Best Practices in e-Governance
Some Selected Projects

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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

Theme: E-Literacy

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

Organizational Set up

- Well defined hierarchy from top to bottom

Business Model

- Unique Business Model to promote entrepreneurship

Diversification

- Diversified from e-Literacy to G2G, G2B & G2C services
- Inclusion of private services

Accessibility

- Optimal allocation of centers
**e-District**

- **Online Database Verification**
  - Ration Card
  - Driving License
  - SSLC

- **Rule Amendments**
- **Standardization**
  - Process standardization
  - Standardized formats
  - 2D Barcodes
  - Online verification

- **Payment Gateway & MSDG integration**
  - e-payment gateway to transact with >60 banks
  - SMS alerts for status notification

- **Aadhaar authentication**
  - Aadhaar validation to check user identity

- **Public Portal**
  - Direct Access to online services
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
Thank You