Content

Theme: ICTs for Women's Empowerment

Preface

Information and Communication Technologies (ICTs) have been making considerable impact on the society due to their universal application and appeal. While the businesses and urban communities have seen the positive contribution of ICTs in several dimensions like increases in efficiencies, communications and information on anytime-anywhere basis, the same cannot be said of the rural areas, especially in the context of the developing countries. The issues are many - broadly grouped under the phrase 'The Digital Divide'.

A large number of initiatives have been made - and are being made - in different parts of India, to deploy ICTs in a manner that can create an impact on the society. However the successes are few and far between - especially considering the large size of the country and of the population that needs services relevant to their lives. The issues surrounding the Digital Divide can be grouped under 4 broad areas - those related to Content, Connectivity, Capacity and Capital. Of these, 'Content' (or lack of it!) is, by far, the biggest concern - 'content' meaning applications and services that make economic sense to the rural farmers and artisans, that are available in local language and are affordable. Seeking to address basic problems of the rural areas like poverty, illiteracy and ill-health, using the tools of ICT, amounts almost to begging the question. What we need is creation of innovative, content-rich solutions that work around the challenges posed by lack of infrastructure and resources in the rural areas.

The **ICT for Development** project, being executed by the Ministry of Communications and Information Technology, Government of India, with the support of UNDP, is a significant attempt in adopting a holistic and multi-sectoral approach to achieve a breakthrough in the area of Digital Divide. Its mission is '*to make ICTs work for people*'. The National Institute for Smart Government is privileged to be the Implementing Agency for the ICTD Project.

This compilation of case studies in deployment of ICTs for the benefit of the common citizens is an attempt to disseminate knowledge of the limited but important efforts made in different parts of the country. It is, by no means, exhaustive. It is intended to be a living document that is continually enriched through ongoing search and collaboration with all agencies engaged in addressing the issues related to ICT for Development. We hope that continued efforts in this direction will bear fruit during the currency of the ICTD project.

5th July 2004
Hyderabad

J Satyanarayana
CEO, NISG

Acknowledgments

We would like to acknowledge thoughts, ideas, information and knowledge shared by a large number of colleagues from the Indian ICT for Development Community without whose contribution this compilation would not have been possible. The compilation has been done based on available secondary sources of information apart from some primary interactions with some of the ICT for Development proponents in the country; even though we wish we had received as originally planned more authentic, first-hand information.

In particular we acknowledge the role of Mr. J. Satyanarayana for guiding us in the selection of the case studies and their compilation under various thematic groups.

We acknowledge the consistent help extended to us by Mr Chetan Sharma, Founder, Datamation Foundation and his team of Trilok and Rajesh who have helped us compile this book. Datamation Foundation undertook database analysis, logistics and administrative effort of reaching out to the proponents apart from proofing the entire document.

We regret errors and omissions if any; and use this opportunity to assure the ICT for Development Community more authentic and accurate compilation in the future.

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Theme

Providing Integrated Services in Semi-urban and Urban Areas

STAR (Simplified and Transparent Administration of Registration)

Project Description

- **Organization Details**

- The "Simplified and Transparent Administration of Registration" network operated by the Tamil Nadu Govt. www.tnreginet.net seeks to provide one-stop solution to the citizens for easy, transparent and cost-effective service for all registrations ranging from encumbrance certification to birth, marriages and death certifications, registration of properties and payment of house tax; computation of stamp duties

- **Objectives of the Project:** Simplification and ease of Registration services for the benefit of the citizens are the fundamental premise on which STAR has been established. The STAR network provided the citizen one-stop information and delivery mechanism for all registrations.

- **Scope of Project**

  The portal www.tnreginet.net provides all types of registration services for the citizens of Tamil Nadu. The delivery points are from a network of information kiosks installed all over the city of Chennai to start with.

- **Primary sector of ICT4D Project :** Integrated services

- **Secondary sector of ICT4D Project :** Citizen services

- **Project Coverage Area**

  To start with, 33 delivery points exist in Chennai and a few other parts of the state; but the delivery points are gradually being extended to other parts of Tamil Nadu as well for the delivery of various registration services.

- **Services Contemplated**

  The services offered include registrations of all types viz. in case of the Registration of the Societies Filing of annual returns, Filing of change of members/members of Committee, Filing of change of place, Filing of Special Resolutions, Filing of Mortgage or charge created over the property of the society apart from registration of properties, registration of birth, marriages and death certifications, registration of properties and payment of house tax; computation of stamp duties. Currently there are 33 service delivery points all over the state.

- **Target Group :** Citizens from Tamil Nadu as well as others including Non-Resident Indians.

- **Project start date :** 2001.

- **Number of years Project has been running :** Over 2 years now.

Project Implementation

- **Services actually provided :** Encumbrance, birth, marriage and death certifications, registration of properties and payment of house tax; computation of stamp duties. From time to time, other registration services are also proposed to be added to the offerings of STAR.

- **Category of basic Computing implemented in the Project : N.A. .**

- **Category of basic Data Communication implemented in the Project :** N.A.

- **Type of software tools utilized :** N.A.

- **Innovation if any deployed in the Project**

  Local Language user interface apart , information driven, delivery process makes STAR very innovative. .

- **Technology Model :** N.A.
- **Business Model :** N.A .
- **Beneficiaries :** Citizens of Tamil Nadu

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** Other State Govt's are now trying to replicate similar integrated Registration services for the citizens.
- **Project Documentation available if any**

Contact :

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SETU - Integrated Citizen Facilitation Centres of Maharashtra

Project Description

- **Organization Details**

  Harnessing the benefits of Information Technology for effective and transparent functioning of the administration is one of the core focus areas of the IT policy of the Government of Maharashtra. The Integrated Citizen Facilitation Centres (SETU) is an approach in this direction. Previously there were multiple points of interaction between the citizen and individual departments spread over so many different Government offices. Now a one-stop service center for all such routine matters is made via SETU Facilitation Centres that serve as a bridge between the Govt. and common citizens.

- **Objectives of the Project**

  SETU serves many needs from a citiizen's perspective

  1. One-stop forum for citizens: Citzens are greatly relieved, as the multiple services became available under a common platform of SETU.
  2. Prompt settlement of the routine matters: SETU is able to provide across-the-counter service wherever possible. In complicated cases; the centre staff accepts the applications and provides the applicant with a solution within a pre-specified time.
  3. Facilitation on formalities : The electronic application forms add to a citizen's comfort.
  4. Reduce visits to the Govt. offices apart from increasing confidence in the administrative process
  5. A Quality front end: SETU offers a non-hostile office environment, which is IT enabled and friendly.
  6. Empowering citizens through easy dissemination of information: The status of a citizen's case is available through self-help systems at the fingertips of the enquiry desk.
  7. Service on holidays and after office hours.
  8. Possibility of transacting other business: Some SETU centers provide other facilities such as ATM's, banking, PCO, photocopying, stamp sale, digital photography, tea / coffee, etc.

- **Scope of Project**
- **Primary sector of ICT4D Project :** Integrated services
- **Secondary sector of ICT4D Project :** Citizen services
- **Project Coverage Area :** Several parts of Maharahtra state
- **Services Contemplated**
  - SETU offer a single window system at the collectorates to facilitate and issue certificates, permits, affidavits, etc. (94 such certificates/permits & 18 affidavits have so far been identified).
  - SETU has quickly expanded its work to register and redress public grievances. SETU centers are also proposed to take the work of issuing photo identity cards.
  - Property records have been taken over for servicing in some of these centers.
  - Issue of ration cards, addition, and deletion of names has been handled from SETU centers.
  - SETU centers were mandated to handle the work of registration of sale documents of IGR, including sale of stamps . The Market value assistance from the Registration Department has also been provided.
  - SETU centers are proposed to act as collection centres for entertainment duty, permissions for minor minerals extraction, etc.

- **Target Group :** Citizens of Maharashtra state
- **Project start date :** 2001
- **Number of years Project has been running**

  Over 3 years now and the project is being extended to other parts of the state as well.

Project Implementation

- **Services actually provided :** A large number of certificates/permits out of Govt. mandated 94 permits & 18 affidavits have so far been offered to the citizens via SETU.
- **Category of basic Computing implemented in the Project :** Basic Computing for the back-end and front-end.
- **Category of basic Data Communication implemented in the Project :** Dial up connectivity. District HQs have been connected to the State HQs.
- **Type of software tools utilized :** N.A.
- **Innovation if any deployed in the Project :** Citizen-friendly ambience and a quick delivery process.
- **Technology Model :** N.A.
- **Business Model**

  SETU has a **back-end**, which is run by the Government staff and a **front-end** that is outsourced. The Back-end part managed by the administration does the attestation, certification, etc. Front-end directly interacts with the public. This is usually run by the BOOT contractors. The agency runs the help desk, provides information, does the regislations and receives public grievances apart from facilitating preparation of cases as well as capturing data in the system and issues final out-put to citizens..

- **Beneficiaries :** Citizens of Maharashtra

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator:** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** Maharashtra Govt. is replicating SETU in large parts of the state.
- **Project Documentation available if any :** www.setu.maharashtra.gov.in
- **Lessons learnt from the Project and Conclusions**

  The Integrated Citizen Facilitation Centres (SETU) have laid the foundation for e-governance in Maharashtra state apart from creating visible impact and facilitating the interaction of the citizens with the Government to make it more transparent, pleasant and satisfying.

FRIENDS (Fast, Reliable, Instant, Efficient Network for Disbursement of services), Kerala

Project Description

- **Organization Details**

  FRIENDS centers offer a one-stop, front-end IT-enabled payment counter facility to citizens for making all kinds of government payments in Kerala.

- **Objectives of the Project**

  The essence of offering integrated, simplified services to the residents of all District HQs of Kerala State is accomplished by the FRIENDS network.

- **Scope of Project**
- **Primary sector of ICT4D Project :** Integrated services
- **Secondary sector of ICT4D Project :** Citizen services
- **Project Coverage Area :** All District HQs of Kerala State.
- **Services Contemplated**

  FRIENDS is a one-stop Service Centre for disseminating information on various Govt. Departments' schemes and programmes and make available variety of application forms.

- **Target Group :** Citizens from District towns in Kerala state
- **Project start date :** 2001
- **Number of years Project has been running**

  Over 3 years now and the project are being extended to other parts of the state as well.

Project Implementation

- **Services actually provided**

  FRIENDS Centres work from 9 am to 7 pm (in two shifts) on all days including Sundays. The Centres remain closed on other public holidays including Second Saturdays. FRIENDS is a one-stop Service Centre for disseminating information and providing services of various departments such as Kerala State Electricity Board, Kerala Water Authority, BSNL, Local Body, Motor Vehicles Department, Revenue Department, Civil Supplies Department and the Universities in Kerala. The help desks provide information on various government schemes and programmes and make available variety of application forms.

- **Category of basic Computing implemented in the Project**

  Basic hardware for the back-end and front-end linked to a District level Intranet.

- **Category of basic Data Communication implemented in the Project**

  Dial up connectivity. District HQs have been connected to the State HQs.

- **Type of software tools utilized :** N.A.

- **Innovation if any deployed in the Project**

  Citizen-friendly ambience and a quick delivery process. Each Center deals with around 400 citizen transactions every day. The computer controlled queue management system of FRIENDS eliminates the physical queue and avoids long waiting time.

- **Technology Model :** N.A.
- **Business Model :** N.A .
- **Beneficiaries :** Citizens of District HQs town from Kerala State

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project**

  Kerala Govt. has already replicated FRIENDS all over the state and it is now trying to link delivery of the services at the Taluk and Panchyat level with the help of FRIENDS.

- **Project Documentation available if any :** www.keralastateitmission.org
- **Lessons learnt from the Project and Conclusions**

  For many Administrators and Policy Makers; FRIENDS indeed serves as an early role model by its citizen-centric approach and quick disposal of all matters pertaining to a citizen.

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LOKMITRA - Govt. of Himachal Pradesh's e-Governance Initiative

Project Description

- **Organization Details**

  The Government of Himachal Pradesh is committed to provide the general public, especially living in distant rural areas of the State, with the benefits of "Using Information Technology (IT) in Governance (E-Governance)" at their doorstep. The Web-enabled Government-Citizen Interface, named as ***LOKMITRA,*** is one such step of the State Government in that direction.

- **Objectives of the Project**

  LOKMITRA endeavors to provide easy access to Government Information in the remotest corners of the State apart from redressing the complaints of the citizens without being physically required to visit the Government offices. The project also seeks to bring about transparency in the working of the Government; apart from ensuring responsive and responsible Administration.

- **Scope of Project**

  This project has been initiated by the **Department of Information Technology, Government of Himachal Pradesh** and the funds for the project have been provided by **NABARD** making LokMitra the first IT based project funded by NABARD in the country. The software has been developed by **National Informatics Centres (NIC), Himachal Pradesh State Unit, Shimla.** A society has been set up under the Deputy Commissioner for running and implementing the Project in the Hamirpur district. The services are available to the general public on payment basis. The Society has fixed rates of all the services ranging from Rs.5 to Rs.30 per service. The Hamirpur News service is available free along with any of the other services.

- **Secondary sector of ICT4D Project :** Citizen services
- **Project Coverage Area :** Hamirpur District of Himachal Pradesh
- **Services contemplated**

  The services offered include lodging complaint against any Govt. service apart from getting information about various schemes/programs of the Govt.

- **Target Group :** Citizens of Hamirpur District, HP.
- **Project start date :** 8th May 2001.
- **Number of years Project has been running :** Over 3 years now.

Project Implementation

- **Services actually provided**

  Classified Complaints: The citizen can lodge any of the classified grievances or complaints against the listed departments in a pre-defined format.

  Questions/General Grievances: The citizen can ask any relevant question from the given departments, seek counseling and advice, or narrate their grievances, not listed under Classified Complaints sub-head, and they shall receive a reply within a reasonable period of time, say 30 days, from the concerned department.

  Downloadable Forms: All types of forms which the citizens need for various purposes, have been put on the LokMitra Interface and these can be obtained directly from the Citizen Information Centres.

  Vacancies: All vacancies being publicized by the H.P. Subordinate Staff Selection Board Hamirpur are being put on the LokMitra.

  Tenders: The small tenders being floated locally by the Public Works department, Municipal Committee, Irrigation & Public Health, DRDA/Planning departments etc. are also being put under this option.

  Promotional Schemes: The various Promotional Schemes for general public from all Departments have been included.

  Contacts: All departments have been asked to provide the Name, Addresses and Telephone Numbers of their officers/offices on the LokMitra.

  Market Rates: The rates of vegetables, which are grown in Hamirpur district gets collected from six nearby Markets and put on LokMitra.

  Sale/Purchase: This option facilitates creating a Networked Rural-Bazaar.

  Matrimonial Services: The public can use the LokMitra for match making also by putting up advertisements on the Network.

  Notice Board: The Administration will put up all important notification and events being organized or to be organized on the Notice Board and the public can simply refer to this Notice Board for notifications/events of any department.

  Hamirpur News: The current news items of Hamirpur district are viewable through the session.

  Children Corner: This facility is available for the school going children, in the form of subject matters, jokes, stories etc. They may also send questions and raise queries relating any subject.

  Village Email: The villagers can send & receive mails to & from other Centres and Government functionaries. The Panchayats may use this service for sending/receiving information from the Block/District offices.

- **Category of basic Computing implemented in the Project**

  The LokMitra INTRANET in the district Hamirpur consists of two Pentium-III-based Servers (Under WindowsNT), with 4 Pentium-III-based Client systems and a Router, set up in a LAN using HUB, in a separate room at the Deputy Commissioner office, Hamirpur, named as LokMitra Soochnalaya. The Client Systems are used by the officials from concerned departments, for answering the complaints and queries received, updating the static and dynamic information from time to time etc..

The district administration in consultation with the Zila Parishad and Panchayats, has identified 25 panchayats for setting up the Citizen Information Centres.

- **Category of basic Data Communication implemented in the Project**

  The Citizen Information Centres connect the District Server on dial-up telephone lines through the Router. 8 telephone lines have been provided at the Server end for this purpose, enabling 8 Centres to connect the District Server at a given point of time.

- **Type of software tools utilized**

  The **LokMitra Software Interface** is web-enabled and runs through the Internet browser installed on the user machines. The software is very user friendly and has two different modules, one for the Citizen Information Centres and the other for the Control Room. The Control Room module is used on the local LAN for data entry into various databases, taking print outs of the complaints/queries received on daily basis and to generate other reports.

- **Innovation if any deployed in the Project**

  Employment generation linked with the Panchayat is a major innovation deployed in the project; apart from geographic inaccessibility, remoteness makes the project very innovative.

- **Technology Model :** N.A.

- **Business Model**

  The project has been funded by NABARD. One unemployed youth each has been sponsored for running the Citizen Information Centres by the concerned Panchayat, who is required to deposit a security bond and fixed annual Registration charges with the district administration. The district administration has provided a Computer system, a Printer, a Modem and a UPS, to these youth for the Centres

- **Beneficiaries :** Citizens of Hamirpur District, Himachal Pradesh.

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project**

  The LOKMITRA Interface is proposed to be expanded to all the Districts in the State by making it available through Internet, thereby, increasing the employment generation.

- **Project Documentation available if any :**
- **Lessons learnt from the Project and Conclusions**

For a hilly state such as Himachal Pradesh with large inaccessible areas; the saving in time & cost of people visiting District headquarters time and again for getting information, lodging complaints & inquiring their status as a result of LokMitra; is significant. Apart from redressal of citizen complaints; integration of employment generation in the project is a great achievement.

Visit :

http://himachal.nic.in/lokmitra.htm

eSeva, Andhra Pradesh

Project Description

- **Organization Details**

  Focusing on 'service' from the citizens' point of view, the Government of Andhra Pradesh has sought to redefine citizen services through eSeva, using state-of-the-art technologies.

  eSeva builds on the success of the TWINS pilot project launched in Banjara Hills, Hyderabad, in December 1999 and attempts to offer 'single window' service to the customer.

- **Objectives of the Project**

  The essence of eSeva is Integration of all departments of the central and state governments; in their delivery of services to the citizen from a single facilitation point. Since the Integration of services is a major concern; all G2C and B2C services have been brought on a common platform. Efficiency, Reliability, Transparency and Scalability are the watchwords at **eSeva**

- **Scope of Project**

  44 **eSeva** centres (with 400 service counters) spread over the Twin Cities of Hyderabad/Secunderabad and Ranga Reddy District. The online Saukaryam centres of the Visakhapatnam Municipal Corporation are operating as 'eSeva Saukaryam' centres following the merger of eSeva and Saukaryam. There are over 250 eSeva service centres in all the municipal towns in Andhra Pradesh

  All service counters are facilitated with an electronic queuing system. eSeva operates from 8.00 am to 8.00 pm, on all working days and 9.00am to 3.00pm on holidays (Second Saturdays & Sundays). eSeva is a One-stop-shop' for over 66 G2C and B2C services.

  No jurisdiction limits - any citizen can avail of the services at any of the 44 **eSeva** service centres.

  Online services: eForms, eFiling, ePayments.

- Payments by cash/cheque/DD/credit card/Internet.
- **Primary sector of ICT4D Project :** Integrated services
- **Secondary sector of ICT4D Project :** Citizen services
- **Project Coverage Area :** Hyderabad/Secunderabad and Ranga Reddy District. All Saukaryam centres of the Visakhapatnam Municipal Corporation operate as 'eSeva Saukaryam'
- **Services contemplated :** The services offered include payment of property / water / sewerage tax / electricity bills, commercial tax, life tax and quarterly tax of Transport Department and APSRTC bus reservations
- **Target Group :** Citizens of all municipal towns and cities in AP.
- **Project start date :** 1999.
- **Number of years Project has been running :** Over 4 years now.

Project Implementation

- **Services actually provided**

Payment of Utilities Bills

Electricity bills

Water and sewerage bills

Telephone bills (BSNL & TATA Tele Services)

Property Tax

Sales Tax

Certificates

Registration of births / deaths

Issue of birth / death certificates

Registration Department : Issue of encumbrance certificates *

Issue of Caste/Nativity Certificates *

Labour Department

License New Registration

License Renewal

Permits / Licences

Medical and Health Department: Renewal of Drug Licences *

Issue / renewal of trade licences

Transport Department Services (available at Banjara Hills Centre only)

Change of address of a vehicle owner

Transfer of ownership of a vehicle

Issue of learners' licences

Issue / renewal of driving licences (non-transport vehicles).

Registration of new vehicles

Information

Transport Department Procedures *

Registration Department: Market value assistance *

Reservation

Reservation of APSRTC bus tickets

HMWSSB: Reservation of water tanker

Tourism: Reservation of tickets/ accommodation

Other Services at eSeva Centres

Sale of passport application forms

Receipt of passport applications

Receipt of applications for new telephone connections.*

Registration Department: Sale of non-judicial stamps

Registration Department: Document writing service *

Collection of small savings *

Internet Services

Internet-enabled electronic payments

Downloading of forms and Government Orders (GOs)

Filing of applications on the web

Receipt of complaints or requests in connection with citizen services

B2C Servcises

ATM: Cash withdrawals and deposits

ATM: Issue of statements of account

Mutual Funds: Collection of applications

Mutual Funds: Transfer of shares

Cell Phone Bill Payments

Polices Services

Payment of Inquest/Panchanama fees 50 Rs.

Payment for First Information Report 50 Rs.

Payment for Inquest/Panchanama fees 50 Rs.

Payment for Post Mortem Report 50Rs.

