

## **IIMA PRESS RELEASE 2008-09**



### **Workshop at IIMA on Impact Assessment of e-Government Projects**

IIM, Ahmedabad, November 18, 2008: The Center for E-Governance at the Indian Institute of Management, Ahmedabad (IIMA) and the Department of Information Technology (DIT), Government of India are jointly organizing a two-day workshop on Impact Assessment of e-Government projects on November 19 and 20, 2008. The workshop would be conducted at the International Management Development Centre on the new campus of Indian Institute of Management, Ahmedabad (IIMA).

The primary objectives of the workshop is to share the findings and learning from the impact assessment study, and to identify a new set of mature e-governance projects that could be assessed in the next phase. The Workshop will be attended by 50 senior functionaries from the state and central governments and would include parallel panel discussions during the two days.

Mr. R Chandrashekhar, Special Secretary, Department of IT, Government of India will inaugurate the workshop and release the study report. Prof. Subhash Bhatnagar from IIMA who led the study, sharing the details of the study said, "The impact study is a part of the National e-Governance Program (NeGP), DIT, which includes a systematic study of mature e-government projects implemented by state and central agencies across India under the overall guidance and supervision of IIM, Ahmedabad."

Prof Bhatnagar further added that three state-level e-government projects – vehicle registration, property registration and land records across twelve states, and three national-level projects implemented by the Income Tax department, the Ministry of Corporate Affairs and Regional Passport Offices were assessed. Large samples of citizens and businesses using the manual and computerized delivery of these services were surveyed by eleven established market research agencies to measure the impact.

Prof. Samir Barua, Director IIMA said that e-governance is clearly the way forward to improve governance in all kinds of organizations. IIMA is doing extensive work in the area of e-governance in the context of government organizations. It also has a Centre for e-governance. "The workshop will provide an opportunity to discuss the nature of e-governance projects being implemented by various government departments and enable the participants to learn from each other's experiences. It would also pave the way for Government Departments and IIMA to strengthen their ongoing collaborations in research and consultancy for better management of public services", impressed Prof Barua.

#### **Impact Assessment Highlights:**

Assessment results indicate an abysmal state of delivery of services in the existing manual system in all the three types of projects. The study reveals that users need to make 3-4 trips to government offices on an average (up to 8 trips in some cases), wait for two hours or more (up to 6 hours in some cases) in each trip and indicates corruption practices (20 to 50% of all transactions) to get services. Even in a simple service such as issue of a copy of

land record, the elapsed time (submission of application to receipt of document) averaged 5 days. For property registration and drivers license, the average time (over 12 states) was 32 and 23 days respectively.

However, basic computerization appears to have delivered perceptible benefits to citizens. For instance, in all three services, the number of trips to offices reduced by 1 to 2 after computerization whereas waiting time has been reduced by 20 to 40%. Direct cost savings to citizens averaged rupees 60-110 across all states. Although the outcome in reducing corruption is mixed, e-government seems to have the potential for significant reduction in corruption. It has been observed that corruption has either been eliminated or significantly reduced in five out of the ten states after land record computerization whereas it has become very marginal in property registration and transport services.

The study reveals a great deal of difference in the performance of the best and the worst state in the three computerized applications. Based on an overall rating Himachal Pradesh, Rajasthan, Uttarakhand and Tamil Nadu rank high in all three projects.

Among the three national-level projects, Ministry of Corporate Affairs (MCA21) appears to have had the most positive impact on the users on key dimensions covered in this study. The passport project has had virtually no impact. Results of the Income Tax survey indicate that whereas corporate users have benefited on some aspects, individual filers have not benefited significantly. The varying degree of impact can be explained by the difference in the extent of computerization and process reform done in each of the projects.

Note: Should you need any further information on the Workshop and the study you may contact:

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Thank you.

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