

DiGITAL Diividend

Tech for Good

Smart Municipal Government Solution

Mobile Innovation Engaging Citizens in Governance

A set of tools that the local government can use for citizen feedback, monitoring of street lights, monitoring of garbage collection, monitoring of health facilities, local govt revenue management etc.



Cost
Effective
& Scalable
Solution

Implemented in Sri Lanka



Why is it Needed?



Access

Adds the dimension of 'anywhere and anytime': due to their mobility. The Comparative accessibility of reach in areas with no other ICT infrastructure



Cost Efficiency

Has relatively lower cost and high access due to m-technology . With an adoption of good adoption and real-time interaction, it provides efficient solutions to government's communication challenges



Interaction

Mobile phones make it possible for real-time, two-way dialogue as opposed to any other conventional media



GAPS

Reflecting in the lower levels of public participation

EXPECTATIONS

Higher expectations of citizens



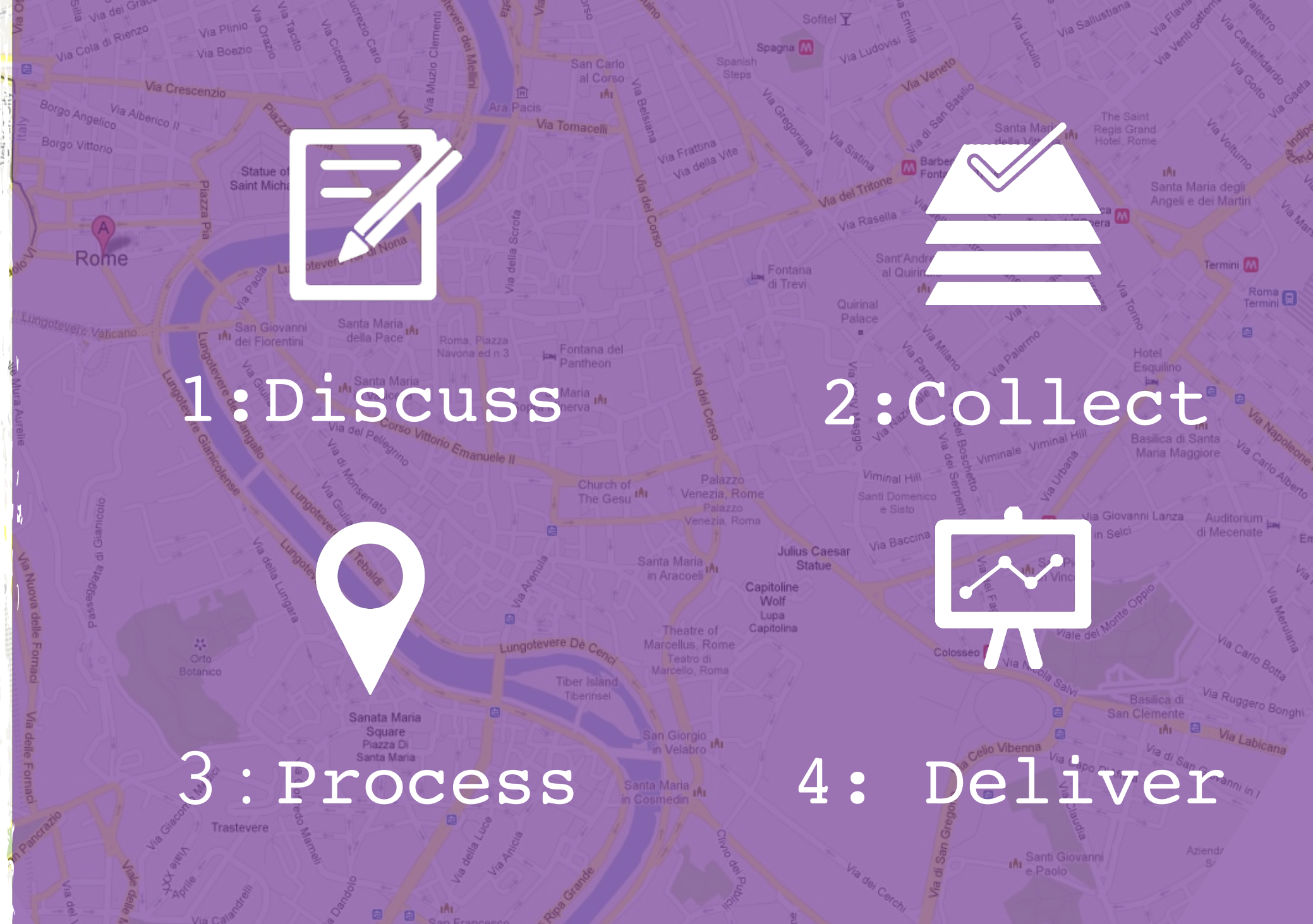
DISSATISFACTION

Increased citizen dissatisfaction

Transparency

Corruption in public administration

How does it Work ?



Discuss

The project ideally commences with a **phase of sensitizing key decision makers**, including political leaders on the concept and utility of LEG. Following this, extensive consultations should be held with various stakeholders to develop the survey instrument and reporting templates.

Collect

Conducting a mobile-based survey of sample households on local infrastructure creation and delivery of public services using Android tablets. A simple multilingual Android application in three languages was developed to survey residents on selected indicators of public service delivery. A GIS tracking system in the tablets indicated the location from where data is collected, thereby enhancing the reliability of data collection.

Process

A web-based survey management module enabled survey **managers to track the progress of the survey on a real-time basis**. The module enabled remote monitoring and management of survey activities and, hence, ensures greater quality control.

Deliver

Online dashboard and data analysis tools developed as a part of the LEG address the information needs of various stakeholder groups (e.g., policymakers, administrators, political representatives, and citizens). The results of the survey is **presented through easy-to-understand graphs, tables, and maps**. Simple traffic signal color codes is used to facilitate easy inferences on performance levels.