- **Category of basic Computing implemented in the Project :** N.A. .
- **Category of basic Data Communication implemented in the Project** : WAN.
- **Type of software tools utilized :** N.A.
- **Innovation if any deployed in the Project :** Citizen-friendly ambience and a quick delivery process. Over 20 million transactions have already been handled by eSeva.
- **Technology Model :** N.A.
- **Business Model :** eSeva is implemented on a PPP model.
- **Beneficiaries :** Citizens of all municipal towns and cities in AP.

Metrics and Impact

- **Impact assessment of the project :** Over 2 millions citizens are served every month as of June 2004
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project**

  The AP Govt. Has replicated eSeva all over the state..
- **Project Documentation available if any :** www.esevaonline.com
- **Lessons learnt from the Project and Conclusions**

  eSeva's Integrated Citizen Facilitation Centres are designed in a manner that can optimally meet almost all requirements of the citizen apart from providing Government an efficient way of delivery its services.

Lok Mitra and Jan Mitra Projects from Rajasthan

Project Description

- **Organization Details**

  The LokMitra is basically an urban centric project with thrust on utility payments and the JanMitra is more rural centric project with thrust on service delivery system. Since the basic objective of both projects of Rajasthan Government is same; it has been proposed by the Govt. that the replication of both UNDP sponsored LokMitra and JanMitra projects should be undertaken by integrating them so that the urban and rural masses can be served through a single project.

  The LokMitra JanMitra operational model is a participative project having various stakeholders like District Administration, Departments, GoI organizations like BSNL and financial institutions.

- **Objective of Project**

  The first LokMitra Center was launched in 2002 in Jaipur and subsequently three more counters were made operational in April 2002. These centers are owned and managed by Department of IT & C and the financial management is being done by RajCOMP. Presently different utility services are being provided from LokMitra.

  JanMitra is an integrated e-platform through which rural population of Rajasthan can get desired information and avail services related to various government departments at kiosks near their doorsteps. The JanMitra operational model is highly participative of various stakeholders. The pilot project was launched in May 2002 in Jhalawar District.

Department Services

- **Scope of Project**

  The LokMitra project offers to the citizens services related to Payment of electricity bills, water bills, House Tax & other fees apart from the Issue of Death and Birth certificates; Payments of Fee/Charges/Lease Money; Payment of Land and Building Taxes; Issue of Online Bus tickets; Payment of landline phone bills and payment of Cell-One phone bills. The General response of citizens about LokMitra concept and operations has consistently been quite positive and the same can be witnessed from the consistent increase in number of transactions and volume of amount collected at LokMitra from 1440 transaction in April 2002 to 38942 transaction in November 2003 and Rs. 21.53 Lacs in April 2002 to 900.00 Lacs in November 2003. JanMitra offers Public Grievance Redressal mechanism; apart from Online Applications Submission; Provision of Land & Revenue records (Jamabandi); Public Information Services, Ongoing development works, Public Distribution System (Supply System), BPL (Below Poverty Line) List, Citizens' charters of Government Departments, Immovable Property Rates (DLC rates), Details of Drinking Water Resources, Public Awareness services apart from providing Health Services Information, Agriculture Information and Government schemes.

- **Primary sector of ICT4D Project :** Integrated services.
- **Secondary sector of ICT4D Project :** Citizen services.
- **Project Coverage Area:** LokMitra so far has been operational in Jaipur and JanMitra has been working in Jhalawar.

- **Services contemplated**

  It is proposed to authorize individual entrepreneurs covering all municipal wards in a city or village and facilitate them to acquire computer Hardware and dialup/internet access to connect to central LokMitra-JanMitra server through a local service provider. Under this model it is proposed that ATMs of different banks may be linked to main LokMitra center and any citizen can make payments related to different participating departments.

  Under this model it is proposed that for urban areas apart from kiosks, multiple service centers with 5-10 counters each may be opened in each city in line with existing LokMitra center of Jaipur where citizen can avail services of LokMitra- JanMitra under single roof in an integrated manner. It is further proposed that these centers shall be connected with each other and also with the participating Departments over a suitable communication medium so that the data can be shared in an online mode. These counters will be to provide services to citizens in urban areas in a relaxed environment

- **Target Group :** Citizens from Jaipur and Jhalawar currently; however the projects are being extended to different parts of the state as well.
- **Project start date :** LokMitra and JanMitra were both launched at different intervals in 2002
- **Number of years Project has been running :** Over two years.

Project Implementation

- **Services actually provided**

  The aim of the project is to provide the citizens maximum possible services related to different State Government Departments. As per the overall project objective, the scope of services is not limited to State Departments/PSUs but it may also include services of Central Government Departments and also private sector organizations like LIC, BSNL,

- **Mobile phone service providers**

  Category of basic Computing implemented in the Project : The main LokMitra/JanMitra center acts as application, data & Communication hub of the district and has overall control over sub-centers and kiosks. The main center acts as service delivery point for citizens. The main center is also responsible for becoming a HUB for completing links between sub centers , kiosks and user departments.

- **Sub-Centers/Kiosks**

  The sub centers and kiosks would primarily act as service delivery points and also act as courier for completing manual links up to main center.

- **Category of basic Data Communication implemented in the Project**

  Intranet at the District level. Dial up connectivity at the kiosk level.

- **Type of software tools utilized :** N.A.
- **Innovation if any deployed in the Project**

  Integration of an urban-centric citizen services model with rural services; has not only made the project more useful but also very challenging from the point of Administration.

- **Technology Model**

  Integration of the back-end District Center with the kiosks apart from integration of the rural services with an Urban-centric model has been adopted by the Rajasthan Govt.

- **Business Model**

  The role of the district e-Governance Society (headed by District Collector) is to manage the entire project in respective districts which include relationship with local service provider, financial operations, technical and logistical support and providing infrastructure for LokMitra project.

  The basic role and responsibility of LSP as envisaged in the e-governance model is to mange the center/Kiosks on behalf of district e-Governance Societies, setting up/support for infrastructure for centers and Kiosks, financial management and security. Besides this, the LSP would also add value for the common man by adding services outside government domain and to provide technological inputs where ever required.

  The main center would act as application, data & Communication hub of the district and would have overall control over sub-centers and kiosks. The main center would also act as service delivery point for citizens. The main center would also be responsible for becoming a HUB for completing manual links between sub centers , kiosks and user departments. The main centre management may be entrusted to L.S.P.

  The sub centers and kiosks would primarily act as service delivery points and also act as courier for completing manual links up to main center. They would in addition provide lot of employment opportunities in form of small enterprise, both in rural as well as urban areas.

- **Beneficiaries :** from Jaipur and Jhalawar currently; however the projects are being extended to different parts of the state as well.

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.
- **Findings of the evaluation and impact assessment studies :** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The General response of citizens about LokMitra concept and operations has consistently been quite positive and the same can be witnessed from the consistent increase in number of transactions and volume of amount collected at LokMitra from 1440 transaction in April 2002 to 38942 transaction in November 2003.

- **Replicability, if any demonstrated by the project**

  The State Govt. is taking up the project for replication in large parts of the state in very near future specifically since sustainability of the project has been proven.

- **Lessons learnt from the Project and Conclusions**

  The crucial role played by the District Administration which is a major player in the whole process with different roles and responsibilities. On the one hand, it is a user department and on other hand it acts as a facilitator/administrator also. The second main role and responsibility of the District Administration is to have a vigilance control over all the departments. District Administration is also the owner of the application software as well as data apart from acting as backup of service provider.

e-BillPost and e-Post Services of the Department of Posts

Project Description

- **Organization Details**

  e-BillPost is the latest offering of the Department of Posts for providing better services to the customers using a mix of facilities harnessing the full potential of information technology through the Postal network. The Deptt. Of Posts has 1,54,000 Post Offices all over India out of which 26,000 Post Offices are connected through network.

- ePost is the offering of the Deptt. Of Posts for the citizens who do not have internet access; yet have a constant need to stay in touch. Large parts of the country are inaccessible making them unviable for the Deptt. Of Posts to serve; consequently ePost becomes very relevant.

- **Objective of Project**

  The Post Offices are the service centres for the citizens of the locality. Post Offices collect bill payment across the counter for Service Providers such as BSNL, Mobilink , and Bharti. Customers can present the bill and the amount in these service centres Post Office issues a receipt and processes the transaction for accounting and payment. The accounts are consolidated at a later date and paid to the Biller. This arrangement is a win-win situation for all parties concerned since there is no single agency today in the market with such a vast reach as the Posts. The Service Provider can also get the payment settled at one source. Thanks to technology, Post Office is ready to take away this hassle of collection, processing and accounting on behalf of the Biller.

- **Scope of Project**
  - The idea is to approach different service providers-private or government- assess their requirement and offer eBillPost service to collect payment of the bills on behalf of the Service Provider.
  - It is possible the customers of the Service Providers (SP) are located in one city or spread across a number of city locations. Thus it should be possible for the citizen to pay his bills from anywhere either in the same city or in another city.
  - e-BillPost is a product to collect and consolidate bill amount electronically. The Collection is done in Post Offices and the Collection data updated in a central server on-line. The Collection data is accessible to the Biller at any time. The accounts are settled at one point as per the convenience of all parties concerned.

- **Primary sector of ICT4D Project :** Integrated services.
- **Secondary sector of ICT4D Project :** Citizen services.
- **Project Coverage Area :** Entire Country
- **Services contemplated :** ePost and e-Bill Post.
- **Target Group :** All citizens of the country who wish to avail this service.
- **Project start date:** NA
- **Number of years Project has been running:** NA

Project Implementation

- **Services actually provided**

  The customer can walk in to any identified post office and present his bills and amount. The India Post Data Centre (IPDC) is linked to the databases of the Service Providers so that the bill data is made available to the post offices. This facilitates acceptance of payment based on the information shown from the database. It is possible to accept the payment from the citizen even without a bill being presented from his side.

  If the customer desires to have a copy of the bill, the Deptt. Of Posts may take a print out and hand over on a fee. eBill Post also offers a citizen the facility of paying from home or office through on-line registration. With this facility, the citizen can get the bills at his email box directly so that the payment may be scheduled and online payment may be made.

- **Category of basic Computing implemented in the Project**

  For creating the database, the Dept. of Posts is establishing the India Post Data Centre (IPDC) with the state-of-the-art technology with full security, redundancy in access, storage and connectivity.

  It will be accessible through Internet by any authorized point of sale at the post offices which can take care of about 15 lakh transactions a day; however this can be enhanced to five times at short notice on demand.

- **Category of basic Data Communication implemented in the Project :** N.A.

- **Type of software tools utilized :** N.A.

- **Innovation if any deployed in the Project**

  Major breakthrough in the role of the Dept. of Posts as one of a Consolidator by providing both e-Post and e-BillPost services to the consumer.

- **Technology Model**

  Setting up of the India Post Data Centre (IPDC) is the basic technology model on which entire working of e-BillPost hinges.

- **Business Model**

  Depending up on the customer distribution of a client (Service Provider) and customer preference, the Dept. Of Posts will identify cities, towns and offices. At any given time the Post Office would be in a position to offer its convenient nodes for transacting business.

- **Beneficiaries**

  The service provider category includes almost the whole gamut of industry-manufacturing, service, telecommunication, electricity, water supply, land revenue, property tax, income tax, Octroi, Police Fine etc.

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.,
- **Findings of the evaluation and impact assessment studies :** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** N.A.
- **Project Documentation available if any :** www.indiapost.org
- **Lessons learnt from the Project and Conclusions :** N.A.

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Municipal Administration Software from Goa

Project Description

- **Organization Details :** National Informatics Centre-Goa State Unit
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  Contact Person : Mr. C Chandran
  State Informatics Officer
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- **Objective of Project**

  Computerization of functions of entire Municipal Corporation and offering integrated services to the citizens.

- **Scope of Project**

  To provide the following citizens services:

  - Issue of Birth Certificates
  - Issue of Death Certificates
  - House Tax Collection and Monitoring
  - Rent/Leas Collection and Monitoring
  - Issue of Trade Licences
  - Maintenance of Complete Accounts

- **Primary sector of ICT4D Project :** Integrated services and Urban Development
- **Secondary sector of ICT4D Project :** Citizen Services
- **Project Coverage Area :** All Municipal Councils in Goa
- **Services contemplated:**
  - Issue of Birth Certificates
  - Issue of Death Certificates
  - House Tax Collection
  - Rent/Leas Collection
  - Issue of Trade Licences
- **Target Group :** Public
- **Project start date** : 2000
- **Number of years Project has been running** : 3 years

Project Implementation

- **Services actually provided**
  - Issue of Birth Certificates
  - Issue of Death Certificates
  - House Tax Collection
  - Rent/Leas Collection
  - Issue of Trade Licences
- **Category of basic Computing implemented in the Project :** N.A.
- **Category of basic Data Communication implemented in the Project**

  Local intranet. All Municipal Councils are also connected with Goanet.
- **Type of software tools utilized**
  - OS Windows 1998 and above/Linux
  - RDBMS DB2/My SQL
  - SW Tools VB/ASP.net/Java
- **Innovation if any deployed in the Project:** N.A.
- **Technology Model :** N.A.
- **Business Model :** N.A.
- **Beneficiaries :** General Public and Municipal Council Officials

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.
- **Findings of the evaluation and impact assessment studies :** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** Can be replicated with minimal customisation
- **Project Documentation available if any** : N.A.
- **Lessons learnt from the Project and Conclusions**

  Data verification was the most difficult task and software development and technology was not a problem.

  Implementation is the crux. All Municipal Councils are inter-connected through Goanet and are now planning to issue Birth and Death Certificates on-line.

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Theme

ICTs for Enhancing Rural Livelihoods

Drishtee dot.com Ltd.

Project Description

- **Organization Details**

  Vision: Connecting India Village by Village.

  Drishtee dot com Ltd, incorporated in October 2000, seeks to mark a paradigmatic shift in the delivery of government services in rural India - by serving villagers directly rather than through distant civil servants. Contractual arrangements with state governments provide the bedrock upon which Drishtee is able to build a network of sustainable franchises. The local entrepreneurs provide additional customized services to the surrounding villages such as ICT training, regional job postings and even matrimonial services, while the entire network is increasingly utilized as an outlet for commercial services such as farm insurance, loan processing and equipment sales.

- **Objective of Project**

  To create and implement a sustainable, scalable platform of entrepreneurship for enabling the development of rural economy and society through the use of Information and Communications Technologies.

- **Scope of Project**

  To replicate the self sustainable model in 590 districts in India

- **Primary sector of ICT4D Project (viz. Health, Education, Employment and Livelihoods, Empowerment, Microfinance)**

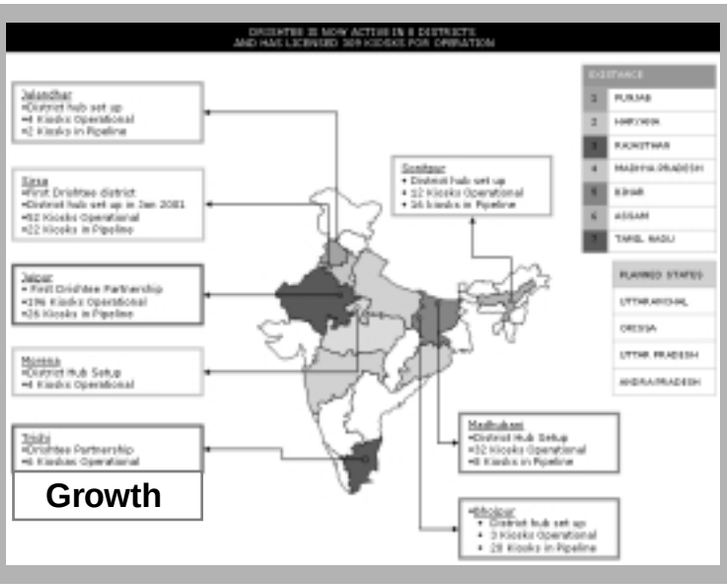
  Improving the socio-economic condition in rural India.

- **Secondary sector of ICT4D Project (sub-classification within Primary sectors)**

  Create employment opportunity, Education, Empowerment, Improve livelihoods.

- **Project Coverage Area**

  Drishtee has been able to initiate pilots in different districts of Haryana, Punjab, MP, Bihar, Rajasthan, Tamilnadu and Assam.



- **Services contemplated**

  The service collection can be broadly classified into 3 heads :

  e-governance services

  These are framed in partnership with the district administration. The aim is to provide rural citizens doorstep access to several services for which they initially used to spend a lot of time and money to travel and get the job done.

  Private services

  These services are conceived by Drishtee itself, with no partner involvement.

  Commercial services

  These are implemented in partnership with Corporate institutions. Drishtee has so far ventured into Rural employment, Computer education, Insurance, Digital photography, Agri-services, e-commerce amongst several others.

- **Target Group**

  About 15% of an average village's population takes advantage of the kiosk services where ever it has been set up and the percentage is likely to increase with expansion. The service of Drishtee cater to all category of rural population.

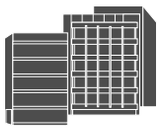
- **Project start date :** Oct, 2000
- **Number of years Project has been running :** 4

Project Implementation

- **Services actually provided**

  Government Online grievance, Learner's Driving License, Stamp vending license, Online Certificate & Application forms, (these are few common services across most locations) Commercial Digital Photography, Life and non-life Insurance, Computer education, e-commerce, Online heart consultation & appointments (Heart Health Solution), Agri- services, Private Online Vegetable market (Drishtee Mandi), Online marketplace (Drishtee Haat), Email service (Drishtee Daak), Online Astrology

- **Category of basic Computing & Data Communication implemented in the Project**



Network management company

District hubs

Village kiosks

Drishtee has three hardware nodes:

Web Server

Web Server acts at the main administrator of the complete system. It Coordinates communication between districts and administers the performance of districts and kiosks. It also acts as national level content provider.

District Server

District server acts as the local content provider, providing data like Auction Center price, etc and acts as a sub-administrator processing the requests of the local kiosks, facilitating communication, monitoring kiosks and administering the district database.

Kiosk

Kiosk has user-friendly application having dialup connectivity through local exchanges on optical fiber or UHF links. The hardware has been procured by the kiosk owner at a total cost.

- **Connectivity**

  The kiosk can either connect to the web server through an ISP or connect directly to the District server as the District server acts as a Remote Access Server. Drishtee has been experimenting with other mediums of connections, such as Optic Fibers initiated for a Jaipur (Rajasthan) kiosk.

- **Type of software tools utilized**

  Drishtee is facilitating access to various services through its state-of-the-art software platform called 'Drishtee Portal', through which villagers are able to access a wide range of online services on Drishtee's intranet without making costly and time-consuming trips to the city where government offices are located.

- **Innovation if any deployed in the Project**

  In this project there is no innovation of technology but the existing technology has been used in an innovative way to address the needs of the under privileged rural mass of India.

- **Technology Model**

  At the back end, application is based on SQL server 2000. Front end supports ASP 3.0 with VB script, Java script, Upload components & ASP Simple upload.

- **Business Model**

  Head office (HO) : Located at NOIDA, controls all operations and acts as the central link to all other nodes.

  Regional office (RO) : Key role of RO is to monitor the operations of the state offices, research, need assessment and market survey, training and development, technical support and government liasioning.

  District office (DO) : Setup in each operational district, it contains a team for operationalization, marketing & technical needs.

  Call centre (Sampark) : A centralized medium of communication, aiming to keep the kiosk owner in direct touch with Head Office.

  Kiosk owner (KO) : Directly serving to a population of around 5000 villagers, a kiosk owner is a local entrepreneur in partnership with Drishtee. He earns by delivering a package of customized services to the villagers.

- **Beneficiaries**

  Kiosk Owner (local village entrepreneur)

  Revenues worth 6K or more in a month through applied entrepreneurship, hard work & faith on the system.

  More variety of services has led to the penetration of the Kiosk offerings to other segments of the Village population More margins mean higher savings (upto 3 K instead of 1.5 K earlier)

  Community

  The Kiosks are fast becoming a vibrant one stop service delivery shop More value for the same service has become possible for eg. Computer course certificates fetch better jobs. On an average a villager saves eight times the money that he spends on the Kiosk. So more earnings for the KO means 8 times more savings for the Villagers. Certified companies in the field of health, insurance and agriculture have realised the depth of the market and have been actively campaigning through Drishtee Kiosks in the villages.

  Strengthening of rural economy, Reversal of 'Rural migration'

  Government

  Transparent functioning, increased efficiency Localized, quick access to rural community

Metrics and Impact: NA

Conclusion

- **Sustainability & Replicability demonstrated by the project**

  The fact that Drishtee has not only been able to face the initial challenge at conceptualization stage, but also expanded with a 'more than expectation' growth rate, stands testimony to the sustainability and replicability strength in-built within the model.

- **Lessons learnt from the Project and Conclusions**

  Following key learnings have surfaced so far:

  - The entrepreneur is the Key
  - True entrepreneurs in the village are not those who can afford to pay or those who come forward initially.
  - Partner the Government but maintain a safe distance.
  - Kiosk Operators can be categorised into segments
  - Clutter of services is worse than a clean sheet
  - Drishtee should focus on core activities of Service Development, Kiosk Selection, Implementation and Core Operations. All other activities like Kiosk Scouting, Government Interactions, Promotions etc… should be outsourced to partners at district and villages.

