards improving people’s standard of life. A best practice originates as a result of effective partnership between public and private entities and is socially and culturally self-sufficient.”

Best Practices in e-Governance -Indicators



- 1 Constant focus to improve quality & cost
- 2 Closer interaction with the citizens
- 3 Closer interaction with Service providers
- 4 Increased & effective use of technology
- 5 Greater flexibility & less hierarchy
- 6 Promotes continuous learning & teamwork



Why follow Best Practices?

- The Governments need not re-invent the wheel and can learn from the developments already made
- Helps in rapid replication roll-out
- Helps to keep pace with the changing times and to meet the ever raising expectations of the public

Selected Projects from Kerala



- Akshaya
- e-District
- e-Tendering

Akshaya



First Mover

- **First of its kind : chain of kiosks to bridge the digital divide**

Accessibility

- **Optimal allocation of centers**

Theme: E-Literacy

- **E-Literacy provided to 64 Lakhs families**
- **E-literacy helps in high uptake of services**



Diversification

- **Diversified from e-Literacy to G2G,G2B & G2C services**
- **Inclusion of pvt. services**

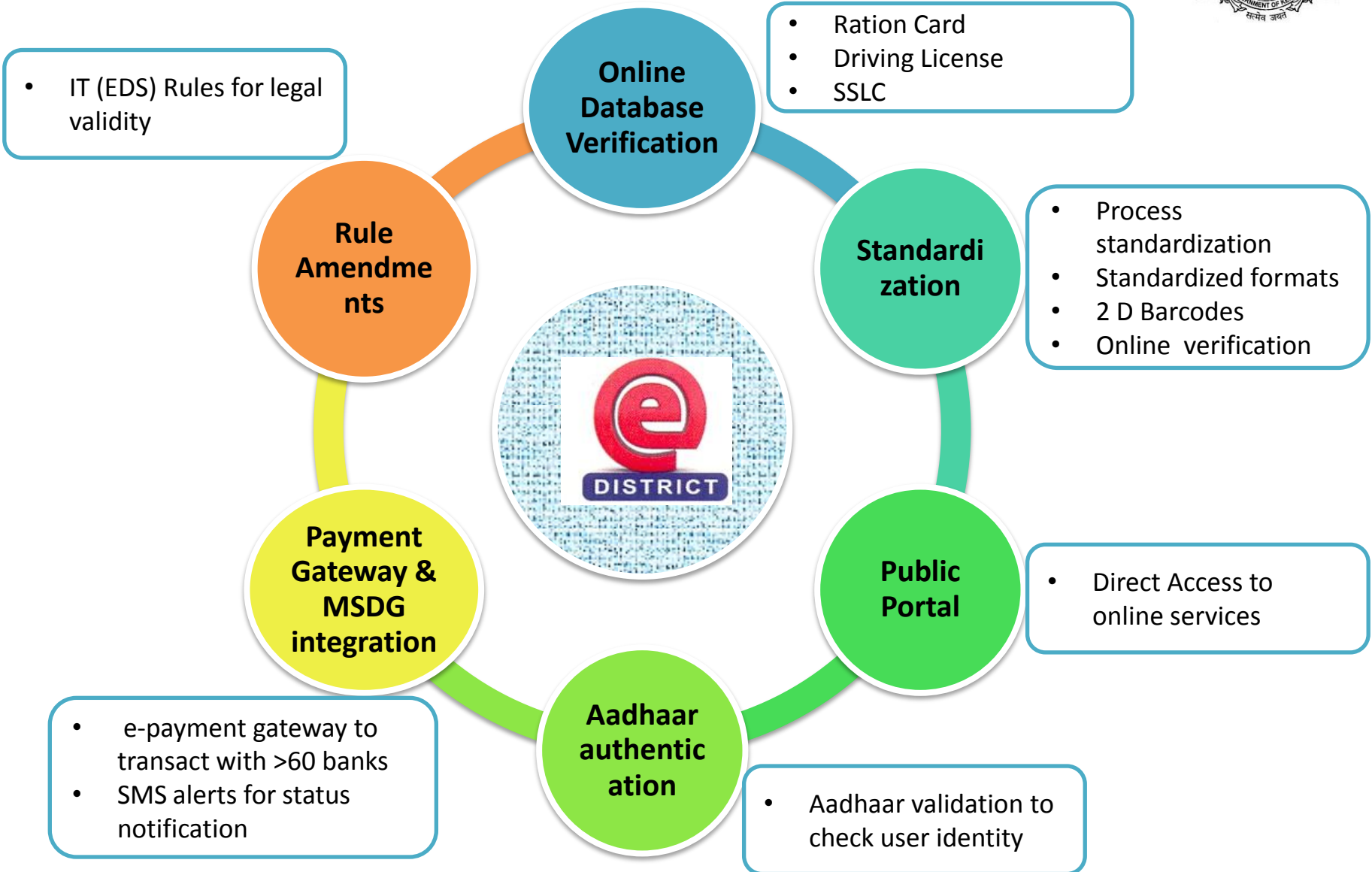
Organizational Set up

- **Well defined hierarchy from top to bottom**

Business Model

- **Unique Business Model to promote entrepreneurship**

e-District



e-Tendering



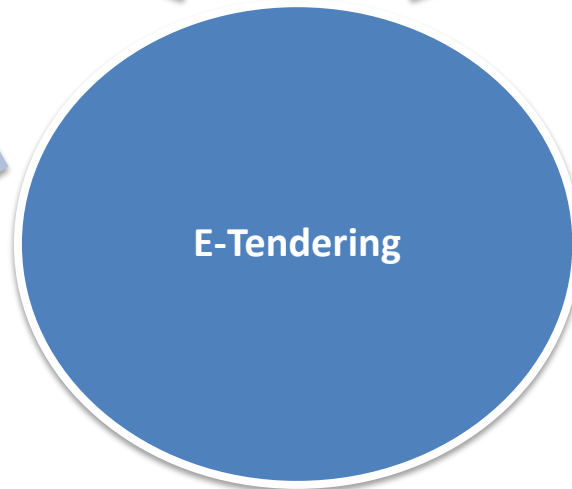
Online payment system
of Document fee &
EMD

Facility of instant
automatic refunds of
the EMD & Tender fee

Online viewing of bids
submitted by all the
bidders by logging into
website

End-to-end online e-
tendering process
catering to the needs of
all departments

E-Tendering





Thank You