10 Features

You need to know

1 Ease in Operations

For local governments the availability of cost effective and ubiquitous mobile technologies offer a chance to leapfrog into the cutting edge state-of-the-art options

2 Citizen Centric

By identifying citizen priorities and needs, LEG can ensure that investments in provisioning public services are in alignment with the actual priorities and needs of the communities

3 Multi-lingual

A simple Android application in set of languages developed as per the need of the geographical area of implementation to survey residents on selected indicators of public service delivery

4 Scalable

The larger impact of the LEG rests in the fact that there is a strong demand from other local governments to replicate this exercise in their locations.

5 Real Time Feedback

Built around the concept of user feedback, LEG is a cost-effective way for a government to find out whether its services are reaching the people, especially the poor.



6 Emerging Issues

Gives early notice of emerging issues, putting government in a better position to deal with them in a proactive way,

7 Custom Dashboard

Online dashboard and data analyzing tool in LEG addresses the information needs of various stakeholder groups .The results of the survey can be presented through easy to understand graphs.

8

Quality Control

A web-based survey management module enables survey managers to track the progress of the survey on a real-time basis.

9 Relationship

The survey on which the final report is based covers only those individuals who have had experiences in the use of specific services, and interactions with the relevant public agencies.

10 Tracking

A GIS tracking system in the tablets indicated the location from where data was collected, thereby enhancing the reliability of data collection.



Smart Municipal
Government
Solution

Recommended for

Budgeting Process Participatory Planning Citizen Engagement Resilient Governance

User's Speak



"The technological solution provided by Digital Dividend has helped us scale our impact and reduce cost exponentially."

Jagdish Reddy, Asia Foundation

Check out more of our Solutions

Smart City Process
Monitoring Solution

Smart
Municipal
Government
Solution

Smart Health
Solution

Smart Citizen
Engagement
Solution

Smart Field Force
Management Solution

About Us



We use Technology to create citizen centric solutions aimed to transform governance Our aim is to provide Innovative solutions for turning Digital Divide into Digital Dividend

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