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ITC eChoupal

Project Description

- **Organization Details**

  ITC Limited (www.itcportal.com) is a 94-year-old Indian company with annual revenues of over US$ 2.6 Billion. It has diverse interests in tobacco, agribusiness, paper, hotels, information technology, lifestyle apparel and packaged foods.

- **Objective of Project**

  "Improving quality of life in rural India" is the mission of ITC eChoupal (www.echoupal.com). By leveraging Information Technology, ITC eChoupal helps increase farm incomes by facilitating empowered access to farm input and output markets to the farmers, small and big alike - to enhance resource productivity, improve produce quality and reduce transaction costs.

- **Scope of Project**

  ITC eChoupal is an integral part of ITC's competitive strategy to create shareholder value in its agribusinesses. The creation of shareholder value is enmeshed with market linkage needs of India's agrarian communities.

- **Primary sector of ICT4D Project :** Empowerment

- **Secondary sector of ICT4D Project :** Livelihoods and Enhanced Quality of Life

- **Project Coverage Area (States)**

  Madhya Pradesh, Uttar Pradesh, Maharashtra, Rajasthan, Andhra Pradesh and Karnataka. As of June 2004, 4100 choupals (internet access points in villages) are covering 24000 villages servicing over 2.5 million farmers. The vision of ITC is to cover 100,000 villages in 15 states servicing 10 million farmers by 2010.

- **Services contemplated**

  ITC eChoupal leverages information technology to (1) deliver real-time information and customised knowledge to improve farmers' decision making ability, and thereby better align farm output to market demands and secure better quality, productivity and improved price discovery (2) aggregate demand in the nature of a virtual producers' cooperative and thereby access higher quality farm inputs and knowledge at lower cost and (3) set up a direct marketing channel virtually linked to the mandi system for the purpose of price discovery, yet eliminating wasteful intermediation and multiple handling.

- **Target Group**: Farmers and Villagers

- **Project start date**: June'2000

Project Implementation

- **Services actually provided**

  All the services contemplated (as given above) are operationalized. Additional community development services are being piloted in areas such as Watershed development, livestock healthcare and economic empowerment of women.

- **Category of basic Computing implemented in the Project**

  The websites are in local language and access is through a shared infrastructure installed at the house of the Sanchalak (a lead farmer from the community).

- **Category of basic Data Communication implemented in the Project**

  The Internet access in majority of the choupals is through a VSAT to ensure reliable and always-on connectivity.

- **Type of software tools utilized**

  The infrastructure is state-of-the-art rugged and reliable for rural operations. The websites are built on Microsoft platforms and designed for local language.

- **Innovation if any deployed in the Project**

  The one-to-one interactive capabilities and real-time multicasting capabilities of Internet technology were utilized to leverage the capabilities of traditional intermediaries and yet at the same time dis-intermediating them from information flow & market signals.

- **Technology Model**

  The ICT infrastructure in the village, an ITC's investment, comprises desktop computer, printer and reliable broadband connectivity device such as a VSAT. To overcome the challenges of irregular power supply, investments have been made in Solar power back up equipment.

- **Business Model**

  Farmers selected from within the community and trained, designated as 'Sanchalaks', manage the ITC e-Choupals, the internet-enabled kiosks. The Sanchalaks help the farmers readily access the different agricultural crop-specific websites that ITC has created in the relevant local languages. Access to this information is absolutely free of cost for any interested farmer. The farmers can order quality agricultural inputs on-line with the help of the Sanchalak. After accessing price information free of cost, farmers are free to decide whether to sell to ITC or go to the Government auction center. Farmers selling directly to ITC through an eChoupal realize at least 2.5% higher price for their crops than they would receive through the Government auction system because of lower transaction costs. At the same time, ITC benefits from net procurement costs that are about 2.5 % lower (saving the commission it would otherwise pay to traders who serve as its buying agents at the Government auction, and transport costs). It also has more direct control over the quality of what it buys. Sanchalak earns a fee on all the purchase and sales transactions done through eChoupal.

- **Beneficiaries**

  ITC eChoupal is a win-win business model for all participants and stakeholders (farmers, villagers, traditional intermediaries, ITC, other participating companies and Government).

Metrics and Impact

- **Impact assessment of the project**

  Farmers selling directly to ITC through an eChoupal realize at least 2.5% higher price for their crops than they would receive through the Government auction system because of lower transaction costs. The farmers also benefit through lower prices for farm inputs and higher yields besides a sense of empowerment. Most farmers using the system estimate their total incremental income at 20%.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator**

  Studies and research have been conducted by the academic institutions such as Harvard Business School, MIT-Sloan Management School, Michigan Business School

- **Findings of the evaluation and impact assessment studies**

  Findings of the studies are available at the respective school websites.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The basic tent of the project has been that a mutually beneficial model would deliver a sustainable value. The farmers primary beneficiaries, Sanchalaks - bridge with the community, participating companies, rural consumers and ITC itself have benefited through a robust interlocking commercial relationship.

- **Replicability, if any demonstrated by the project**

  ITC eChoupal model's replicability derives from the astute blending of the core competencies of ITC, specializations of diverse agencies and the robustness of the conceptual strength of the model tested across different regions, crops and socio-economic conditions.

- **Project Documentation available if any**: Please visit www.itcportal.com for more details on the project.

- **Lessons learnt from the Project and Conclusions**

  Resource flows are the results of entrepreneurial resourcefulness, and competitive enterprises create successful economies. IT, e-commerce and virtual networks have a substantive impact on the resourcefulness of the frontline actors in the farm economy.

  Interestingly, ITC eChoupal has also reversed the traditional sequence of development. The traditional-sequence - social, political and economic empowerment, in that order - has a potential death valley in the form of the community's inability to link with markets and attain economic sustainability. By contrast, economic empowerment happens first in the eChoupal model.

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Kuppam i-community

Project Description

Kuppam Factoids

- Kuppam is105 kms from Bangalore on the Bangalore– Chennai Railway route
- 285,000 people, 62,400 households in five (5) mandals – 627 habitations (231 revenue villages)
- Historically a backward and neglected area, but of late has witnessed many development activities.

- **Organization Details**

  The i-community draws its strength from the e-inclusion mission of HP which aims to provide people access to greater social and economic opportunities by closing the gap between technology empowered and technology excluded communities while focusing on sustainability for the communities and HP.

  The vision for the i-community is to help create a thriving *self-sustaining* economic community where Information and Communication Technology (ICT) solutions are strategically deployed to significantly improve many facets of its citizens' lives.

- **Objectives of the Project**
  - Sustainable IT and communications infrastructure
  - Self-sustaining new job/income opportunities
  - Profitable revenue streams by providing access to new markets
  - Leadership and capacity within the community
  - Self-sustaining and scalable demand models, as well as business models that are replicable

- **Scope of Project**

  The objectives of the i-community will be accomplished by creating an eco-system involving the Government, NGO's, private sector players and the broadest possible active inclusion of relevant community stakeholders.

  The deployment of people, technology and know how in the i-community will help HP realize both brand value and business value for it self while delivering social and economic value to the community.

  - **Primary sector of ICT4D Project:** Employment and Livelihoods
  - **Secondary sector of ICT4D Project:** Empowerment and Health
  - **Project Coverage area:** 285,000 people, 62,000 households in 5 mandals-627 habitations (231 revenue villages)
  - **Domains of Impact**

    To create a holistic impact the i-community focuses on working in the domains that were identified by the various stake holders - education, health, economic development, citizen empowerment and interface with the government.

Project Implementation

- **Key initiatives of the i-community.**
- **Suite of applications on the i-community portal**

  HP has created a citizen centric multi lingual portal which incorporates a web services framework to provide several useful applications. Yojanalu is an application that disseminates information about various government schemes and enables citizens to avail of them efficiently. It provides brief details of the scheme, eligibility criteria, and facilitates on line processing of the applications. As of date more than 2500 applications have been filed using this service. Other solutions on the portal are Employment exchange, Farming Information System and Self Help Group management system.

- **Village Photographer Programme**

  HP has piloted a new mobile photography solution for the rural markets. HP Village Photographers capture small slices of life across homes and communities in Kuppam. Equipped with solar powered portable camera equipment, a team of women village photographers is providing high quality photographic services in inaccessible remote areas. Women have captured about 5000 photographs in the last 9 months and have earned Rs. 1500 per month consistently.

- **ITES Centre at Kuppam**

  As a part of its commitment to create ICT enabled jobs, HP is facilitating the creation of an ITES centre at Kuppam in partnership with Datamation. This centre will be initially managed by the i-community programme team and will eventually be handed over to the community to run it in a sustainable manner.

- **Handicrafts training**

  The handicrafts training to a group of tribal women is a means to build capacity and create new livelihoods which over time would transform into a self-managed, self-sustaining business enterprise. The handicrafts made from this project are on sale in India's leading e-marketplace www.sifymall.com thereby integrating ICT in this initiative.

  The other notable initiatives include a *Telemedicine* programme with **TeleVital** and **PES Medical college** that provides access to health services in remote areas; an *unfacilitated computer kiosk* to expose the community to ICT and to understand usage models; an *internet enabled large size public display screen* to provide access to real time information and demonstrate the use of internet to the common masses; a programme *integrating computers in school learning* for better delivery of education in partnership with **American India Foundation** and **World Links;** *training centre* aimed at building capacity within the community; development of a low *cost computing platform* based on open source technology; a *PC based eye testing* solution; a *voice enabled Literacy testing* solution; Voice over IP based help lines to hospital and police; A solution to provide the rural community with *secure data storage* of important documents;.

- **Solution Delivery Infrastructure**

  The Kuppam HP i-community has deployed Community Information Centres (CIC's) and a Mobile Solutions Centre to provide access to the various i-community services. Internet access to the CICs and other service providers in the community is being provided through the wireless 802.11b technology.

- **Community Information Centres (CIC)**

  To deliver the solutions developed as part of HP i-community initiative and other services to the citizens of

Kuppam, HP in association with World Corps, a Seattle based NGO has set up fourteen CICs equipped with computers and Internet facility in the five mandals of Kuppam constituency. These will be increased to in a phased manner as number of services and demand for these services grow.

- **Mobile Solutions Centre**

  HP has deployed a mobile van equipped with computers, a soil testing laboratory, a literacy testing solution to bring solutions closer to the rural communities. The mobile unit has been servicing the community for the past 7 months and has touched 20,000 people in the remote parts of the community.

  HP will be deploying two more Mobile Solution Centers in the next few weeks in partnership with the PES group. These mobile units will feature mobile clinics and help in reaching quality health-care and tele-medicine to the villagers at their doorstep.

- **Internet Infrastructure using 802.11b WiFi technology**

  HP and the Government of AP have collaborated in developing a state of art communications infrastructure in Kuppam. A 2 mbps Internet backbone has been provided at each of the five mandals and an 802.11b Wireless network deployment is in progress to provide Internet access to most parts of the constituency. Currently over 25 access points in the constituency are networked using wireless technology and have access to the Internet.

- **Partnerships**

  Besides the Government of AP that is the primary partner in the i-community project, HP has forged relationships with a number of private sector players to work together on initiatives in Kuppam. Some of the key private sector partners working with HP in Kuppam are AIF and World Links in the education domain, PES Medical College, Televital, Aravind Eye hospital and Emmaus hospital in the domain of health and telemedicine, Samuha and FRLHT in the domain of economic development and Datamation to build a ITES centre in Kuppam.

Conclusion

The i-community initiative distinguishes itself from several other corporate projects in many ways. First it starts at first principles of understanding the community needs and works to create a holistic impact on all the domains that matter to the community.

The i-community also embraces a systems thinking approach and integrates the various initiatives into a composite programme. For e.g. the training centre, the ITES centre, the employment exchange portal and the placement services are all linked to fulfill the i-community goal of creating enhanced employment opportunities through ICT.

But more importantly within HP the i-community projects represent a new breed of initiatives that fuse HP's global citizenship strategy and its business strategy. The processes, learnings, business models and technology solutions from the i-community will be a basis for future replication in several underserved regions around the world. This implies that each project in the i-community is built for sustainability beyond HP's continued engagement in the community. Most initiatives like the CICs, Village photographer etc have a viable business model that will enable it to be both sustained in Kuppam and scaled in similar communities' world wide.

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Akshaya - Kerala Govt's Hundred Percent ICT Literacy Project

Project Description

- **Organization Details**

  Akshaya is the country's first 100% ICT literacy project executed by the Kerala Govt. has already diffused 100% ICT literacy in the state's most backward and rural district Mallapuram. Executed through a network of privately owned "Akshaya" centers operating in the block level Panchayats; the model apart from upscaling entrepreneurial capabilities also seeks to deploy in the future for the rural citizen; a large number of basic services.

- **Objective of Project**
  - Ensuring broad-based access to ICT amongst rural population and women.
  - Providing basic functional skills (e-literacy)
  - Making available content relevant to the local population in the local language.

- **Scope of Project**

  The project "Akshaya" is being implemented to address the issues on digital divide in the State in an integrated and holistic way. Providing ICT access to all sections of the society-even located in the remotest part of the state, development of minimum skill sets for all people through functional IT literacy training, creation of relevant local content to benefit of all the interest groups are components of the project. The project is an enabler in generating massive economic growth and creation of direct employment opportunities in Kerala.

- **Primary sector of ICT4D Project:** Employment
- **Secondary sector of ICT4D Project:** Education and E-Governance services
- **Project Coverage Area:** Mallapuram District, Kerala
- **Services contemplated**

  Delivery of basic ICT literacy apart from wide range of topics including that of education, career development, Agriculture, Health, Bio-technology, Law and Justice are being proposed to be delivered to the rural citizens of Mallapuram through a network of 620 ICT Centers.

- **Target Group**

  All families of the District are proposed to be covered in the Literacy campaign.

- **Project start date:** 18th June 2003
- **Number of years Project has been running:** First year of operation

Project Implementation

- **Services actually provided**

  There is 1 Centre for every 1000 families; hence within accessible distance over 6,00,000 households have been reached. Cent-percent ICT literacy has been accomplished in the District and now various other citizen services are proposed to offered to the people. Wide ranging educational content is also proposed to be deployed for the benefit of the people.

- **Category of basic Computing implemented in the Project**

  Each Akshaya Centre is a self-sustaining unit with five computers and peripherals. The Centre is being run by the local entrepreneurs who are chosen by the local bodies at the block level.

- **Category of basic Data Communication implemented in the Project**

  At the local Akshaya Centre level; dial-up connectivity exists to enable the entrepreneurs to gain access anywhere; however now the Kerala State IT Mission is providing Wireless WiFi access in the district.

- **Type of software tools utilized**

  Local language software tools in Malayalam language.

- **Innovation if any deployed in the Project**

  The project has established a unique partnership between public-private community apart from fostering an organic relationship between the Akshaya Centre and the user community. The spatial distribution is a key differentiating element in the project. A unique feature of the Akshaya project is that it nurtures the entrepreneur spirit, which is the basic building element of any developing economy.

- **Technology Model**

  Local computing at the Panchayat level Akshaya Centres.

- **Business Model**

  The Akshaya e-Centres have been set up under the sole initiative of selected entrepreneurs, who have come forward from among the local community. The Government has limited its role to that of a facilitator, in sourcing funding, providing training content, providing statutory clearances, implementing a mechanism for remunerating the entrepreneurs for the hired computer time for learning apart from organizing platforms for volume pricing of computer systems and peripherals.

- **Beneficiaries**

  Around 5 lakh persons in Malappuram were trained during six months from June 2003.

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The local entrepreneurs have to drive the sustainability model by rendering a basket of services to the people.

- **Replicability, if any demonstrated by the project**

  Based on the success in the Malapuram district; the Kerala Govt. has decided to extend the project to other districts in the state as well. Many more states are also trying to emulate the example of Kerala Govt. and are toying with an idea of making their populations itself 100% ICT literate.

- **Project Documentation available if any**

  Kerala State IT Mission web-site.

- **Lessons learnt from the Project and Conclusions**

  It is feasible to implement hundred percent ICT literacy if it gets integrated with the overall objectives of other stakeholders as well viz. various sectors of IT Industry, political parties, NGOs, intellectuals and opinion builders.

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Information Village Research Project - IVRP by MSSRF

Project Description

- **Organization Details**

  Since 1998, the Chennai based M.S. Swaminathan Research Foundation (MSSRF) and its Information Village Research Project (IVRP) with Villianur-Pondicherry as hub and 10 villages around it; enjoy internet access. The IVRP funded by the International Development Research Corporation (IDRC) has revolutionized the working of the fishermen and other village folk by providing them location and time-specific information. The villages have been converted into Knowledge Centres which was used to stress the need for converting generic information into location-specific information and for training local women and men for adding value to information.

- **Objective of Project**

  IVRP's experience in bridging the digital divide in rural India has provided powerful tools for alleviating poverty apart from ensuring sustainable, ecological food and nutrition security, key objectives being :

  - Connectivity and content should receive concurrent attention
  - Constraints must be removed on the basis of a malady-remedy analysis; for example wired and wireless technologies could be used where telephone connections are not adequate. Similarly solar power has been harnessed where the regular supply of power is irregular.
  - The information provided should be demand-driven and should be relevant to the day-to-day life and work of rural women and men.
  - The local population should have a sense of ownership of the Knowledge Centre.
  - The Knowledge Centre operates on the principle of social inclusion.
  - The programs have been designed to empower rural families with new knowledge and skills and have been designed on the Antyodaya model; where the empowerment starts with the poorest and most underprivileged women and men.

- **Scope of Project**

  Understanding Agriculture, comprising crop and animal husbandry, fisheries, forestry and agro-processing are the backbone of the livelihood security of rural areas of Pondicherry; where the poor population has no assets at all. Whereas the villages have been wired; the National Virtual Academy offers lab to lab; lab to land; land to lab; land to land linking for the sharing of information. A State level hub has been created which connects with the Uplink Satellite apart from connecting the Block level hub. Therefore two way information sharing becomes possible. Extensive usage of wireless technology enables connectivity. The impact of power failures, including a daily 98-minute power cut is minimized due to 60 per cent of the project work being fuelled by solar power with a back-up provision of 11 hours.

  Localized content has been generated in Tamil. Computer aided instruction has been generated for information on Government aid programs; agri-produce market information; and even a networked system of jon opportunities.

  - **Primary sector of ICT4D Project :** Employment and Livelihoods
  - **Secondary sector of ICT4D Project :** Agriculture
  - **Project Coverage Area :** Pondicherry

- **Services contemplated**
  - Agri-information, weather information apart from converting the information kiosk into a multipurpose community centre to serve:
  - communications hub-providing multiple telephone and communication services to the poor
  - virtual academy and training centre
  - support for rural entrepreneurship
  - banking, financial and insurance services outlet
  - trading outlet
  - social empowerment outfit
  - support services for providing health, education and livelihood and access to entitlements information.
- **Target Group :** Rural population of Pondicherry
- **Project start date :** 1998
- **Number of years Project has been running :** 6

Project Implementation

- **Services actually provided**

  Internet Radio and Educational Institutions based Community Radio. Tele-medicine applications have also been implemented apart from Weather forecasting and network of Social Health and services.

- **Category of basic Computing implemented in the Project**

  Client server architecture with local nodes in respective villages.

- **Category of basic Data Communication implemented in the Project**

  Wireless sets provided by Motorola and VHF uplink from the Villianur hub via VSAT. Voice Over IP has been established. Cellphone are deployed in large numbers in the project site as well. Public addressing system is utilized for broadcasting internet enabled information for the benefit of fishermen and farming communities.

- **Type of software tools utilized**

  Open Source Linux supported with Tamil local language software for running various applications. Educational CDs have been deployed in the project site as well.

- **Innovation if any deployed in the Project**

  Combination of different forms of communications and localized software tools apart from development of Open Knowledge networks.

- **Technology Model**

  Hybrid combination of Linux, Client and server apart from extensive VHF, WIFI and wireless handset based communication network. Localized language content is also utilized for the project.

- **Business Model**

  The programs have been designed to empower rural families with new knowledge and skills and have been designed on the Antyodaya model. Every kiosk operator and every village member is encouraged to become an entrepreneur and identify new opportunities.

- **Beneficiaries:** More than 10 villages from Pondicherry.

Metrics and Impact

- **Impact assessment of the project**

  The project has created lot of impact amongst number of beneficiaries such as the rural population, teachers, LIC Agents, share cropping and weather information amongst large strata of the Pondicherry's rural population.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.

- **Findings of the evaluation and impact assessment studies**

  Setting of Knowledge Centres is a major initiative of the MSSRF and is the culmination of a large number of project evaluations and impact assessment.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.

- **Replicability, if any demonstrated by the project**

  The project is proposed to be replicated in thousands of villages through National Alliance MSSRF is striving to build.

- **Project Documentation available if any :** www.mssrf.org

- **Lessons learnt from the Project and Conclusions**

  The project has been able to assist in the articulation of concepts, opportunities and operational strategies which have helped the “unreached” reach their potential apart from skill and technological empowerment apart from having an interdisciplinary approach.

Swayam Krishi Sangam (SKS), Andhra Pradesh

Project Description

- **Organization Details**

  Swayam Krishi Sangam's mission is to empower the poorest of the poor to become self-reliant. They do this through a community-owned grameen (village) banking program that provides poor women loans for both income-generating activities as well as for emergencies.

- **Objective and Scope of Project**

  Automating microfinance, ensuring faster & cheaper access to financial services with 100% accuracy and being fraud proof. This can be done by eliminating the need to maintain manual collection sheets and passbooks, reducing the time of (center) meetings and thereby increasing the efficiency of field staff in their meetings do this.

