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Solutions. Simplified.

eDIVISIONAL SECRETARIAT

"The eDivisional Secretariat improves accessibility and efficiency in the delivery of government services. The seamless, real-time communication between the government and citizens has enabled us to expand the range of services that we provide to our citizens."

Mr Reshan Dewapura,
CEO,
Information and Communication
Technology Agency of Sri Lanka

SUMMARY

Client: The Information and Communication Technology Agency (ICTA) and the Ministry of Public Administration and Home Affairs in Sri Lanka

Challenge: With 20 million citizens to serve in more than 300 eDivisional Districts, the existing process of providing government-to-citizen (G2C) services via paper documentation was tedious and labour intensive. The absence of a systematic record also hindered the tracking of government interactions with citizens.

Solution: CrimsonLogic's eDivisional Secretariat (eDS) solution is a Single Window application that provides a one-stop hub for government services. This serves to improve the delivery and access to government services across different sectors in Sri Lanka.

Benefits: The eDS solution simplifies and facilitates seamless, real-time G2C communication; enhancing government-citizen relationship.

Stage 2

Online communications and information sharing in real-time was enabled between the Divisional Secretariats and other participating government regulatory bodies via LakGovNet.

Stage 3

Electronic and real-time connection between other participating government institutions via automation of operations was facilitated. This integration enabled G2C services to be completed via a Single Window platform.
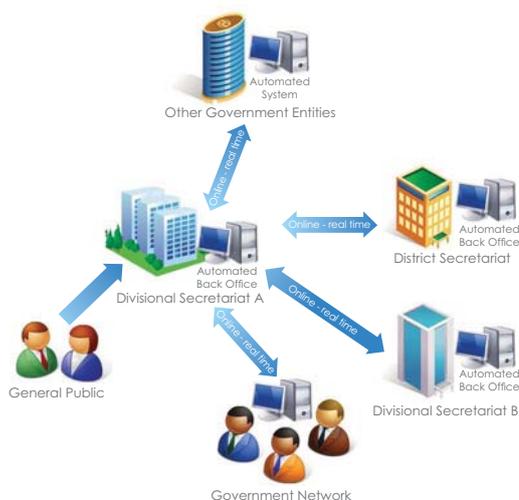
Currently the Colombo, Hanwella and Moratuwa Divisional Secretariats are using eDS.

BENEFITS

eDS re-engineered the current operating processes by facilitating seamless real-time communications between government and citizens. With the implementation of eDS, citizens are able to access government services from one central location quicker and with greater convenience.

For the Divisional Secretariats, administration of the government services is simplified and automated. Efficiency gains in terms of improved productivity and manpower reduction are achieved via the electronic delivery of government services. For instance, the Colombo Divisional Secretariat reported 60% time savings while Hanwella and Moratuwa achieved 35% and 24% respectively.

The implementation of eDS resulted in more efficient delivery of government services to citizens and improving government-to-citizens interactions and relationships.

BACKGROUND

The Sri Lankan Divisional Secretariat is made up of grass-root level administrative units that deliver more than 90 percent of government services to citizens. These administrative units deliver government services to more than 300 eDivisional Districts across 24 Districts in Sri Lanka, serving a population of 20 million citizens.

Government services include citizen registration, pension administration, social benefit administration, motor vehicle registration, motor vehicle driving license issuance, passport and other permit issuance.

Previously, citizens had to manually submit application forms or make enquiries on G2C services through the respective Divisional Secretariat. This was time-consuming and also ran the risk of misplacing the forms. The large population and decentralised control of G2C services also impeded the usage of citizen services. Furthermore, transactions were difficult to track as there was no organised record system.

SOLUTION

CrimsonLogic's eDivisional Secretariat (eDS) is specially designed to improve the delivery and access to government services across the different sectors in Sri Lanka. As a one-stop hub, it brings significant convenience to citizens working with the government on mandated applications and other government-related services.

There were three stages in the eDS implementation:

Stage 1

The Divisional Secretariat operations were computerised locally. This entailed transforming the current paper-based citizen information into electronic format, enabling citizens to effortlessly submit online service requests to the relevant Divisional Secretariats. During this stage, the Divisional Secretariat continued to operate as an autonomous entity. Every Divisional Secretariat had an independent application system for specified government services.

eDivisional Secretariat Overview