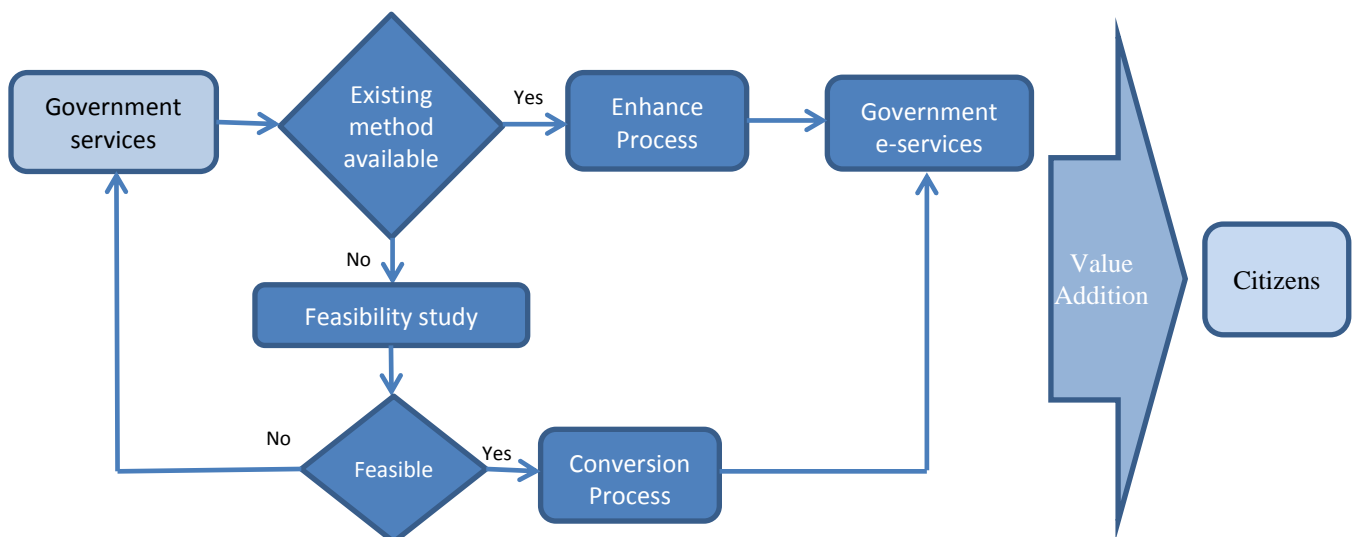


## Assess the feasibility of making government services available to citizens electronically and recommend services and applications that are of value to Sri Lankan users

Contemporary general public moves more towards electronic systems due to favorable features of its own. Service providers in private sector more prepared and organized to provide their service via electronic medium rather than time consuming manual methods. But Still in Sri Lanka, government sector does not involve aggressively in e-services. This proposal seeks on how government can enhance existing e-systems' effectiveness and contains new suggestions of new services in electronic platform.

Below government departments and their services have been selected for this research.

- Department of Power and Energy
- Department of Health
- Ministry of Education
- Ministry of Justice
- Department of Agriculture



### SUMMARY OF FINDINGS/ RECOMMENDATIONS

#### **Department of Power and Energy**

- Update on unplanned power cuts and planned power cuts via an SMS
- Red Notice reminder via an SMS
- Personal login for each consumer under a unique key such as NIC#
  - Equipment wise bill calculation
  - Power saving promotions
  - E-payments

#### **Department of Health**

- Establish an online system for
  - OPD Appointment system
  - Lab Reports
  - Waiting list patients for surgery.
- Medicine code verification via SMS
- Cyber storage for individual medical reports

#### **Ministry of Education**

- Online examination registration

#### **Ministry of Justice**

- Enable a web portal to
  - Facilitate filling the cases and motions.
  - lawyers which can access the filling facility.
  - Access the next dates and deadlines for answering in all national languages. By litigants.

#### **Ministry of Agriculture**

- Centralized online system to check
  - Fertilizer availability and access points
  - Government storage availability with time
  - Advisory service on demand fluctuations
  - Online weekly and monthly weather forecasts

## **Department of Power and Energy**

### **Unplanned/Planned Power Outage**

Currently 58% of CEB users are not aware on power cutoffs and they badly suffer on un-notified power outages. 34% of electricity users are in Industrial category. For the last period between 18<sup>th</sup> Sep to 25<sup>th</sup> Sep there were around 2500 area hours of planned power outages. Less awareness on power cutoffs directly effects on income level and can be planned some other alternative power source if consumers know on power cutoffs. Even under planned power cutoffs, consumers can plan on how to recover power outages if they get an accurate prompt feedback from CEB/LECO.

At the point of electrical consumer registration, mobile number and utility address can be taken. Service provider should maintain transformer wise users and that can be mapped on power outage affected target group. With such facility service provider can provide prior notification on planned power outages and recovery time on unplanned power outages with the cause of outage via a SMS. For the existing users whose mobile numbers are not available, information can be updated via e-bill reader.

### **Red Notice reminder via a SMS**

Power termination of e-bill is mostly due to not taking it serious and if it can be reminded prior a week, the hassle of power termination can be mitigated. This was available at the moment in CEB only for consumers registered manually particularly for the service. Therefore, it is suggested to open this e-service for all consumers via SMS.

### **Personal login for each consumer under a unique key such as NIC#**

All the above mentioned service will in obsolete once the mobile number is changed by the consumer. That can be mitigated by giving a personal login where he or she can update personal details. Personal login will educate on consumers past bill details, Power usages and etc.

## **Department of Health**

In governmental hospitals in Sri Lanka, all the OPD appointments are done manually and it's inevitably time consuming. Online portal for OPD appointments is available in India and within three months of time more than 500000 subscribers are recorded. That number reflects the interest on general public for less time consuming processes related to health sector.

The knowledge on medicine for general public is not fascinating. A system where citizen can get a verification regarding medicine is priceless. SMS

System can be established for such citizens that enables queries on medicines via a medi- code.

Medical reports are hard to maintain and a system to upload all the medical reports of the patient to a cyber-storage may secure his history of illness. The biggest advantage is the accessibility to individual medical report at any time in at any place.

## **Ministry of Education**

Currently examination enrolment of most of government based institutes done manually. It is a time consuming process and subjected to vast number of citizens such as O/L,A/L private candidates(275000 private candidates). Therefore, it is suggested to establish an online system for examination enrollment

## **Ministry of Justice**

Only Fundal Rights can be filled online in Sri Lanka. We suggest to extend the same facility to all courts in Sri Lanka. The same kind of service available in USA as E-courts and entire legal system in USA based on electronic system which is more convenient and transparent.

## **Ministry of Agriculture**

Department of Agriculture (DOA) has launched various e services and a detailed analysis was carried out on each service. The website of the DOA consists of four main e-services, namely, Wikigoviya, 1920 caller service, Daily food price service and AgMIS. Only 1920 service is up to date and the rest of the services are found to be out of service. Contrary, increased interest of the public to use the existing e-services is evident through 32308 calls directed to 1920 hotline in 2014 (Source: Audio Visual Centre, Department of Agriculture).

Therefore, it is recommended to re-establish the above services and concurrently introduce e-services in the areas of fertilizer availability, weather forecasts and storage availability as they act as critical factors for the success and profitability of farming. It is furthermore recommended to carry out advisory e service customized to crops.

### **Reference**

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