  - **Primary sector of ICT4D Project :** Microfinance sector
  - **Project Coverage Area :** Medak district in Andhra Pradesh
  - **Services contemplated :** Financial services
  - **Target Group:** Customers (Members) and Field Staff. Customers are women below poverty live.
  - **Project start date:** October 2000
  - **Number of years Project has been running:** 2 years

Project Implementation

- **Services actually provided:** Financial Services
- **Category of basic Computing implemented in the Project**

  Basic financial transactions (Loans & Savings) of the group of women
- **Category of basic Data Communication implemented in the Project**

  Basic financial transactions (Loans & Savings) of the group of women
- **Type of software tools utilized**

  Code-warrior, Visual Basic, MS-Access
- **Innovation if any deployed in the Project:** Smart Cards and Palm Pilots
- **Technology Model:** Mobile data capturing
- **Business Model:** Microfinance through Grameen methodology
- **Beneficiaries:** Rural people who are below poverty level.

Metrics and Impact

- **Impact assessment of the project**
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator:** SKS
- **Findings of the evaluation and impact assessment studies**

  a. Time savings leading to increased productivity and lower costs:

  b. Reduction in the scope for error and fraud:

  c. A single electronic data entry point would allow staff to upload information much faster, enabling management to have information more quickly, thus strengthening management's ability to monitor operations and respond to problems.

  d. The smart card system will enable MFIs to meet the diverse needs of the poor with more flexible financial services.

Conclusion

The project was successfully implemented. It proved that the 'state of art' technology could be mastered and used by rural youth with educational attainment from Middle school to Intermediate level. However an important conclusion reached was that the use of smart card for only two loan products and the savings products would not be cost effective in the long term. SKS is revisiting the SmartCard project by bundling its loans & Savings products with products of ICICI bank & SIDBI in its current internet Kiosk project, which is aimed at bringing a slew of Banking & Insurance products & services to the undeserved rural poor.

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TARAhaat

Project Description

TARAhaat Information and Marketing Services Ltd. (TARAhaat), is India's premier social entrepreneur employing Information and Communication Technologies (ICT) to deliver a broad spectrum of services and products designed for rural and peri-urban citizens. While many millions of dollars are being spent world wide in talking about the digital divide, TARAhaat has created a bridge to cross the digital divide and deliver solutions needed by people right at their doorstep in their local language through a business that is sustainable and scalable.

Set up by Development Alternatives in 2000 after a careful design exercise involving industry leaders, technology experts and village communities, TARAhaat delivers its services through a network of franchised community and business centers owned by individual entrepreneurs. These village knowledge centers are equipped with computers and Internet connections, enabling them to deliver services that meet local community needs.

Recognising that long-term programmes for Sustainable Development must be financially viable and geographically scaleable, DA has incorporated TARAhaat as a commercial entity.

Project Implementation

- **Portfolio of Services**

The intended deliverables of TARAhaat cover the entire range of products and services that IT can enable for use by communities, local businesses and individuals. In keeping with the DA Group's primary mission to create sustainable livelihoods, TARAhaat's centers already offer comprehensive skill-building programs ranging from basic IT literacy to vocational training**.** They include spoken English, accounting know-how, hardware assembly and selling skills. Examples of other products include information on rural job opportunities, e-governance and health, career counselling for the youth, library services, local language e-mail and desktop publishing facilities. The services are delivered through a combination of web-based resources (primarily through the Portal www.tarahaat.com), off-line ICT and face-to-face interaction.

Understanding the need to provide a safe and meaningful platform for peer-to-peer interaction especially unemployed youth and women, TARAhaat runs a community program called TARAgroups. An example of one such group is TARAmeljol (means 'bonding' in Hindi) that is specifically designed for young women. This program aims to empower women through a participatory process enabling them to set up their own mutual support network.

The information services of TARAhaat are highly visual, graphic-oriented and rich in local language content. All services are provided at affordable prices to maximize the clientele and ensure long-term sustainability of the TARAkendras.

The next generation of services will focus on enterprise development programmes, enterprise packages, web based business support services and vocational training programmes designed specifically for women to support home enterprises.

Kendra Infrastructure: All kendras are equipped with PIII or later generation computers, a deskjet printer, scanner and a web camera. The software installed includes Windows, MS Office and Norton Anti Virus. Internet access is available in 28 of the 34 centers with a combination of dial-up and VSAT facilities.

- **The Business Model**

  India's most urgent need is to create opportunities for small, local enterprises that can make and deliver goods and services for the local market. A network of independently owned franchised TARAkendras is the cornerstone of TARAhaat's business model. The design of the Franchisee model aims to create a large group of entrepreneurs who in turn would create local employment and satisfy local market demand. It also ensures that the bulk of the profits generated within a community stay in that community.

  TARAhaat's unique franchise model has been developed after an extensive study of the Franchise industry worldwide. Key success factors identified have been adapted to Indian conditions and experiences. Unlike any other franchise fee model, TARAhaat minimises the front-end cash burden on the franchisee, reducing the need to raise working capital. The annual fee and deposit payments start at a low level and increase modestly each year, thereby allowing the franchise to pay the fees out of increasing earnings. TARAhaat believes that this approach allows talented individuals to open a TARAkendra even if their access to financial resources is limited.

  TARAhaat underpins the network by creating customized services, developing strategic partnerships at the national and regional level and creating market linkages. It provides ongoing entrepreneurial training, IT systems, marketing and operations support, crucial to anchoring the franchise network. Within the current portfolio of products, the educational and vocational training programmes are sufficient to ensure the viability of individual TARAkendras. As new products, services and systems are introduced; the local entrepreneurs will enjoy an even more robust stream of revenues.

  Network Expansion: TARAhaat now has the capacity to add 10 or more centers per month. This is expected to rise to 30 new centers per month by the end of 2004. As a matter of corporate policy and effective long-term strategy, expansion of the TARAkendra franchise network will rely, where possible, on partnerships with local civil society organizations (NGOs, voluntary agencies, cooperatives, etc) which have built up strong relationships and mutual trust with local communities through a long record of serving their real needs.

Metrics and Impact

Across geographies, each center serves an average population of 20,000 35,000, the smallest being in a community of 4,000 and the largest in a town of 150,000. The larger centers operate as hubs for neighboring habitations. Future expansion will focus on the smaller centers, where necessary using mobile facilities. Over three years, TARAhaat has directly served 10,000 people through its Kendras.

Conclusion

TARAhaat's model has now reached a level of refinement, maturity and success to offer the possibility of delivering these products and services cost-effectively and on a large scale throughout the country. The commercial viability and sustainability of TARAhaat's business model stands proven. The key drivers of TARAhaat's business success are:

1. Content, application and services designed in response to local needs and demand
2. Franchised delivery system -- a nationwide network of locally owned and financed TARAkendras, based within the community
3. Multiple revenue streams to ensure profitability at the TARAkendra and corporate levels, and in particular to enable them to provide, where necessary on a cross-subsidised basis, social products that would otherwise be non-profitable

   Economies of scale, achieved through a large scale deployment of services

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Gramdoot

Project Description

The Gramdoot project covers the entire District of Jaipur in Rajasthan and provides Broad Band Services to 400+ Gram Panchayats. The entire district is traversed by a 3000 km. long fibre network strung on electric poles and terminated at each of the 400+ Gram Panchayats in a kiosk. The kiosk is equipped with a computer,printer,scanner,webcamera, UPS and optical node. All the kiosks are connected initially on a 100Mps LAN and upgradeable by changing the Ethernet switch. Two fibres of the cable are used for LAN and one for CATV services. Each kiosk is managed by a computer literate local villager

- **Organization Details**

  For each kiosk there is a Gramdoot and dozen or so G.D.s are controlled by a GDM (Gramdoot Manager). These GDMs report to a Vice-president incharge of operations and stationed at the Network Operating Centre (NOC). The VP reports to MD stationed at the Co. H.Qtrs.

- **Objective of Project**

  The objective of the project is to make available to rural India affordable ICT services available in metros.

- **Scope of Project**

  The scope of the project is to bridge the digital divide between Rural India and rest of the world by providing e-governance and rural convergence

- **Primary sector of ICT4D Project**

  Education and Employment generation as well as develop entrepreneur skills specially in the village folk.

- **Secondary sector of ICT4D Project**

  E-governance, e-services rural convergence which includes Internet, VOIP web conferencing and CATV.

- **Project Coverage Area :** Entire Jaipur District covering 400+ gram panchayats.
- **Services contemplated :** Services provided are e-governance, e-services and rural convergence.
- **Target Group :** Rural and semi-urban population.
- **Project start date :** January 2002
- **Number of years Project has been running :** For about two years.

Project Implementation

- **Services actually provided**

  All the possible services under the three headings mentioned above have been provided

  e-Governance - all application forms online, land records, complaint registration, certificates etc.

  e-Services - mandi bhav, gram daak, agriculture info.,photo studio, janam patri, computer games etc.

  Rural Convergence - Internet access, web conferencing, computer education CATV ,VOIP and IP services.

- **Category of basic Computing implemented in the Project**

  Client Server architecture

- **Category of basic Data Communication implemented in the Project**

  Fibre Optic Network.

- **Type of software tools utilized**

  Special customized software has been developed for the project.

- **Innovation if any deployed in the Project**

  The project is a revolutionary concept in that it seeks to provide Broad Band services to the villages at affordable costs. Fully available in the metro towns in India.

- **Technology Model :** N.A

- **Business Model**

  The project can be viable if CATV services are provided extensively and Govt. support for e-governance services

Metrics and Impact

- **Impact assessment of the project**

  The kiosk in the village in some places has become the hub of activities. But to have greater impact it is important to have back end computerization.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator**

  Institute of Social Sciences is carrying out an evaluation currently.

- **Findings of the evaluation and impact assessment studies**

  The evaluation findings have not yet been published.

Conclusion

- **Sustainability, if any demonstrated by the project**

  Sustainability has not yet been demonstrated by the entire project except in a dozen or so kiosks.

- **Replicability, if any demonstrated by the project**

  Replicability has been demonstrated. Such a network has been installed in another district of the State viz., Rajsamand.

- **Project Documentation available if any**

  www.akshoptifibre.com

- **Lessons learnt from the Project and Conclusions**

  Even in India it is possible to provide with indigenous technology state of art multi media services at fraction of costs as compared to the Western Technologies.

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Theme

ICTs for Transforming Rural Governance

RASI (Rural Access to Services through the Internet) earlier called SARI and n-Logue Communications

Project Description

- **Organization Details**

  SARI is a program of IIT Chennai, Georgia Tech, Harvard University, and the IGYAN Trust. n-Logue Communications is the implementing partner, the network service provider, and a nationally licensed ISP. DHAN Foundation, a community-based NGO partner, has housed some of the connections in Madurai. ICICI has provided core financial support to the SARI project along with n-Logue Communications Pvt. Ltd.

- **Objective of Project**

  The intention of the SARI Project is to demonstrate that rural internet can be economically self-sustainable and can lead to social and economic development. The project has been designed around the following guidelines:

  - **Use a shared platform** to deliver a variety of high quality services, allowing Internet access to be financially self-sustaining or profitable while reaching the rural poor.
  - **Help markets to work** by networking regions densely and creating a local network effect.
  - **Create and develop new access devices and applications** to appropriately serve user needs and account for environmental conditions.
  - **Undertake rigorous, non-anecdotal research** on SARI's effects and the existence of rural information and communications markets.
  - **Offer access to schools and health clinics** at low or no cost, and help them learn to use it effectively.
  - **Remember that training and marketing are as important as technology** and should be considered in every endeavor.
  - **Value local champions and entrepreneurs** and encourage their leadership; cooperate with residents and existing organizations.
  - **Do not exacerbate existing divides** or power inequities.

- **Scope of Project**

  The project has deployed more than 100 internet connections, including kiosks containing network connections, computer systems, and a range of software applications, in and around the villages of Madurai District, Tamil Nadu. Local entrepreneurs, DHAN Foundation a community-based NGO, local schools, and other public sector facilities house the computer facilities.

- **Primary sector of ICT4D Project (viz. Health, Education, Employment and Livelihoods, Empowerment, Microfinance)**

  This project intends to show that the ICT4D objectives could be met using an entrepreneurship model such that village kiosks could be financially viable while delivering services in Health, Education, Employment and Livelihoods, Empowerment, Microfinance.

- **Secondary sector of ICT4D Project (sub-classification within Primary sectors)**

  Presently the project is looking at providing financial (rural ATM's), weather prediction, soil analysis, drought prediction, distance learning, establishing micro-enterprises, robotics and computer programming skills, in the long term.

- **Project Coverage Area**

  The villages in and around, the Melur town in Madurai District of Tamil Nadu, have presently been covered.

- **Services contemplated**

  The following are some of the services that have been offered in the project:

A	Min-Arasu (e-Government services)
1	Birth Certificate.
2	Death Certificate.
3	OAP Application.
4	BDO Welfare Schemes
5	Guideline Valuation
6	Encumbrance
7	Water Complaints
8	Download applications
9	Send online petitions
B	**Health Services**
10	Online Appointment with Eye Doctor
11	Eye Camp Information and Registration
C	**Agricultural services**
12	Agricultural Advice from University through Live Conference; Email
13	Market prices
14	Soil Testing
D	**Veterinary services**
15	Online Registration for Vet Trg Programs
16	Advice from Veterinary doctor
E	**Communication services**
17	Email
18	Voicemail
19	Photo mail
20	Video mail

21	Inter village postal service
22	VOIP Services
23	Chat services
24	Net Meeting and Video Conferencing
25	Typing and DTP in LL
F	**e-Business**
26	Classifieds
G	**Entertainment**
27	Lottery Results Online
28	Astrology
29	Games
H	**Value Web Services**
30	Check LIC policy status online
31	Rail Ticket Information
32	Web Links
33	Browsing
34	Matrimonials
I	**Travel Services**
35	Travel Booking for Train
36	Travel Booking for Buses
J	**Education**
37	Model Question Papers
38	Examination results
39	Webulagam Career Advice
40	Webulagam College Information
41	Education CDs
42	Literacy Program Tamil
K	**Jobs**
43	Job Postings
44	Resume Posting
L	**Health Services**
45	Online Consultancy with Doctors through Chatting and E.mail

- **Target Group**

  There were no specific target groups. The services were meant for the entire village.

- **Project start date :** February, 2001

- **Number of years Project has been running**

  The project is ongoing making it more than 3 years old at present.

Project Implementation

- **Services actually provided**

  All the services mentioned above were actually provided at various times.

- **Category of basic Computing implemented in the Project**

- **Category of basic Data Communication implemented in the Project**

- **Type of software tools utilized**

  The main software deployed was the Chennai Kavigal "Shakthi" suite of applications. This application was a local language (Tamil) equivalent of the Microsoft Office suite. This was developed indigenously

- **Innovation if any deployed in the Project**

- **Technology Model**

  The connectivity technology made use of the indigenously developed corDECT wireless in Local Loop developed by the TeNeT group of IIT madras and Midas Communications Private Ltd.

- **Business Model**

  The business model was unique. It had n-Logue Communications tie up with a LOCAL ENTREPRENEUR (LSP) to set up an access center in a town such as Melur. Subsequently n-Logue would help the LSP run the access center and assist in selling connections and establishing village kiosks. The connected subscribers would pay the LSP for Internet connectivity. N-Logue and the LSP would share in the revenues after expenses were deducted.

- **Beneficiaries**

  The benefit of providing connectivity is for the villagers where kiosks are established and for other subscribers.

Metrics and Impact

- **Impact assessment of the project**

  Several studies were undertaken by the SARI team and by independent outsiders.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator**

  a) Kennedy School of Government, Harvard University: A fairly comprehensive baseline survey done during June September 2001.

  b) Rajendra Kumar is an IAS officer on sabbatical studying at MIT, USA. He concentrated his research on both the e-government services and doing a users survey. .

  c) Kiosk Awareness : This survey was conducted very quickly by the SARI team, interviewing about 50 people in around 7 villages of Melur in September 2002: 66% of respondents knew of the existence of the kiosk. About 22% said that they had used the kiosk. 30% of the respondents said that the operator had visited their house. The main service requested by the respondents was to have telephone.

  d) Anik Haseloff was from the Department of Communications, University of Augsburg, Germany. He was researching public network access points in developing countries. He visited SARI project, in Melur around February, 2004. .

  f) Jonathan Ezer was working towards a Masters degree at the London School of Economics. He was studying IT education in India, as part of the research for his Masters thesis. In the thesis he argued that Indian students are taught to see IT primarily as a tool for their own personal development, secondly for Indian ascension, and thirdly as a tool to help the poor.

- **Findings of the evaluation and impact assessment studies(see above)**

Conclusion

- **Sustainability, if any demonstrated by the project**

  It was possible to understand the key revenue streams of the kiosks and take this knowledge to other kiosks to build a sustainable model.

- **Replicability, if any demonstrated by the project**

  The knowledge gained from this pilot have enabled n-Logue to set up nearly 30 other access centers establish over 1500 connections (including nearly 500 village kiosks) in 5 different states.

- **Project Documentation available if any**

  A Government Order passed pertaining to the success of the project and increasing the scope of the project. In addition a number of academic and scholarly papers have been published.

- **Lessons learnt from the Project and Conclusions**

  The lessons learnt from the Melur pilot are listed and briefly explained below.

  a) Education/Services: Income generated from computer education and computer literacy courses were consistently higher than all other revenues in all kiosks. This meant the parents were willing to invest money into children learning about computers.

b) Technical side: Field realities have encouraged the design of the Fixed Remote Station and new circuitry for the Uninterruptible Power Supply.

c) Importance of village kiosk: n-Logue in all new projects promotes village kiosks first and then looks for other types of customers. The kiosks it was realized had a very wide impact on the communities and would in turn encourage others to take up Internet connections.

d) Training of operators and LSP personnel: We realized the need to have Customer Support on both technical and non-technical side.

e) Bank loans: Entrepreneurs from rural areas need at this point of time to put up roughly Rs. 10,000/- to start a village kiosk.

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Gyandoot

Project Description

- **Organization Details**

  Gyandoot is a low-cost, self-sustainable and community-owned rural intranet project in the backward, tribal district Dhar of Madhyr Pradesh. Computers in 20 village centres, in five blocks of the district were wired through an intranet network. Local rural youth were the *Soochaks* (entrepreneurs) who run the cyber cafes-cum-cyber offices on commercial lines, apart Computer Networks called *Soochanalayas* (information kiosks) being established in Gram Panchayats throughout the district. This intranet system named Gyandoot or the Messenger of Information was installed within a span of two months and made operational. The project has demonstrated a new model for more effective, accessible, prompt and transparent governance, which benefits not only the citizens but also the government by making the citizen an equal partner in the process of governance.

- **Objective of Project**

  To establish a community-owned, innovative and sustainable source of information technology and cater to the social, economical and developmental needs of the villagers through an innovative G2C (government-to-citizen) model and consequently break down the digital divide. The long-term objective of the project has been to use innovative e-governance, e-commerce and education techniques as tool for social change and development by means of wired village networks in the district.

- **Scope of Project**

  Through its unique people-centric approach, i.e., government-to-citizen model, the project has reached out to thousands of villagers across 3II Gram Panchayats and over 600 villages, affecting a population of around five lakh. Every second Gyandoot user is from a below poverty line-family; every sixth user is a woman; and every seventh user is an illiterate person (Rajora, 2002a).

- **Primary sector of ICT4D Project :** Employment and Livelihoods
- **Secondary sector of ICT4D Project :** Government-to-Citizen services. .
- **Project Coverage Area**

  311 Gram Panchayats and over 600 villages have been covered by 20 Soochanalayas (information kiosks).

- **Services contemplated**

  Economic services, Social services, Gov*ernance-related services and various other services.*

- **Target Group :** Tribal and Rural people from Dhar District of MP.
- **Project start date :** January 1, 2000
- **Number of years Project has been running** : Four years

Project Implementation

- **Services actually provided**

  Economic services: Agriculture-produce auction centre rates (Mandi Bhav), access to copies of land records (Bhu A bhilekh) , employment news (Rozgardoot), business facilities (Nirmiti Kendra, Roopayan and Charm Vikas Pan sar) , rural e-mail facility (Gram Daak), rural innovators (Avishkarak).

  Social services: Free e-mail facilities on social issues (Sama] Seva), e-education (Shiksha Gyandoot and Cyanmitra), access to village auction sites and on-line matrimonial sites (Gram Haat and Vaivahiki), net supported health services (Swasthya Seva).

  Governance-related services: On-line public grievance redressal (Samasyain), information regarding government programmes and schemes (Suvidha), access to application forms (Avedan Patra), Below Poverty Line list, transparency in government functioning (Padarshita).

  Others: Village newspaper (Gaon ka Khahar) , online registration services, an interactive question and answer service (Sawaliram se puchjye), information on using the server space, information on setting up cyber cafes, advertisement opportunities, local weather report (Meghdoot), emergency services (Teevra Doot), e-newspaper (e-samachar).

- **Category of basic Computing implemented in the Project**

  Local Intranet of minimal, low cost locally assembled computers has been installed.

- **Category of basic Data Communication implemented in the Project**

  Currently the kiosk operator runs two connections at a time e.g. STD PCO for voice communications and Internet/Intranet for data communications; however the low cosgt TDMA cost Wirelss in Local Loop (WLL) connectivity that will facilitate simultaneous telephone and 3 *5/70* KBPS internet connections to users at a per-line access cost of about Rs. 13,00017,000 (in thinly populated rural areas) is proposed. The WLL arrangement would enable low-cost internet infrastructure and thus connect every village of Dhar district (wireless connectivity using CorDECT). The entire initiative will be divided into 34 access centres, ensuring coverage of the entire district. Each access centre will have two phases. Phase- I will cover all areas within a 10 km line of sight (LoS) radius from the access centre and Phase- II would cover all areas within a *253* 0 km radius from the access centre.

- **Type of software tools utilized**

  Localized content in Hindi catering for *Economic services, Social services, Governance and other social service*

- **Innovation if any deployed in the Project**

  First ever locally operated Intranet for rural citizen services delivered to the people through self-owned kiosks was a major innovation.

- **Technology Model**

  Gyandoot Samiti, a registered society to support the project, has developed software to run the intranet and its associated services. They offer a software, named 'Gyandoot Software', a simple and menu-driven software, requiring minimum data entry at the client end. The software, which is in Hindi, has an elaborate administration mechanism to monitor node activities and maintain quality of services offered to the end-users.

- **Business Model**

  A Soochak manages the Soochanalaya on commercial lines and is the owner of the establishment with an initial one-year agreement with the village committee. A Soochak does not receive any fixed remuneration and bears maintenance costs, electricity and telephone bills apart from paying 10 per cent of income as commission to the Zilla Panchayat for maintaining the intranet and pays

- **Beneficiaries**

  Rural and tribal people of Dhar District.

Metrics and Impact

- **Impact assessment of the project**
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator**

  In mid-2001, a study was conducted by a combined team from Eklavya, an NGO, and the Indian Institute of Forest Management, in collaboration with the Overseas Development Institute Livelihoods Option Study.

- **Findings of the evaluation and impact assessment studies**

  Overall awareness level of the Gyandoot user-villages was found to be more than 50 per cent. The most frequently used services consisted of the ones used to obtain government records or certificates of various kinds, to make complaints about the quality of governance and to obtain market-related information. About 80 per cent user-respondents were satisfied with the services and the amount charged for the services was also seen to be reasonable. The administration was of the view that the mere awareness of the fact that complaints could be made through Gyandoot, has had a positive impact towards improving their performance. The study suggested that the issue of economic sustainability needs to be assessed from the point of view of kiosk owners.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The evaluation study also suggested that the issue of economic sustainability needs to be assessed from the point of view of kiosk owners. However as more and more Government services are offered by the kiosks; some of them are reaching a sustainability level.

- **Replicability, if any demonstrated by the project**

  Future plans of the Gyandoot network, centre on extending its connectivity area to other districts in Madhya Pradesh and introducing user-specific services. These include providing commodity! *mandi* marketing information systems, issuing income, caste and domicile certification, introducing e-mail facilities in Hindi and evolution of specific e-education modules for school children.

- **Project Documentation available if any :** http://gyandoot.nic.in/
- **Lessons learnt from the Project and Conclusions:** The success of Gyandoot is largely attributable to. its participatory approach, relevance to rural user-communities and financial sustainabiliry. It has been instrumental in empowering the underprivileged, economically and socially disadvantaged groups as well as rural youth.

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Community Information Centres (CIC) Project, NIC

Project Description

- **Organization Details**

  The project has been implemented jointly by Department of Information Technology (DIT), Ministry of Communications and Information Technology, the National Informatics Centre (NIC) and the State Governments of the eight North-Eastern states of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.

- **Objective of the project**

  The main objective of the project is to bridge the digital divide between mainstream India and the traditionally backward North-Eastern states through ICT.

- **Scope of the project**

  Under the project 487 blocks of the North-Eastern states have been equipped with state-of-the-art computer communications equipment including a LAN of one server, five clients, peripherals and a VSAT for Internet connectivity.

- **Primary Sector of ICT4D**

  The project covers all the mentioned sectors under the umbrella of E-Governance.

- **Secondary Sector of ICT4D Project**

- **Project Coverage Area**

  Blocks of the eight North Eastern states of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura.

- **Services contemplated**

  Internet access, E-mail, Training on fundamentals of computers, Citizen centric or G2C services.

- **Target Group**

  Local population including students, professionals and the rural poor.

- **Project start date:** 17 August, 2002

- **Number of years project has been running:** About two years.

Project Implementation

- **Services actually provided**

  Internet access, E-mail, Training on fundamentals of computers and several citizen centric services like issue of certificates for birth, death registration, monitoring of rural schemes of government, Hospital appointment booking etc.

- **Category of basic Computing implemented in the Project**

  Delivery of Internet services and Training.

- **Category of basic Data Communication implemented in the Project**

  Satellite based connectivity with individual VSAT at each CIC.

- **Type of Software tools utilized**

  Different tools for Office Automation, Automation of Government in Windows platform.

- **Innovation if any deployed in the Project**

  A sophisticated software tool for fast website development has been used to prepare Block Community Portals or individual websites for each of the 487 CICs providing information regarding local resources, local demographic parameters, etc. and enabling a platform for the interaction of the State, District, Block administration and the CIC staff with the local citizen.

  Video Conferences are held weekly for NIC staff at Hqrs. and in the States and the vendors to monitor the health of the project and troubleshoot.

  Indira Gandhi National Open University (IGNOU) and DOEACC courses are conducted at the CICs on computer basics. NIC conducts on-line examinations for the Course in Computer Concepts of DOEACC using its Computer Assisted Paperless Examination system (CAPES) technology. Students do not have to travel long distances to appear in the exams as they need only visit the nearest CIC. DOEACC benefits by avoiding complex paperwork and assessment time is drastically shortened.

- **Technology Model**

  ICT enabled nodes/centers with WAN connectivity.

- **Business Model**

  Currently non-profit service. After 5 years to be handed over to State governments who will evolve a sustainable business model.

- **Beneficiaries**

  The local populace in general and the rural poor in particular.

Metrics and Impact

- **Impact assessment of the Project**

  As a result of the multifarious information disseminated over the Internet which the local community has taken advantage of many sections of society in the area have benefited. Farmers have access to agricultural information including market information, students to study material as well as information regarding educational opportunities. Availability of job related information has helped local youth to find employment. Students trained at the CICs have better employment opportunities. The poorer section has access to information on the implementation of various government schemes etc. All sections of society enjoy the convenience of government to citizen services at their doorstep. All this has led to socio-economic uplift of the region.

- **Independent evaluations or impact assessment studies carried out and name of the Project evaluator**

  National Council of Applied Economic Research NCAER) has done an evaluation and need assessment study of the CIC project.

- **Findings of the evaluation and impact assessment studies**

  NCAER concluded that the project has had a salutary impact on socio-economic growth of the region. They also opine that the Project needs wider and more effective publicity.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The Project has been set up to use ICT for the benefit of citizens in remote and underdeveloped areas of the country providing services they can take advantage of. For five years it will be funded by the government after which a sustainable model may be evolved.

- **Replicability, if any demonstrated by the project**

  In view of the success of the CIC project in the North East, CICs are now being set up in Jammu and Kashmir. A smaller configuration of the model has already been implemented in Orissa under the name of Gramsat. The project is likely to be replicated in other states also.

- **Project documentation available if any**

  A brochure is available and is being attached.

- **Lessons learnt from the Project and Conclusion**

  It is felt that any project of this nature should have a well thought out exhaustive promotion plan. It has been concluded that such a project has huge potential, especially in less developed regions of the country and contributes and will continue to contribute a great deal to the socio-economic development of such areas.

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Bhoomi, Karnataka

Project Description

- **Organization Details**

  Bhoomi is a centrally sponsored scheme, implemented by the Government of Karnataka through the Revenue Department in all the 177 talukas of the state. The online updation of land records is performed through a Kannada interface software, appropriately named Bhoomi (land) which is user-friendly. The technology completely designed in-house by the National Informatics Centre (NIC).

- **Objective of the project**
  - To facilitate preparation of an annual set of records in mechanised processes such as collection of land revenue, updating of cropping pattern, etc.
  - To facilitate a variety of standard and ad hoc queries on land data.
  - Allow farmers easy access to their records through various kiosks and booths and through the web.
  - To provide farmers an easy mechanism to lodge request for updation of land records.
  - To facilitate usage of this database by courts, banks and various other government

    Agencies.

- **Scope of the project**

  So far the land records of 167 taluks of 177 taluks in the State have been computerized. Bhoomi provides for printing of land records as and when required. It incorporates the process of online updation to ensure that the RTCs provided to the farmers are in sync with the time. When a change of ownership takes place through sale or inheritance, farmers can file for a mutation of the land record at the Bhoomi centre. All the mutations to the land records database are made directly on the computer so as to ensure that data on computer remain current. The Government of Karnataka has passed a rule that as and when the land records scheme is operationalised in a taluka, manually written land records or RTC will become null and void.

- **Record kiosks**

  Land record kiosks have been set up in every taluka office in Karnataka. Landowners are able to obtain copies of their land records by paying a small fee. The Government of Karnataka also plans to allow the high court and other district and taluka courts to use this database in their judicial and administrative work. In future, it also intends to permit private internet service providers (ISPs) to use this database as their value addition content and charge them a user-fee.

- **Primary Sector of ICT4D**

  e-Governance. Secondary Sector of ICT4D Project : Agriculture records and Citizen services.

- **Project Coverage Area** Karnataka State.

  Phase 1end-March 2001
  - Captured about 5 million RTC data of 50 sub-districts on digital media.
  - Operationalize the scheme in these 50 sub-districts.
  - Trained about 8,000 revenue staff up to village accountant level on data entry operation.

Phase 2-end-March 2002

- Captured data on 15 million RTCs of remaining 127 sub-districts in digital form.
- Operationalised the scheme in remaining 126+1 sub-districts.
- One of the kiosks is being used for additional cross-selling initiatives.
  Scheme decentralised to five sub-taluka (sub-sub districts) on experimental basis.

Phase 3-April 2002-March 2003

- Interlinking of sub-district level systems to district data centres and to web-enable this data.
- To use these data centres for disaster recovery.
- To manage the sub-district servers centrally from the district centres.
- To provide connectivity to banks and courts.
- To decentralize the scheme to about 100 sub-sub districts with private participation.
- To broadband the Bhoomi kiosks and use these for various cross-selling initiatives like provision of weather details, details of beneficiaries of government schemes, etc.

Phase 4-March 2003 onwards

- Interlinking of district-level data banks to the state-level data warehouse.
- To provide geographical information system (GIS) and other management information system (MIS) data using multidimensional RTC hyper cubes.
- To carry pilot projects on online mutation facility up to village-level.

- **Services contemplated**

  Delivery of land records including Khetwar Patrika, Records of Rights, Tenacy and Crop Inspection Register (RTC, Form-16), Khata Register (form-24), Khirdi (Form-25), Mutation Register (Form-12), Disputed Cases Register (Form-8).

- **Target Group**

  Bhoomi covers more than 20 million land records and more than 6.7 million landowners in the Karnataka state.

- **Project start date:** 6 February 2001
- **Number of years project has been running:** About three years.

Project Implementation

- **Services actually provided :** Land Records and Mutations.
- **Category of basic Computing implemented in the Project :** Local Taluka Level Client Server Architecture.
- **Category of basic Data Communication implemented in the Project**

  Dial up connectivity at this stage. However Satellite based connectivity with individual VSAT at each Kiosk has been proposed.
- **Type of Software tools utilized :** Local Language Kannada software.
- **Innovation if any deployed in the Project**

  Land record management has always been a weak area in state administration. The centrally sponsored scheme of computerization of land records is a significant step to strengthen land record management at the national level. Karnataka's Bhoomi represents an innovative approach in this direction by providing transparency as well as easy and quick access to land records, with an added advantage of security and reliability to the farmers. The Computerized Land Record System has succeeded in including all taluka-level revenue officials in the e-governance efforts of the Karnataka government.
- **Technology Model :** ICT enabled nodes/centers with local connectivity.
- **Business Model**

  Currently non-profit service. However the Administration is proposing hand-over to the Private Kiosk-Operators and Entrepreneurs to Build and Operate.
- **Beneficiaries :** The local populace in general and the rural poor in particular.

Metrics and Impact

- **Impact assessment of the Project**

  The project has served about 7 million farmers across more than 170 kiosks in the state. This inspiring project has taught the rest of the country that information technology can be taken to the rural areas.

- **Independent evaluations or impact assessment studies carried out and name of the Project evaluator**

  Indian Institute of Management-Ahmedabad has conducted an evaluation of the Bhhomi project for a World Bank Study.

- **Findings of the evaluation and impact assessment studies**

  ICTs can be successfully diffused even in the rural areas successfully.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The Project has been set up to use ICT for the benefit of rural citizens. Initially the project has been funded by the government; however after which a sustainable model will certainly evolve with the help of the Private sector. .

- **Replicability, if any demonstrated by the project**

  The system can be successfully replicated in other states, provided the Government of India considers enhancing the financial allocation to the states and the state governments too make a commitment to implement the system as has been done in Karnataka.

- **Project documentation available if any**

  Karnataka Govt. web sites contain extensive documentation about Bhoomi.

- **Lessons learnt from the Project and Conclusion**

  The Project has created transparency of records for the farmers and the administrators, Most farmers have direct access to information about their properties at all times. All necessary records are available to them without the long delays apart from providing support for development programs with the help of valuable land records data to departments like Agriculture, Industry and Planning.

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e-Governance Implementation in Tiruvarur district of TamilNadu

Introduction

Tiruvarur district of TamilNadu was declared the Pilot-e-district by the Government of TamilNadu on 13th July 1999. Based on the declaration, the district set up its own software development centres, engaged over 30 Programmers and brought out various e-governance packages. The district had achieved remarkable success in the field of Taluk office, Block office and DRDA automation. The Government employees who own the packages maintain the same till date.

Project Description

- **Organisation Details**

  The District Collectorate is a known organisation in the country. District Collectorate and its subordinate offices handle core governance functions such as land record administration, social welfare scheme administration, rural development administration, law and order administration and so on. Tiruvarur's efforts were spearheaded from the Collectorate. But the actual implementation of the e-governance packages commenced from Taluk Offices, Block Offices and DRDA.

- **Objective of Project**

  To bring transparency, efficiency and accountability in administration and to empower the common man.

- **Scope of Project**

  The project attempted to cover majority of the functional processes of the Collectorate, Regional Transport Office, all 7 Taluk offices, DRDA, all 10 Block offices, one Town Panchayat (local body) office and two Revenue Divisional Offices. The rule adopted was all those activities which are amenable for online administration should be targeted.

- **Primary sector of ICT4D Project**

  Land record administration, Social welfare scheme administration such as Old Age Pension, Widow Pension, Accident Relief Scheme, Distress Relief Scheme etc., Rural Development administration such as Wage employment schemes, Self employment schemes etc., Women empowerment such as software for SHG formation and financial linkage, local body administration, Police station administration, Education (pre and post matric scholarship), etc.

- **Secondary sector of ICT4D Project (sub-classification within Primary sectors)**

  Personnel Management System for all Government offices

- **Project Coverage Area**

  District Collectorate, DRDA, all 7 Taluk offices located in Tiruvarur district, all 10 Block offices, both the Revenue Divisional Offices and one Town Panchayat Office out of 7 in Tiruvarur district.

- **Services contemplated**

  Under each category of offices, whatever the citizen / clients needed were designed to be provided through the online system.

- **Target Group**

  People below the poverty line to get rural houses, credit cum subsidy under Centrally sponsored schemes. Panchayats and people living in rural areas DRDA project and financial accounting software. Old age pension for **landless labourers** beyond 65 years of age

  Widows - widow pension scheme

  Deserted house wives - deserted house wife pension scheme

  Poor Families which had lost their bread winner under Distress Relief / Accident Relief Scheme.

  Scholarship for **School children** (pre matric and post matric) belonging to Scheduled Caste and Scheduled Tribes.

  Community Certificate for **SC/ST/BC and MBC students** using the Community certificate issue software.

  Vehicle owners and prospective drivers: Vehicle driving licence and new vehicle registration using a front office system which decides the date for test driving for issue of driving licences.

  People living in local body areas: Online Assessment of property tax, water tax, animal tax etc., and payment of the same in one local body.

  Grievances redressal software for all category of citizens at the Collectorate level, Block level and Taluk office level.

- **Project start date :** 11th February, 1999

  The project has been implemented during the period Feb 1999 to April 2001. It is being continued till date.

Project Implementation

- **Services actually provided**

  All Public services intended in each office using process automation system.

- **Category of basic Computing implemented in the Project**

- **Category of basic Data Communication implemented in the Project**

  802.11 b based wireless networking and also dial up based networking.

- **Type of software tools utilized**

  Visual basic/DB2 UDB.

- **Innovation if any deployed in the Project**

  Intranet digital signature tool developed at Tiruvarur and Supercop, the disaster recovery tool which won Government of India citation during Nov.2003.

- **Technology Model**

  Intranet based. Internal software development team consisting of 34 Programmers working in four software development centres.

- **Business Model**

  The software development was done internally using programmers recruited on contract basis. The funds were provided by the MPs and MLAs from their Constituency Development funds.

  Costing of services

  RTO : online counters managed by private individuals employed by the District Welfare Committee

  Taluk offices: Front office counter dispenses with the service at a price, ranging from Rs.5 for Community certificate to Rs.20 for transfer of land registry. (Birth and Death Register extract Rs. 10, Land cultivation extract: Rs.20, any other land extract Rs.10 per extract, RTO service Rs.5 per service etc.)

  Automatic VPL service for processing and registering transfer of land registry at a cost of Rs.60.

- **Beneficiaries**

  Rural population (from Block automation and DRDA automation), agriculturists (cultivation extract, land extracts), students, vehicle owners (RTO), local body residents (local body automation), women (SHG software), Government employees (Personnel Admin software) etc.

Metrics and Impact

- **Impact assessment of the project:** NA
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator:** None.
- **Findings of the evaluation and impact assessment studies**

Conclusion

- **Sustainability, if any demonstrated by the project**

  It is sustaining as on date, thorough the ownership exercised by the Government employees.

- **Replicability, if any demonstrated by the project**

  All the Tiruvarur e-governance packages have installation module. They can be replicated within TamilNadu without any code modification.

- **Project Documentation available if any**

  Book titled “e-governance the success story of Tiruvarur, the road covered so far and the road ahead” April 2001, published by the District Welfare Committee, Tiruvarur detailing the individual projects.

- **Lessons learnt from the Project and Conclusions**

  Tiruvarur did not receive any direct funding from the Government . Yet the district could manage to mobilise Rs.250 lakhs locally and implement comprehensive e-governance solutions. Tiruvarur also built its own high speed wireless network infrastructure with 14 wireless LAN towers commissioned in various parts of the district. The entire software development was done in-house using four software development centres commissioned within the Collectorate complex itself. Tiruvarur experiment shows that with the involvement of the people's representatives, the Government employees and the local population, a huge and ambitious e-governance project can be successful.

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e-Panchayat : Ramachandrapuram

Project Description

- **Organization Details**

  The National Informatics Center (NIC), Andhra Pradesh has computerized several Panchayats in AP in the pilot villages of Ramachandrapuram (Medak District), Yedida (East Godavari District), Madhurawada (Vizag District), Nakrekal (Nalgonda District) and Anantapur Rural (Anantapur District) and Kuppam with Ramachandrapuram enjoying the distinction of being the first e-Panchayat in the country.

- **Objective of Project**

  Fully computerize all citizens to Government and Government to Government functions at the local Panchayat level institution. Implement transparency, efficiency in citizen's interface with the Govt. institutions.

- **Scope of Project**

  All Governance functions such as land record administration, social welfare scheme administration, rural development administration, law and order administration applicable at the Panchayat level have been automated. Panchayats and people living in rural areas DRDA project and financial accounting software.

- **Primary sector of ICT4D Project :** Rural Governance
- **Secondary sector of ICT4D Project :** Citizen services
- **Project Coverage Area:** 6 villages
- **Services contemplated**

  Government to Citizen services apart from Government to Government services are delivered through e-Panchayat.

- **Target Group**

  At present around 6 pilot villages, proposed to be expanded to a large number of villages

- **Project start date:** 2002
- **Number of years Project has been running:** One year

Project Implementation

- **Services actually provided**
- **Category of basic Computing implemented in the Project**

  Central Server Model with some local content using Internet for accessing Server from village based PC & Kiosk

- **Category of basic Data Communication implemented in the Project :** Dial up connectivity.
- **Type of software tools utilized**

  Localized software developed as per needs of the Panchayat.

- **Innovation if any deployed in the Project**

  Integrated working of the Panchayat has been kept into mind while computerizing the Panchayat.

- **Technology Model :** N.A.
- **Business Model :** N.A.
- **Beneficiaries :** Citizens of 6 pilot villages of Ramachandrapuram Medak District.

Metrics and Impact

- **Impact assessment of the project**

  Comprehensive Impact Analysis not yet conducted. Initial feedback received is encouraging in terms of benefits

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator** : N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** The project is scalable and replicable. The pilots have been successful. Gradual scaling up is to be taken up
- **Project Documentation available if any** : www.ap.nic.in
- **Lessons learnt from the Project and Conclusions**: With the active participation of local citizens; it is feasible to integrate all functions of the Panchayat and computerize the same within a very reasonable cost. There is a lot to be learnt from the successful model of e-Panchayat at Ramachandrapuram.

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Belandur's Panchayat Computerisation

Introduction

Belandur gram panchayat in Karnataka, which is the first in the State of Klarnataka and the first in India to computerise its administration, finds that e-governance cuts costs, increases capacity and removes corruption, among other things.

While the pros and cons of introducing the tools of Information Technology in the rural areas are being debated at higher levels of government, Belandur gram panchayat in Bangalore Rural district has taken its first steps in e-governance. Belandur's e-governance project started with a single computer that was brought to the village in 1998 to replace the panchayat's old typewriter. The idea came from the Village Panchayat President Mr. K. Jagannath Reddy (aided by ideas from the panchayat chief's US-based brother). A simple low-cost system designed at the grassroots level not only made information gathering easy but eradicated bureaucracy, nepotism and helped increase revenue. More than any fancy cost-benefit analysis, this story drives home the advantage of grassroots-level computerisation.

Project Description

- **Location**

  Situated about 20 km from Bangalore, in Varthur hobli, this gram panchayat is the first in Karnataka to computerise its administration and aspects of governance. More than 10,000 people in 2,500 households across five villages come under Belandur panchayat. What makes this project unique is that it is an independent initiative funded by the village development committee (VDC). According to panchayat president K. Jagannath Reddy, this factor cut down red-tape and other bureaucratic delays.

- **Organisation Details**

  The 12-member gram panchayat has six male and six female members.

  Bellandur is a relatively well-off agricultural village and as it is near Bangalore, access to education has contributed in making the village almost 90% literate. Cooperation from the villagers was vital.

- **Objective of Project**

  To bring transparency, efficiency, accountability, increase local capacity and remove corruption in administration and to empower the common man.

- **Scope of Project**

  At present, the panchayat office has three computers, one for each of the bill collectors. Working closely with the panchayat members and village residents. (The computers are funded by donations from wealthier farmers as well as companies that operate in the area).

  Initially (in 1998) the Panchayat started using the computer for small work and also developed small software for keeping the account of Tax collection. Compusol (An IT company) has further managed to devise software packages to suit the needs of panchayat administration, handling the recording of property details, tax collection, data management and so on. Since this was the company's maiden venture, the packages were provided free of cost.

At present the computer software handles the following work:

- Tax collection accounting system (issue of receipts, daily collection reports, edger, performance ..)
- Monthly expenses statement
- Maintaining Mutation register,
- Maintaining Death Berth records
- Maintaining Panchayat / Gram Sabha Meting Proceedings,
- Property details (more than Bhoomi project) including khata details, Chakbandi details, issue of khata extracts etc.
- Preparation of Annual Action Plan,

- **Primary sector of ICT4D Project:** Village governance

The software package used at Bellandur handles records of property details, tax collection, birth and death certificates and so on.

In addition to speeding up processes and reducing the workload, the e-governance project has set off other developments.

Following the computerisation of tax collection, the panchayat has recovered huge outstandings. In comparison to the old manual system, the current system has aided in limiting corruption, is able to take the requirements of of good governance due to rapid growth in the area and generated a 100-fold increase in revenue for the Panchayat. In the year 2002-03, a collection of Rs 6,289,600 was made by way of taxes. Before computerisation of the gram panchayat, Rs 17 lakh was the approximate annual revenue collection of the panchayat. During the last year (2003 2004) the tax collection was Rs.1.75 crore and the targeted for 2004-2005 is Rs. 2.25 crore. Enhanced tax collections have already been put into development initiatives. What makes this project unique is that it is an independent initiative funded by the village development committee. This project also serves as the model for another e-governance initiative in the Udupi district, where the district and taluka offices and gram panchayats are being networked.

- **Secondary sector of ICT4D Project**
- **Project Coverage Area**

All the 5 villages in the Bellandur Panchayat. Bellandur, Ambalipura, Haralour, Devarapisanehalli, Karaiammanagrahare.

- **Services contemplated**

  Apart from increasing the efficiency of the Panchayat administration and tax collection system following are also made available to the public

  - Mutation report on charge basis
  - Khata Extract
  - Character and residence certificate etc.

The same system can issue the Birth and Death certificates also, but this has yet not been brought to the purview of the Panchayat Raj system

The Panchayat has tied up with the local Cable TV operator and all the proceedings of the Panchayat Committee and Gham Sabha are telecast live on Television.

- **Target Group**

  Panchayats and people living in rural areas DRDA project and financial accounting software.

  Community Certificate for SC/ST/BC and MBC students using the Community certificate issue software.

  People living in local body areas: Online Assessment of property tax, water tax, animal tax etc., and payment of the same in one local body.

- **Project start date:** March 1998.

  The full-fledged software was made operational and implemented during the period March 1998 to April 2002. They are being continued till date.

Project Implementation

- **Services actually provided**

  All Public services intended in each office using process automation system.

  Category of basic Computing implemented in the Project

- **Category of basic Data Communication implemented in the Project**

  802.11 b based wireless networking and also dial up based networking.

- **Type of software tools utilized**

  Visual basic/Access.

- **Innovation if any deployed in the Project**

- **Technology Model**

  Stand alone user friendly software systems and tools designed as per the local area needs.

- **Business Model**

  The first computer was provided by the local affluent farmers (Gram Abhirddhi). The local people developed initial software. Further design / development has been done by an IT firm free of cost. Panchayat committee purchases 2 more computers. The O&M cost of running the computers, softwares, and human resources cost are borne by the Panchayat Committee. The Belandur is fast growing due to proximity to Bangalore and hence the tax collection has increased 200 fold.

  Costing of services:

  - Mutation report on charge basis (Rs. 50/- per report)
  - Khata Extract (Rs. 50/- per report)
  - Character and residence certificate etc. (Rs. 20 to Rs. 50/-)

  The same system can issue the Berth and Death certificates also, but this has yet not been brought to the purview of the Panchayat Raj system

- **Beneficiaries**

  Rural population (from Block automation and DRDA automation), students, local body residents (local body automation), The revenue increase has given avenues to expand the ICT use. The village panchayat will also introduce `phone-in' interactive session with the panchayat members to enable them highlight their grievances and streamline the governance and bring accountability among the panchayat representatives. The live telecast of the panchayat meetings will be extended to five more villages. The project is being implemented by the gram panchayat in association with In Cable, a multi-system operator.

Metrics and Impact

- **Impact assessment of the project**
  - Efficient handling of tax collection system,
  - Reducing the corruption in tax collection system It has been
  - argued that this has helped to plug revenue leakages too,
  - Reducing the tax outstandings,and timely assessment,
  - 200 fold increase in the revenue,
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** None.
- **Findings of the evaluation and impact assessment studies**

Conclusion

- **Sustainability, if any demonstrated by the project**

  It is sustaining as on date, thorough the ownership exercised by the Government employees.

- **Replicability, if any demonstrated by the project**

  The Bellandur experience has given the confidence to the local panchayati raj system for better governance It has opened the scope for the software companies to work closely with the village panchayat and bring in the new technology, solutions to them, The software packages have installation module. They can be replicated within Karnataka without any code modification. The policy decision has to be taken by the State Government, The infrastructure and software can easily be deployed for the expansion plans to accommodate more services by the Panchayat office, In continuation of the Bellandur initiative, Udupi District has initiated to implement the same software for all the Panchayats.

- **Project Documentation available if any**

  The website www.egov-india.com

  Various Media attention is given for Bellandur initiative. Other journals like the 'Frontline' have also recently focused on Belandur.

- **Lessons learnt from the Project and Conclusions**

  Bellandur did not receive any direct funding from the Government for such initiatives.

  The Panchayat and the local people have managed to mobilise the resources. The private participation has come because of the enthusiastic approach by the Panchayat/ locals. Bellandur experiment shows that with the involvement of the people's representatives, the Government employees and the local population, a huge and ambitious e-governance project can be successful.

  The Bellandur project has certainly been an eye-opener for many villagers who believed IT was strictly an urban phenomenon.

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Mahiti Shakti Kendras (MSKs)

Project Description

- **Organization Details**

  Based on the ideas and inputs from the Collectorate of Panchmahals, the Center for Electronic Governance (CCEG) of the Indian Institute of Management, Ahmedabad (IIM-A) in October 2000 developed a 'proof of concept' portal for enabling Citizen to Government (C-G) and Government to Citizen (G-C) transactions. The `Proof of Concept' model of this project was launched on 4th October, 2001 across 14 Mahiti Shakti Kendras (MSKs). The initial idea was to study the response of this experiment and overcome the initial teething troubles and also enable the active involvement of the MSKs for getting valuable, practical suggestions and feedback to eventually make this a viable, sustainable operation. 80 MSK have been set up so far.

- **Objective of Project**

  Primarily, the project envisions a portal providing a single window to all relevant information, Electronic/Online form submission, transactions (e.g. Citizen-Government), Immediate access to information on schemes, subsidies etc. Online Grievance Redressal, Continuous Monitoring & transparent Government machinery, Enhanced & effective citizen-to-Government interaction.

- **Scope of Project**

  Apart from above services; the Grievance Redressal Forum provides a forum for citizens to voice their specific complaints. The citizen can also handle Electronic form submission for applications such as NOAPS (National Old Age Pension Scheme), Water related grievances and the Ration card application. Currently the MSKs are also accepting the payment of utilities (GEB bills). Opinion Poll on important issues pertaining to the public as well as online Chat with the Ministers and senior officers of the district has been facilitated.

- **Primary sector of ICT4D Project :** Governance
- **Secondary sector of ICT4D Project :** Micro-finance
- **Project Coverage Area :** Panchmahal District of North Gujarat
- **Services contemplated**

  In respect of transactions of citizens with government as many as 200 forms have been made available the forms along with checklist giving details of documents to be attached with the form at the time of submission. Information pertaining to ongoing schemes like those under the DRDA (District Rural Development Agency) and DPB (District Planning Board), TASP (Tribal Area Sub Plan) has also been made available.

  - The web-enabled version of the Gujarat Geographic Information System (GGIS) giving details of the resource availability in terms of 95 parameters of every village of the district is available on a query-based system.
  - Starting of electronic newsletter in the portal Mahiti Mahisagar featuring medical help, Legal help, Science corner, Children's corner etc. The portal also provides access to the "Lok-Upyogi Mahiti" which provides useful information for citizens based on the experience, case studies and documentation of NGOs and other Agencies. The portal also provide material on Irrigation from Development Support Center, an NGO specializing in that field. b) Material on Legal Literacy carefully prepared by the State Legal Aid Authority.

The portal provides materials in the local tribal dialect prepared by the BHASHA Sansthan on various features of the IPC, CrPC etc. The site provides useful information on over 30 specific crops grown in Panchmahals giving details of the seeds, fertilizers, insecticides, pesticides and organic manure etc. carefully and exclusively prepared for the portal by the GSFC (Gujarat State Fertilizer Corporation) Foundation.

Access to the electoral roll for anybody requiring the information for a useful purpose is also provided apart from the data on the BPL families.

- **Target Group:** Tribal population from Panchmahals district of Gujarat
- **Project start date:** October 2000
- **Number of years Project has been running :** Over three years

Project Implementation

- **Services actually provided**

  Various types of citizen centric services and information on a single window concept.

- **Category of basic Computing implemented in the Project:** Local Intranet connected with the WAN to the State headquarters.
- **Category of basic Data Communication implemented in the Project**

  Gujarat State Wide Area Network (GSWAN) connects the state headquarters to district headquarter of Panchmahals and Taluka Headquarters with dedicated optic fiber and providing data, voice & video connectivity. MSKs have a dial up connectivity.

- **Type of software tools utilized**

  Integrated single window portal for citizen services, GIS system, access to other networks and services offered by the State Govt.

- **Innovation if any deployed in the Project**
- **Technology Model**

  Portal developed and maintained by the Gujarat Govt. agencies; however the service delivery is handled by private kiosk operators.

- **Business Model**

  Currently operational at 80 MSKs. 53 STD PCO's and such other outlets apart from 26 Dairies. An additional 100 STD/PCOs & 100 Dairies to be operational by the end of the year. It was decided to charge an empanelment fee of Rs.8000/- from each Mahitishakti Kendra(kiosk). The amount collected from the information outlets has been put into a corpus fund, the interest from which sustains the day to day running of this project.

- **Beneficiaries:** Citizens of Panchmahal district.

Metrics and Impact

- **Impact assessment of the project**

  19000 transactions with citizens during the first 6 months of operation. More than 60% of NOAPS applications received in electronic form in Godhra taluka Successful MSK earns about Rs. 4300 p.m. Carrying out about 250 transactions; consequently expected - 25%

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator:** N.A.

- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project**

  With the revenues collected from the citizens apart from one-time set up fees, the project is fully sustainable due to burgeoning citizen services offered from a single-window.

- **Replicability, if any demonstrated by the project**

  The Gujarat government has adopted the project for replication in other parts of the state.

- **Project Documentation available if any :** www.mahitishakti.net

Community Radio - Deccan Development Society

Project Description

- **Organization Details:** DDS, an NGO works in the Medak district of Andhra Pradesh with 100 Dalit women's groups (*sangams)* having a total membership of nearly 4000 women in 75 villages. These women are from the poorest sections of the rural community and through all its efforts, DDS aims to relocate people's knowledge in the areas of health (by revitalizing the traditional healthcare systems) and agriculture (by understanding documenting and promoting people's knowledge of farming systems and practices).
- **Objective of Project:** DDS works has used community radio for discussing its development strategies, ecological practices of people, nutritional superiority of local crops. DDS has been entrusted with the implementation of the elements of UNESCO's learning without frontiers program and has utilized the combined strength and local knowledge of the women's groups.
- **Scope of Project:** DDS has extensively employed capacity building as a fundamental agenda and has used participatory processes to train women from the self-help groups in station management and content development. The training spans not only technical dimensions of program production but also includes attention to perspective building about gender, art and culture etc. Considerable focus is given to indigenous knowledge about agricultural practices.
- DDS has provided sangam women members with video production skills. The women have made films on their sangam work, on *balwadis, and* on their agricultural practices. DDS has also set up a community radio station in Machnoor village, Medak district with a 100-watt FM transmitter that has a reach of 30-kilometer radius. Supported by UNESCO's 'Women Speak to Women' program, a small team of Dalit women, who manage the station, have recorded over 300 hours of programming apart from editing them into one hour broadcast modules.
- **Primary sector of ICT4D Project:** Women's Empowerment.
- **Secondary sector of ICT4D Project:** Culture and Diversity.
- **Project Coverage Area :** Medak district of AP.
- **Services contemplated:** The programming content of DDS seeks to serve local information needs of the region. The programs produced by the sangams include:
  1. Specific information relating to semi-arid region
  2. Education and literacyboth formal and informal
  3. Public health and hygiene
  4. Environmental and ecological issues
  5. Biodiversity and food security
  6. Gender justice
  7. Local/indigenous knowledge systems
- **Target Group** : Dalit women
- **Project start date** 1998
- **Number of years Project has been running :** 4 years

Project Implementation

- **Services actually provided :** DDS is being assisted by the development and communications experts form universities in AP such as the Acharya N.G. Ranga Agricultural University, the University if Hyderabad, the National Institute of Rural Development, and the B.R. Ambedkar Open University. DDS FM station has been rendering content as per programming guidelines agreed.
- **Category of basic Computing implemented in the Project :** Narrow band 100 watts transmitter.
- **Category of basic Data Communication implemented in the Project :** N.A.
- **Type of software tools utilized :** N.A.
- Innovation if any deployed in the Project : Community participation in the programming as well as in its creative aspects are various innovations deployed.
- **Technology Model :** AIR used for broadcasting Radio Programs produced by DDS.
- **Business Model :** DDS is supported by UNESCO and GOI.

Beneficiaries : Dalit women of Medak District, AP.

Metrics and Impact

- **Impact assessment of the project :** N.A
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator:** N.A.

Findings of the evaluation and impact assessment studies: N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** N.A.
- **Project Documentation available if any :** N.A.
- **Lessons learnt from the Project and Conclusions :** DDS feels that the video and radio experiments show how Dalit women can be organized into group apart from becoming catalytic agents of change and in the process changing their destinies.

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Community Radio-Kutch Mahila Vikas Sangathan (KMVS)

Project Description

- **Organization Details**

  The radio serial "Kunjal Paanje Kutchji" (Sarus Crane of our Kutch) produced by the Kutch Mahila Vikas Sangathan (KMVS), Gujarat supported by the UNDP; was the result of a highly rewarding collaboration between several persons including scripting by Paresh Naik and mounted with the direction support of Drishti Media Collective, Ahmedabad.

- **Objective of Project**

  The KMVS has provided to the poor women of Kutch reclaim their autonomy via-a-vis their agriculture and food production in the context of globalization, loss of soverignity and pressures to mainstream. The Radio has helped their struggle towards autonomous markets, by promoting horizontal communication and allows a legitimate space for discussing issues that mainstream media may not be interested in. KMVS uses Kutchi language, which All India Radio does not. The program sought to provide a platform for local expression and dialoguethrough participation by local communities significantly all women in drama, song and news-reporting.

- **Scope of Project**

  KMVS tried to make the program content entertaining and reflective of the needs and aspirations of the community specifically the women given the extent of their reach. Their exploration in packaging content, charts a course that has seen a shift from drama to a magazine format. This shift has coincided with an emphasis on moving towards direct community participation through segments like Lok Math (people's opinion), Parda Farsh(Expose), and Charcha (debate). The challenge has been to keep listenership alive in 950 villages in Kutch. Also, the team has been grappling with complex questions in transforming cultural-specific content to suit programming needs.

  KMVS feels that newer media can give traditional art and culture a new lease of life, by engaging with traditional forms and creating new more sustainable, hybrid forms of communications and expression. For instance, Musafari is one of the key dimensions of their magazine, which resurrects Kutch history, art and culture and tries to reinterpret them in the contemporary context. Spaces have been created within slots to feature dying art forms such as Vai singing, KMVS also believes that their approach has been to constantly ask these questions, even of traditional legends, and thus the medium has been a platform to argue with traditions as well as modernity.

- **Primary sector of ICT4D Project:** Women Empowerment
- **Secondary sector of ICT4D Project:** Radio Communications
- **Project Coverage Area:** Kutch area of Gujarat
- **Services contemplated:** Local Community Broadcast and local language radio communications.
- **Target Group :** Rural women from Kutch, Gujarat
- **Project start date :** 1999
- **Number of years Project has been running :** 4 years

Project Implementation

- **Services actually provided**

  The Community Radio has been used a medium to reinforce ethnic identity and promote community cohesion during tomes of religious tension. During the Gujarat riots, KMVS called upon the people of Kutch through the radio to invoke the values of tolerance and plurality embedded in their Kutchi identity. Post-earthquake programming by KMVS has been a platform for exchange of ideas.

- **Category of basic Computing implemented in the Project**

  KMVS buys time on the All India Radio; whereas some Community Radio stations have their own production centre and narrow-cast recorded programs through tape recorders.

- **Category of basic Data Communication implemented in the Project :** N.A

- **Type of software tools utilized :** N.A.

- **Innovation if any deployed in the Project**

  KMVS by using Radio as a platform have successfully used the radio as a means to address governance issues such as accountability or lack of responsiveness on the part of the administration. The program content, in the case of KMVS reflects the aspirations of people associated with the organizationthe field workers, and the villagers.

- **Technology Model :** AIR used for broadcasting radio programs produced by KMVS..

- **Business Model :** KMVS is supported by the UNDP-GOI including the cost of commercial airtime.

- **Beneficiaries :** Rural women from Kutch.

Metrics and Impact

- **Impact assessment of the project**

  The Centre for Educational Innovation, Indian Institute of Management, Ahmedabad supported KMVS in conducting Village based surveys to assess the impact of the radio program on the ground.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator**

  Indian Institute of Management, Ahmedabad.

- **Findings of the evaluation and impact assessment studies**

  The first survey conducted three months after broadcast indicated a listenership of 6%. After 10 months of broadcast, this figure has grown to 50% of surveyed Kutchis and 80% of the radio-owning population of Kutch.

Conclusion

- **Sustainability, if any demonstrated by the project :** Not yet.
- **Replicability, if any demonstrated by the project**

  Several other Community Radio projects viz. Deccan Development Society (DDS), VOICES, Alternative for India Development in the country inspired by the success of KMVS have been reaching out to the communities.

- **Project Documentation available if any :** Nil
- **Lessons learnt from the Project and Conclusions**

  Women leaders of sanghatans, who are part of the KMVS feel that they have gained legitimacy among their counterparts working on other development issues, such as watershed development. They have expressed confidence in being able to run radio-stations on their own, having acquired the requisite skills through their involvement in KMVS.

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Sisu Samrakshak

Project Description

- **Organization Details**

  UNICEF's Hyderabad field office, in cooperation with the State Governments of Andhra Pradesh and Karnataka, with the IT firm CoOptions Technologies; has initiated Sisu Samrakshak, a pilot project to harness information and communications technologies (ICTs) for integrated information for Early Childhood Development.

- **Objective of Project**

  The objectives of the project are:

  1. Provide access to rapid, accurate and up-to-date information on matters of human development including child health, maternal care, HIV/AIDS, water supply and sanitation.
  2. Provide information and on the job training support to front line functionaries such as Anganwadis, Auxiliary Nursing Maids (ANMs), teachers and other workers; and NGOs working in health care
  3. Augment current programs supported by the state governments and UNICEF i.e. integrated border district health program, integrated programming in health, children's development/nutrition and water-supply sanitation) to accelerate achievements of goals pertaining to children's and women's development.
  4. Service procurement links to e-governance

- **Scope of Project**

  The project aims at expanding access to information on health, education, agriculture, water supply and sanitation; as well as public services for economic and social development in the underserved sections of AP.

- **Primary sector of ICT4D Project :** Health and Empowerment.
- **Secondary sector of ICT4D Project:** Citizen services.
- **Project Coverage Area :** Andhra Pradesh and Karnataka.
- **Services contemplated**

  Reduction of infant mortality rate apart from ensuring coordination of the Anganwadi worker who is a perfect resource for complimenting key messages of ICDS.

- **Target Group**
- **Project start date:** NA
- **Number of years Project has been running**

Project Implementation

- **Services actually provided**

  Desk top and hand held computers have been deployed in the rural communities for monitoring the nutritional development in the rural children. A multi-lingual kiosk has been provisioned and it works on the fundamental premise of customization for the local needs of the community to help accommodate different audiences apart from ensuring placement to most marginalized communities. The service delivery mechanism also ensures working hours of the women.

- **Category of basic Computing implemented in the Project**

  Desktops in local intranet. In the future hand held computers are proposed to be deployed.

- **Category of basic Data Communication implemented in the Project**

  Dial up internet connectivity has been provided currently. In the future; VSATs as well as WIFI communications are also proposed to be deployed.

- **Type of software tools utilized :** Local language front end for Integrated Child health care services.

- **Innovation if any deployed in the Project**

  Integration of more than 800 anganwadi workers and 250 frontline health workers and auxiliary nurse midwives (ANMs) from the rural communities have been deployed in an integrated manner.

  - **Technology Model :** Client server.
  - Business Model: Co-opting with the Govt. machinery and para-health workers.
  - **Beneficiaries :** Women and children from AP and Karnataka.

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.
- **Findings of the evaluation and impact assessment studies:** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project :** N.A.
- **Replicability, if any demonstrated by the project :** N.A.
- **Project Documentation available if any :**www.cooptionstech.com/sisusamrakshak.htm
- **Lessons learnt from the Project and Conclusions**

  SSK has been a success due to focus on the crucial link between literacy and other socio-economic variables apart from other inter-departmental linkages. The women have been involved in the design, placement management and existing infrastructure has been deployed very effectively. Men have been associated with the project as well.

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Nabanna, West Bengal

Project Description

- **Organization Details**

  Change Initiatives, a Kolkatta based NGO conceived the Nabanna Information Network for the rural women of West Bengal as part of UNESCOs cross-cutting theme on eradication of Poverty project on "Empowering the Underprivileged through the use of ICTs". The Baduria Municipality located in North 24 Pargana district of West Bengal also joined Change Initiative as a partner. The project operates in a large area comprising up to 10 neighborhoods with a population of over 47,388 apart from poor communication between four areas covered by the Municipality. The reason Baduria was chosen as a pilot site was to assess impact of communications due to geographical peculiarities and poor access in the region; apart from assessing the impact of ICTs on the lives of the women of the area who have been given education; yet very few opportunities exist for their self-advancement.

- **Objective of Project**

  Nabanna in Bengali means first grain of rice of the harvest; hence the vision of the project was to energize the community women to organize themselves apart from "harvesting" information for their needs. Towards this end; an innovative concept of two to three women "information agents" who are either students or housewives were deployed in the municipality's 17 wards. The information agents lead an information group comprising of ten women from local neighbourhood and have managed to reach out to 600 women in the area. Since every day lives of the women tend to be income centric with an over riding concern for their children; the use of computers by the rural women of Baduria in using simple application such as MS Paint apart from usage of Enrich (a local web-based browser developed by UNESCO and NIC) content management system.

  Nabanna has made it possible for the women to come together in an organized, non-partisan way and to create spaces in which to share and learn, use new tools apart from trying out new ideas. The activities of the information network enables them to reflect more deeply about their lives, situations and opportunities. The Nabanna women are now involved in researching and understanding the role of information and communication at the local level as they start to explore new strategies, tools and channels.

- **Scope of Project**

  The ICT facilities have been given in each of the four areas. The first ICT Centre was set up in the Municipality building itself and has two desktops, one printer and scanner. Local school building has been used to set up ICT Center in one area. The technical network comprises social and technical elements. The information agents themselves work as information agents and use small portable drives with enough capacity for transferring upto 500 MB of information to share information and materials between different centres. Another vehicle linking the network is the Nabanna tabloid newsletter used for disseminating information about the network. The Nabanna tabloid is priced publication to help cover some printing and production costs.

  Development of local capacity and content are the major planks of the Nabanna. The information agents use basic computer skills relating to word processing and desktop publishing applications. The women are encouraged to use Paint Brush, an easy, visual software that allows trainees to gain confidence with the equipment apart from creating something tangible and personal. Birthday cards are designed in competitions in which the winners get prizes apart from training in MS Word enables them to type bio-data; using different fonts and colors. The women trainees have been excited about the use of MS Excel apart

from use of I-Leap Bengali language font; the software that allows the users to type in Bengali using a special key-character layout as well as phonetically using the Roman alphabet and the standard keyboard layout. Although formal skills training has been largely in the domain of computer and software skills; the network has also fostered new skills in writing and information literacy; understanding what information is, how it flows within a given environment, and how it can be tapped for the benefits of all stakeholders.

The project has deployed ethnographic action research model based on thematic research for understanding the role of ICTs in the everyday lives of participantstheir views of ICTs, expectations, use of ICT centres, how stakeholders see themselves in the community, what else they want from Nabanna; sources of information and information disseminationdiaries (internal source); public/private sector; newsletters; eNRICH.

Main research methods deployed include participant diaries; in-depth interviews with different groups of people in the network; participant observations and field notes apart from mapping exercises.

- **Primary sector of ICT4D Project :** Women Empowerment
- **Secondary sector of ICT4D Project :** Social Networking
- **Project Coverage Area**

  17 wards of Baduria Municipality, North 24 Parganas district, West Bengal having a population of over 47,338.
- **Services contemplated :** Desk top publishing and newsletter publishing.
- **Target Group :** Rural women from 17 wards.
- **Project start date :** Early 2003
- **Number of years Project has been running :** Over year and half.

Project Implementation

- **Services actually provided :** Local language newsletter and local content.
- **Category of basic Computing implemented in the Project**

  Basic computers, scanners, printers at decentralized locations.
- **Category of basic Data Communication implemented in the Project :** Dial up internet connectivity.
- **Type of software tools utilized**

  Enrich a local community based browser. Bengali Language fonts and Desk Top Publishing software.
- **Innovation if any deployed in the Project :** Integration of women's social and technical networks.
- **Technology Model**

  Decentralized hardware installations in Community places and integration with the social and local needs of the community.
- **Business Model**

  Formation of local information groups has enabled publishing newspaper apart from information sharing/gathering.
- **Beneficiaries :** More than 600 rural women of 17 wards of Baduria municipality

Metrics and Impact

- **Impact assessment of the project**

  The project was awarded the Gender and ICTs award coinciding with the World Summit on Information Society (WSIS) by the Global Knowledge Partnership (GKP) www.globalknowledge.org

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.

- **Findings of the evaluation and impact assessment studies**

Conclusion

- **Sustainability, if any demonstrated by the project**

  The overall strategy is essentially to focus on some critical areas that will empower the women apart from making an impact on poverty. At next level; there is potential for the Baduria, women entrepreneurs to get linked with the markets and make productive information inputs to income generating ideas. Change Initiatives is also looking at markets for desktop publishing work for women.

- **Replicability, if any demonstrated by the project :** N..A

- **Project Documentation available if any**

  http://www.genderawards.net/winners/nabanna.shtml

- **Lessons learnt from the Project and Conclusions**

  With increased capacity to learn and new spaces for networking over which they feel a sense of ownership, the participating women feel increasingly empowered. Nabanna activities have also motivated and supported self-reflection, expression and creativity amongst the women. Women at large find that the community respects them far more for being knowledgeable on skills and issues.

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SEWA

Project Description

- **Organization Details**

SEWA is a trade union registered in 1972. It is an organisation of poor, self-employed women workers. These are women who earn a living through their own labour or small businesses and are the unprotected labour force of our country. Constituting 93% of the labour force, these are workers of the unorganised sector. Gandhian thinking is the guiding force for SEWA's poor, self-employed members in organising for social change. For several years; SEWA has adopted an innovative blueprint that integrates its community-based strategies with ICTs. Starting with very few computerization activities; introduction of ICTs in their activities is enabling their women members gain economic self-sufficiency in wake of globalization apart from protecting their rights as workers.

- **Objective of Project**

SEWA has tried to integrate ICTs for its members within a rapidly changing organization and rapidly changing geo-political situation in wake of globalization. In this context, SEWAs key goal in empowering its women members refers broadly to the challenging of social norms, shifts in power relations, an increase in perceived opportunity, and increase in 'confidence levels' of the women members as a result of integration of ICTs with their program goals. SEWA also wants to use ICT Centers for expanding 'social' networks of the women members apart from building 'knowledge' repositories for the benefit of all stakeholders. Towards this end; SEWAs ICT Centers have provided legitimate space for socializing and working with different people, apart from the Centre emerging as 'hubs' for the intersection of different social networks. The SEWA members have gained increasing confidence and skills to deal with new people and confidence. Leveraging on the SEWA 'collectives'; their ICT initiatives have helped expand the social networks to which they remain connected not only to other members but also to committees and gatherings of other SHGs, to bank and Government offices with which they have to deal and sometimes to the partner organizations that the SHGs and ICTs initiatives are connected to.

- **Scope of Project**

SEWA has introduced a number of ICT initiatives in their programs benefiting all its member categories viz. salt production workers apart from artisans and self-employed workers. One such is a software that generates various customised reports such as community-wise artisan members, embroidery- wise member lists, grade-wise member lists etc. Consequently SEWA teams are now in a position to know how many artisans are in a better grade, how many are getting work which assists them in their production planning. SEWA has also successfully been able to develop software for exhibitions as well as shops, which generates customised reports with the help of the bar-coding system.

SEWAs disaster preparedness program use Satellite based Signalling and Preparedness techniques. The rural women from various parts of Kutch district were trained to use Satellite equipment extensively in the earthquake. Satellite technology has also enabled the women to hold interactive trainings in various parts of the state; amongst their members apart from holding discussions with other stakeholders as well.

SEWA has used the video as a tool of women's empowerment from the mid-80s onwards. SEWA's cooperative, VIDEO SEWA, has produced video footage on many issues ranging from empowerment, skills development and livelihoods; ranging from salt production workers to the artisans . VIDEO SEWA has also been used for sharing information their own members, apart from training and teaching new skills. and to reach policy makers. Most women operating video cameras at SEWA are not very highly educated;

yet their educational background has not come in way of their keen desire to make films. Consequently over the years; the video has become an integral part of SEWA's activities. Also, SEWA's satellite technology programme has enabled the organization working in over 10 districts of Gujarat, to provide interactive trainings, linking women to experts and policy makers.

SEWA's Trade Facilitation Centre with the help of its websites www.kutchcraft.org and **www.sewamart.com** has enjoyed success in reaching the women producers and artisans under-served by the connectivity infrastructure. Now the producers and artisans are in direct contact with the buyers of their products for which the women use technology very innovatively.

- **Primary sector of ICT4D Project :** Women Empowerment, Livelihoods, Microfinance
- **Secondary sector of ICT4D Project** : Networking for economic self-sufficiency.
- **Project Coverage Area :** Entire State of Gujarat as well as few other parts of the country.
- **Services contemplated :**

  SEWA Trade Facilitation Centres use ICTs effectively for the marketing and distribution of their products. The production planning and inventory applications with local Gujarati fontsenable the members to plan their production and inventory far more effectively. Technologies have been deployed for the salt production workers as well. Disaster relief and disaster preparedness initiatives have been handled by a Satellite based technology.
- **Target Group :** Poor, self-employed women workers from all over Gujarat and few other parts of the country.
- **Project start date :** Registered as a Union in 1972.
- **Number of years Project has been running :** ICT initiatives have been running for more than 15 years.

Project Implementation

- **Services actually provided**

  Comprehensive loan accounting and MF applications. Artisans Production Planning and Inventory Management applications. Disaster preparedness and remote video-conferencing services amongst the women members for capacity building and knowledge sharing.

  Trade and Marketing facilitation services have been rendered by the SEWA Trade Facilitation Centres that extensively use multi-media CDs for knowledge sharing, information dissemination, product displays and documentation.
- **Category of basic Computing implemented in the Project**

  Distributed client server architecture has been deployed for the project in several sites with Ahmedabad being the main hub of the organization. The servers are in the process of getting linked to enable data sharing.
- **Category of basic Data Communication implemented in the Project**

  Satellite based data communication technology has been deployed in some of the sites.

- **Type of software tools utilized**

  Customized local language software has been deployed for various applications running in the organization.

- **Innovation if any deployed in the Project**

  Integration of ICTs as an “empowerment” process for semi-literate and neo-literate informal sector's self-employed women is the biggest innovation of SEWA. Ability of an old, traditional organization to keep pace with changing times apart from ensuring usage of new tools and technologies for empowering women in a globalized world is a path-breaking achievement of SEWA.

- **Technology Model**

  Self-owned or donated Computers form the back-bone of the client server architecture. Extensive data communications technologies have been used as well.

- **Business Model**

  SEWA is both an organisation and a movement. The SEWA movement is enhanced by the confluence of three movements from which the business model has emerged : the labour movement, the cooperative movement and the women's movement of self-employed workers.

- **Beneficiaries**

  Millions of poor, self-employed semi-literate women from Gujarat mostly; as well as some in other parts of the country as well.

Metrics and Impact

- **Impact assessment of the project**

  Several impact assessment studies have been carried out. However details of these assessment studies could not be accessed at the time of this compilation.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.

- **Findings of the evaluation and impact assessment studies :** N.A.

Conclusion

- **Sustainability, if any demonstrated by the project**

  The project is fully sustainable for over forty years now.

- **Replicability, if any demonstrated by the project**

  Similar projects have been replicated in other parts of the world as well.

- **Project Documentation available if any :** www.sewa.org

  Lessons learnt from the Project and Conclusions : Deployment of ICTs in SEWA has strengthened women's leadership, their confidence, their bargaining power within and outside their homes and their representation in policy-making and decision-making

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DHAN

Project Description

- **Organization Details**

  DHAN Foundation (Development of Humane Action) Foundation wan initiated in October 1997 and incorporated under the Indian Trusts Act (1882), in January 1998. It was started as a spin off organisation from PRADAN (Professional Assistance for Development Action), a national level development organisation with the immediate objective of up-scaling two programs of PRADAN which is functioning in south India.

  DHAN Foundation believes that poverty and resource degradation can be best addressed through the process of promotion of democratically managed people's organisations. . DHAN Foundation also believes that these organisations need to be created based on a particular theme like micro-finance or tankfed agriculture. This effort in the Indian third sector is unique in many ways.

- **Objective of Project**

  DHAN Foundation, conscious of the technical change and 'poor being left' in the whole process desires to make its efforts through their professionals to keep the disadvantaged in fore. In this regard, the Foundation has tried to make Information technology accessible to poor by developing relevant schemes through research and pilot activities apart from experimenting and conducting socially relevant and needed programs related to micro finance, agriculture, education, health and social development as an organizational program. The Foundation also collaborates with several research and academic institutions on e-governance and computer education at schools. The Foundation has been a local partners in the SARI (now RASI) Project: under the aegis of which the Foundation intends to setup 100 internet kiosks in rural areas in Madurai district . The Internet facility is provided with the help of Wireless Local Loop (WLL) technology developed by IIT, Chennai.

- **Scope of Project**

  DHAN Foundation identified the members of Kalanjiam Community Banking -Self Help Groups to run communication centers in the villages as a business for them. Commercial and developmental services are being provided in these kiosks. These include Computer Education at low cost, e-governance, Eye-care applications, Agriculture information, Innovative technologies for grassroots development in Agriculture and Animal husbandry, E-mailing, Browsing and E-Commerce.

- **Primary sector of ICT4D Project :** Microfinance

- **Secondary sector of ICT4D Project :** Women empowerment.

- **Project Coverage Area**

  DHAN Foundation currently works in three southern states of Tamil Nadu, Andhra and Karnataka and the Union Territory of Pondicherry. The work is spread in 20 districts of these states.

- **Services contemplated:** Services: The kiosks offer below services :

  E-Post: In this, a person from a kiosk village can send a message to any person in another kiosk village through e-mail. The kiosk operator receiving the message arranges the delivery to the address. E-governance: Currently, it covers birth certificate, death certificate, old age pension, widow pension, destitute women pension. Eye-care: The eye care arrangement with Aravind Hospital, Madurai. E-Commerce: The details of things one wants to buy/sell is captured on the site and the message gets relayed to all the kiosks.

Buyer-seller match services are also provided. Agricultural services: New technologies for locally needed crops with local wisdom and inputs on land preparation, seed preparation, crop production, post harvest and water management.

Health Services: Traditional Health and Healing practices along with the modern, easy to use information on preventive Health. ,

Educational & Training Services: Interactive learning tools for the illiterate or semi-literate along with library services for women on finance, entrepreneurship and other ventures at their village level through these centers.

Market Information Services on Agriculture Produce and Inputs: The following services related to rural and sub-urban localities is made available through the Kiosks.

- **Target Group :** Mostly women from various parts of 20 districts in Southern India.
- **Project start date :** January 1998
- **Number of years Project has been running:** 6 years

Project Implementation

- **Services actually provided**

The Adult Literacy Program: The Adult Literacy Program was taken up in in five centers in Alanganallur block, Madurai District Kalanjiam Computer Training Centers: Three Computer training centers are started as community colleges in Melur, Kottampatti and Alanganallur in Madurai District. The objective is to provide high quality computer education to rural poor students at cost covering, low fees to improve their career prospects.

Computer and Internet to Schools: Currently, DHAN has provided computers to two schools. These are being used for computer education.

Intermediate Devices for Micro finance: The data management and transfer in micro finance is a difficult job. Towards this end, hand held devices for single entry and immediate transfer and consolidation of data have been used

- **Category of basic Computing implemented in the Project**

Client-server architecture, Hand Held computers. , WLL and dial up connectivity. Category of basic Data Communication implemented in the Project : WLL and dial up connectivity.

- **Type of software tools utilized :** Localized software application has been developed for Micro-finance.

Innovation if any deployed in the Project

DHAN Foundation, implementation of field programs is the core activity of the organisation. DHAN Foundation currently implements two field programs - the Kalanjiam Community Banking Program and the Vayalagam Tankfed Agricultural Development Program.

- **Technology Model**

Introducing equipments for making the micro credit programmes on line through Internet in two federations of self help groups. Introducing computers and Internet connectivity through the SARI project of the IIT, Chennai in Melur block of Madurai district Running adult literacy centers developed by

the TCS, India through an innovative computer based teaching method logy in 10 villages Developing softwares and necessary assistance to support our micro-credit programmes

- **Business Model**

  Dhan Foundation has been running adult literacy centers developed by the TCS, India through an innovative computer based teaching method logy in 10 villages Developing software and necessary assistance to support micro-credit programmes is the essence of Dhan Foundation.

- **Beneficiaries :** Millions of women from 20 districts of the State.

Metrics and Impact

- **Impact assessment of the project :** N.A. .
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** N.A.
- **Findings of the evaluation and impact assessment studies**: N.A

Conclusion

- **Sustainability, if any demonstrated by the project:**

  DHAN Foundation has mobilised around Rs. 58.95 Millions in the year ending March 2003 and used directly for various activities. Apart form this, the organisations promoted by the federations, various associations and community groups have received and handled funds amounting to Rs.580 millions in the form of grants, loans , Savings and other services. Therefore the project is fully sustainable.

- **Replicability, if any demonstrated by the project**

  Similar projects are in the process of being replicated in other parts of the country as well.

- **Project Documentation available if any :** www.dhan.org
- **Lessons learnt from the Project and Conclusions**

  DHAN Foundation, conscious of the technical change and 'poor being left' in the whole process has deployed ICTs as well as use their professionals to keep the disadvantaged in fore.

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Foundation of Occupational Development (FOOD)

Project Description

- **Organization Details**

A large number of rural women cooperatives and NGOs producing indigenous products work in isolation within a market that is restricted to their local area. Moreover their limitation in promoting the sales of products has often been exploited by middlemen. Internet E-commerce, however, holds a promising future for such enterprises that can utilize it to market and sell their products on the local as well as global market. FOOD's e-commerce project is among the few initiatives that focus on enabling women producers to link up with the global market. Through India Shop, an online e-commerce Web site specifically designed to sell products made by rural women's cooperatives and NGOs in Tamil Nadu, India, FOOD helps poor women eliminate the middleman and obtain higher prices. The India Shop E-commerce store is online at http://www.xlweb.com/indiashop/

- **Objective of Project**

Leveraging on E-Commerce; FOOD put together a team of E-Marketers who are trained computer operators from different locations responsible for locally seeking partnering cooperatives, delivering products, and customer services, and promoting the web site.

- **Scope of Project**

After the initial pilot period where the E-Marketers were provided free Internet access to carry out their work, they continue to receive DSL Internet connections from FOOD for a small fee. E-Marketers trained by FOOD for free get a commission ranging from 2% to 5% of sales by the women's cooperatives and NGOs. The commission helps each E-Marketer to sustain the project and motivates them to further expand their client base.

FOOD actively short-listed women cooperatives and NGOs producing indigenous products, collected information on products manufactured by them, orienting the short-listed organizations on e-commerce, designed and hosted the e-commerce store; apart from , setting up Internet access and related infrastructure, researching online promotion and customer relations strategies, training the e-marketers in online promotion and customer relations, monitoring and evaluating the performance of the e-commerce store as well as e-marketers.

Prior to the India Shop; FOOD had been linking groups of women involved in production of different items building marketing networks that focus exclusively on acquiring products and selling them within their communities and neighborhoods. FOOD gradually enabled some groups to streamline production at bigger scales of operation and for wider markets. In all, 200 groups sell their produce to one another and to others. Products being produced and marketed by the women's groups include cleaning liquid, soap oil, bath soap, washing powder, washing soap, rice, papads, pickles, juice, masala powders, incense sticks, candles. Called Inter-city -City Marketing Network of Women Entrepreneurs, FOOD provided the groups with cell-phones for facilitating their marketing apart from maintaining communications with their families while they were out of home for long hours project is supported and partnered by the info-Dev initiative of the World Bank. The cell phone has been found to be an appropriate tool of communication for poor women entrepreneurs who require to

- **Primary sector of ICT4D Project :** Women Empowerment.
- **Secondary sector of ICT4D Project :** E-Commerce
- **Project Coverage Area:** Chennai city and parts of Tamil Nadu.

- **Services contemplated**

  Equipping the poor women from the slums of Chennai with cell-phones for marketing their products has helped eliminate middle men apart from establishing direct production links with the producers of the goods in other areas of the city as well. At second level; the E-Commerce site for the distribution of indigenous products has also helped eliminate middle men.

- **Target Group:** Women from Chennai slums
- **Project start date :** Early 2001
- **Number of years Project has been running :** 3 years

Project Implementation

- **Services actually provided**

  Direct access to the buyers of the indigenous products with the help of E-Commerce apart from enabling poor women to maintain direct contact with their buyers with the help of cell-phones are basic services provided.

- **Category of basic Computing implemented in the Project**
- **Category of basic Data Communication implemented in the Project**

  For Internet access provision; Wireless Internet Service Provision System (http://www.mikrotik.com/3index.html) that is an integrated system for wirelessly connecting users to the Internet within a range of about 12km was utilized. The WISP data-links connected a wireless Internet router at FOOD's office and 10 telecenters established for providing Internet access for the E-marketers to work from not only FOOD's office but also from any of these telecenters. Benefits of the WISP system are that it offers high-speed data link and cost effective solution for prolonged use by multiple users for reliable 24-hour Internet access. During the course of this project, DSL Internet access became widely available and since the cost of DSL access was cheap; FOOD provided this access via DSL lines also for the E-marketers who were telecommuting.

- **Type of software tools utilized**

  An E-Commerce web site was created with facilities like shopping cart, credit card processing etc. The Chargeback mechanism was also integrated into the project. Regular office automation software such as DTP and word-processing were also provided for the benefit of the E-Marketers.

- **Innovation if any deployed in the Project**

  Linking women marketers with E-Commerce and training them to promote, use effectively for sustainable livelihoods.

- **Technology Model**

  E-Commerce Technology with all in-build features of payments settlements, chargeback and settlement.

- **Business Model**

  The E-Marketers were paid commission for promoting the sales of the products. The E-Marketers also monitored the site statistics. Monitoring the site statistics enabled FOOD to know that the products were in demand, whether online and offline promotion strategies were working, whether the content on the site is useful enough for visitors to keep coming back and so on.

- **Beneficiaries :** Women from Chennai slums.

Metrics and Impact

- **Impact assessment of the project :** N.A.
- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** IDRC has conducted impact assessment and evaluations.
- **Findings of the evaluation and impact assessment studies:** www.idrc.ca

Conclusion

- **Sustainability, if any demonstrated by the project**

  E-marketers that continued to utilize FOOD's Internet access pay Rs 5 per hour of Internet access time and this brought in additional revenue to FOOD. SomeE-marketers opted to connect via DSL Internet access that is available now at the rate of Rs 1000 per month. The E-marketers are paid a commission ranging from 2% to 5% of sales by the women cooperatives and NGOs. This elps them to find sustenance within the project and motivates them to further expand their client base.It must be noted that during the past 6 months that the E-marketers have been actively promoting the India Shop, The women co-operatives and NGOs earned a profit of approximately Rs 75,000 from online sales.

- **Replicability, if any demonstrated by the project**

  The project has been accepted by the Council for Advancement of People's Action and Rural Technology (CAPART), a division of the Government of India, who have evinced interest in up-scaling the project to benefit women cooperatives and rural industries from other parts of India. The Cellular Phone project has been chosen by the Tamil Nadu Social Welfare Board for replication in other parts of the state as well.

- **Project Documentation available if any :** www.food.org

- **Lessons learnt from the Project and Conclusions**

  FOOD believes that their strategy of providing cellular phones to the women's CBOs has enabled the women to build solidarity, through effective community networking apart from extending their reach to new areas.

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Datamation Foundation

Project Description

- **Organization Details**

Datamation Foundation as part of UNSECO's Major Cross Cutting Theme Programme on Eradication of Poverty entitled “Empowering the Underprivileged through the use of ICTs” set up a Community Multi-Media Centre(CMC) in Babul-ulm-Madarasa located in extremely impoverished and backward Seelampur-Zaffrabad predominantly Muslim ghetto in the fringes of North-East Delhi in March 2003. Average family size in the area is 8 to 10 and monthly family incomes range from Rs.4,000-5,000. Most people are engaged in the informal sector and small businesses. The school drop out rate amongst the girls is over 60%. Women get married early and are not permitted to step out of homes unaccompanied.

The objectives of establishing CMC in Seelampur were to test the hypothesis that after attaining a level of empowerment; language or education are not the barriers for the Minority Muslim women to access ICTs for unleashing their 'latent' communication need apart from a need to 'creatively' express themselves. The Project wanted to further ensure that by a systematic delivery of mentoring. counseling and training materials in the local languages; it is possible the semi-literate and neo-literate, marginalized Minority Muslim women from the ghettos to earn sustainable livelihoods enabled by ICTs

- **Objective of Project**

The Datamation Foundation and UNESCO wanted to provide appropriate ICT enabled support mechanism viz. capacity-building, marketing and financial linkage for the women engaged in informal sector of the economy encompassing small and petty businesses. Moreover ICTs could help overcome Muslim women's perpetual cycle of poverty, social exclusion and low bargaining power by building their capacities and vocational skills.

The project also wanted to test if ICTs could play an enabling role in empowering the Muslim women to deal with age-old social problems such as the denial of equal status to the women in the society, dependence on the family for all decisions ranging from various personal decisions viz. reproductive rights, career and vocational options. Towards this end effective multi-media training, learning and counseling materials in empowerment; basic literacy and vocational skills enhancement were proposed to be deployed.

Towards this end; the Datamation Foundation set up a Community ICT Training-cum-counseling center in the Babul-ulm-Madarasa with UNESCO's support. The Center located in the Seelampur-Zaffrabad ghetto was opened for the Community use in March 2003. Till date, the project has reached out to more than 1000 women from the Seelampur Community.

- **Scope of Project**

Due to traditional linkage between the learning, teaching process and the enabling role of ICT on the same apart from the crucial role of Islamic clergy; it was decided to co-locate the CMC within the premises of Madarsa instead of a public place. The women were provided separate entry to the institution. Extensive community mobilization was done with the help of a Mentor Mother who reached out to the Community for enrollment of the women in the ICT Center. Community mobilization drive commences apart from ensuring enlistment of the women as “canvassers” and “community mobilizers”

Integrated with the technical aspect of the project; is the ongoing ethnographic action research process facilitated by the London School of Economics and the Queensland University, Australia. We also provided weekly updates based on 'immersion' and 'community animator' concept for understanding in-depth

impact of ICTs on the women and their families. The updates were posted on the ictPR website as well as field notes apart from posting notes on the forum.

The Foundation developed more than 50 self-paced, interactive multi-media empowerment and skills development CDs. In-built evaluation procedures were integrated in the CDs. The CDs ranged from health, nutrition, life-skill topics; apart from empowerment; rights, duties and responsibilities of the women; life skills, adolescence, confidence-building and personality development. Consolidating on the 'innate' design, arts, crafts and workmanship most people including those of Seelampur possess; the project deployed over 40 different skills and vocational modules ranging from tailoring, embroider, candle making, liquid soap, management of courier and tiffin centres, stationary items, paper bags etc. The Foundation enabled formation of the Self-Help Groups after the women had completed the learning on the modules. Multi-stakeholder workshops were conducted for exploring mutual synergies and linkages.

The Foundation also started the process of identifying commercial opportunities for the beneficiaries of the project. Participation in various exhibitions, events apart from direct marketing of the arts and crafts produced by Seelampur women was organized. A portal www.seelampurmart.org has been set up for the marketing of Seelampur arts, crafts and services. Payment gateway, fulfillment, order servicing have been activated.

Apart from multi-media CDs; UNESCO and NIC local community browser eNRICH (http://enrich.nic.in) a generic, customizable, web-based solution designed to facilitate Seelampur women's knowledge and communication requirements on their own, without requiring any special technical skills. Seelampur women were able to quickly build their own gateway website, enriched with their own local content.

After successful operation of one year; the CMC is now being run as a commercial Tele-Centre for rendering commercial services viz. typing, DTP, printing, binding, internet surfing and email.

- **Primary sector of ICT4D Project :** Women's Empowerment.
- **Secondary sector of ICT4D Project :** Livelihoods.
- **Project Coverage Area :** Seelampur-Zaffrabad is spread over 20 kms. and has a population of over 6.8 lacs.
- **Services contemplated**

  Empowerment, vocational and skills development with the help of ICTs; practical demonstrations, consultations for improving product design; marketing services for the women with the help of SHG formation. E-Commerce has been facilitated via www.seelampurmart.org

- **Target Group :** Minority Muslim women
- **Project start date :** March 2003
- **Number of years Project has been running :** Over one year

Project Implementation

- **Services actually provided**

  Educational and skills development training; vocational skills enhancement and basic literacy. Marketing linkage services have been rendered by organizing exhibitions and events apart from facilitating E-Commerce via www.seelampurmart.org

- **Category of basic Computing implemented in the Project**

  Client Server architecture, hand held computers, scanners, printers. Significantly Plotter for facilitating CAD to enable sharpened project designs is contemplated. Design tablets have been provided as well.

- **Category of basic Data Communication implemented in the Project :** Cable internet access.
- **Type of software tools utilized**

  Local community browser Enrich, skills development multi-media CDs, Design tools.

- **Innovation if any deployed in the Project**

  First ever organized attempt for ICT diffusion in the area reaching out to the Minority community; apart from formation of the women's SHG and linking them to markets are some innovations apart from extensive use of local content development for skills development.

- **Technology Model :** CAD and local community browser driven; Clients and Hand held computers.
- **Business Model**

Initial resources have been committed by UNESCO and Datamation; however the project leverages on the skills, competence of the local women by channelizing these into income generation opportunities.

- **Beneficiaries**

Metrics and Impact

- **Impact assessment of the project**

  Several universities have carried out Impact assessment studies including One World South Asia, Development Gateway, Outlook Magazine and Indian Express.

- **Independent evaluations or impact assessment studies carried out and name of the project evaluator :** Development Gateway www.developmentgateway.org

  Euro-India Development Cooperation Forum have also carried out an evaluation which may be seen at http://server.metaware.it/EuroIndia2004/

- **Findings of the evaluation and impact assessment studies**

  ICTs have had a cascading effect on the lives of the women of Seelampur apart from their families in not only empowering them and building their self-esteem, confidence but also in enabling to enjoy better quality of life.

Conclusion

- **Sustainability, if any demonstrated by the project**

  With the help of Tele-Centre income, sales proceeds of the SHGs selling their arts and crafts apart from the fee paid by the women; the project is sustainable.

- **Replicability, if any demonstrated by the project**

  The project is being replicated in few other parts of the country as well as abroad with the help of participating Islamic Learning Institutions.

- **Project Documentation available if any**

  www.datamationfoundation.org / www.unesco.org

- **Lessons learnt from the Project and Conclusions**

  Seelampur project is a step forward in a globalized world for the women from a poor community trying to find their rightful place. Deploying a multi-pronged ICT enabled empowerment and skills enhancement strategy; the project has provided an opportunity for the women to interact with the external world and come in direct contact with the ultimate buyers of their products.

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Annexure: Some more ICT for Development Pilots

Theme: Providing Integrated services in semi-urban and urban areas

a e-Sringhla

Kerala Govt. backed one-stop web-enabled portal for information and services relating to the Govt-citizen interface with good connectivity and a set of information kiosks to access this information and services; thus creating an "e-shringhla' (electronic chain) of information and e-governance.

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b Registrar General Of India Govt. Of India.

The Registrar General of India office is seeking to drastically reduce the census processing time by introducing intelligent character recognition (ICR) technology driven by high speed scanning. In addition, the RGI office has commenced work on a multi-purpose citizen's services card proposed to be launched in 100 districts of the country.

RGI office uses GIS and mapping extensively for delivering accurately and efficiently mapping a large number of socio-economic demographic indicators relevant for the country's policy makers. The impending 'gender' crisis in the country has been escalated exgtensively by the maps of RGI office which show sex-ratio in different parts of the country.

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c Municipal Management and Capacity Building - Ludhiana

Municipal Corporation - Ludhiana has developed a GIS for different locations for facilitating computation of property taxes; apart from website (www.ludhianacorp.com) that has opened new vistas for dialogue between the elected municipal officials and residents of Ludhiana. Payments and receipts associated with incorrect billing, payments and receipts with respect to water/sewerage and house tax were computerized. These steps have helped MCL to increase its income by 221 per cent and expenditure on infrastructure development works increased by 644 percent.

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d Tax Information Network (TIN) and e-Permanent Account Number (e-pan) of Central Board of Direct Taxes, Govt. of India

Working with Private Depository and Private Service Providers operating within a tight regulatory framework; the CBDT has facilitated filing of e-Tax Deduction at Source (e-TDS) returns at multiple TIN facilitation Centres across the country for all categories of tax payments ranging from tax deducted from salaries to contractor payments; vendor/supplier tax Once the data is uploaded on TIN, acknowledgement and processing of returns gets done quickly. Electronic filing of PAN has been facilitated.

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e Anusaraka

Inter-lingual Machine Translator : Anusaraka is an ongoing project that has used Sanskrit Grammar, Computational linguistics and its own primary research to develop machine translation systems between English and various Indian languages.

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f Kannada Language Email System e-Tapaal

e-Tapaal is a web-based email service launched in Indian Languages and in English to facilitate e-governance to enable communication in various Indian regional languages.

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Themes: ICT for enhancing Rural livelihoods and ICTs for Transforming Rural Governance

a GIS for Local Development Planning

The UNDP-assisted initiative include the Geo-referenced Area Management GRAM ++ GIS package and Decision support modules for selected sectors of local planning viz. water resources management, land use planning, energy budgeting and infrastructure development. GRAM +++ is being extensively used for rural local planning areas identified above.

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b Simputer: India's home grown Computer for rural masses

Simputer is a small handheld device, which can read a smart card, and also has advanced radio and text processing capabilities in several Indian languages. Simputer is currently being deployed in several applications in the field.

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c World Space Satellite Radio-Brodcaster for Rural Communities

World Space, the satellite-radio broadcaster-offers data as well as audio broad-casting applications and enables several rural applications to operate for uni-directional data stream in rural areas.

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d Digital Mandi and Infothela Projects of Indian Institute of Technology-Kanpur

The project started in Feb 2002 for explore the use of IEEE 802.11 (Wi-Fi) as a low-cost wireless access technology for rural internet connectivity, specifically for Indian villages. The project team at IIT, Kanpur has demonstrated technical feasibility of technology for long-distance wireless links, as well as multi-hop configurations to provide rural Internet connectivity. It has been successfully experimented with various applications such as Voice-over-IP and Telemedicine.

Infothela

The Infothela project aims at providing mobile Internet services through the design of an appropriate light-weight mechanical “thela”, or “rickshaw” which can house a computer and related equipment. It banks on local village coverage as provided by the DGP network. Currently there are two village locations where Infothela operates mainly for Internet browsing so far.

Digital Mandi

The goal of this project is to provide a web-based portal for e-trading of agricultural products. Buyers and sellers can find each other using the portal. Ttrading and information access are also possible through email and Short-Message-Service (SMS).

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e Warana Wired Village

Project Description : Effective contribution of IT infrastructure of socio-economic development of a cluster of 70 contiguous village around Warna Nagar in Kolhapur and Sangli District of Maharasthra. The project also provides connectivity between the villages and Warna Cooperative.

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f NIC's Rural Development Products

RuralSoft

- The Ministry of Rural Development (MoRD), Government of India and State Rural Development (SRD) departments jointly sponsor a number of schemes to alleviate poverty in rural areas. The schemes are implemented by Panchayati Raj Institutions and coordinated by District Rural Development Agencies (DRDAs). The implementation of the schemes is monitored at DRDA, SRD and MoRD levels. RuralSoft is a web-based software solution that helps in bringing about transparency in the implementation of these schemes by facilitating monitoring of the physical and financial progress of these poverty alleviation schemes. At present, the software captures and displays monitoring information upto district level.
- **Product website** http://ruralsoft.nic.in

PrriaSoft

- The responsibility for planning and implementation of various developmental activities sponsored by MoRD, SRD and Panchayats at various level rests with Panchayati Raj Institutions (PRIs) to ensure maximum participation of people. The Panchayati Raj Institution Accounting Software (PriaSoft) is a software package that addresses the monitoring of allocated funds, expenditure pattern, local revenue generation and allows transmission of intended reports to various monitoring agencies.
- **Product website** http://priasoft.nic.in

Rural Bazar

- Rural Bazar is an e-Commerce application that helps to bring the fine creations of the rural producers to the e-world. It addresses the challenges of inadequate monetary returns, near non-existent marketing infrastructure and poor publicity for rural products.
- **Product website** http://ruralbazar.nic.in

eNRICH

- eNRICH is a generic, customizable, web-based solution that is designed to facilitate rural communities to manage their knowledge and communication requirements on their own, without requiring any special technical skills. It enables communities to quickly and efficiently build their own gateway website, enriched with their own local content and connected to knowledge sources and services that are tailored according to their own information and communication needs.
- **Product website** http://enrich.nic.in

g eSuvidha

eSuvidha has been implemented at Community Information Centres (CICs) (www.cic.nic.in) and automates processing of applications for availing various government services. eSuvidha uses Information Technology Tools extensively to simplify the processes of Government functioning for bringing efficiency and transparency in governance and above all provides efficient government services to the public who so far did not have access to the benefits.

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h Akash Ganga

Implemented at 400 locations in Gujarat runs the Dairy Information Services Kiosk (DISK) offers a multitude of animal husbandary related services, besides maintaining database and offering internet connectivity at the DCS (Dairy Cooperative Society

I Raita Mitra Kendras (Farmers Outreach Centres)

The Karnataka Govt. has set up computerized Raita Mitra Kendras (Farmers Outreach Centers) at all 35 'hoblis', or 'mandals', of Belgaum District in Karnataka. The Raita Mitra Kendras act as in interface between public and private sector technologies apart from providing information on crop production, on market prices of agri-products, and on soil conditions.

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Joint Director
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j Gramsampark

A website called “Gramsampark” has been developed by the National Informatics Centre. Complete database of available resources, basic amenities, beneficiaries of Govt. programs and public grievances in all 51,000 villages of MP can be obtained by accessing www.mp.nic.in/gramsampark/

k Data Vision - Handheld device for Rural Data Collection

Data vision developed by Web Ezee Technology, is a hand held terminal which features an LCD display and keypad for data - entry purposes, Data vision is currently being tested in Dhan Foundation's pilot project on financial accounting in Kanakapura village in Karnataka.

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Theme : ICTs for Women's Empowerment

a The National Institute of Agriculture Extension Management (Manage)

By setting up Village Information Kiosks managed by local Mutually Aided Cooperative Thrift and Credit Society (MACTCS) of women; these kiosks are a window to information on the prices at the farmer's markets in the state. Villagers use the net in 11 villages in the Renga Reddy (RR) district of Andhra Pradesh.

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b Jal Chitra

Jal-Chitra the software developed by Jaipur's Ajit Foundation in collaboration with the Bare Food College of Tilonia has been deployed amongst the women for drought-profiling by estimating monthly water demand and monthly water availability from various sources to help the villagers manager their own water resources effectively.

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c Datamation Foundation

Datamation Foundation's innovative public-private partnership program advanced ICT training and mentoring for extending job opportunities to women from socially or economically disadvantaged backgrounds. More than 700 sustainable job opportunities have been created for the disadvantaged women. This case study may be viewed at:

Ttp://www.digitaldividend.org/knwldge_bank/knwldge_bank_01_data.htm

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d Anchorage-Tel-Nek

Tel-Nek operates a Centre in Bidadi, a small town near Bangalore for women from 33 different villages, to be educated in IT Skills like MS Office, DTP Skills like PageMaker, PhotoShop and CorelDraw, Basic Hardware as well as an accounting Package TALLY. The women also receive training in English language, skills, personality development, presentation Skills, field work, etc.

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e VOICES

Voices has been actively working for few years now with the women's groups in Budhikote, Kolar Distict of Karnataka on a Community Radio project. The women manage the Community Radio Station apart from recording various themes of local interest via a UNESCO, UNDP program. The content is also narrow-cast in and around villages around Budhi Kote apart from the women's groups managing the transmission and dissemination of information.

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ITC e-Choupal

IAS Probationers on e-governance training in Tiruvarur - viewing the progress of the 8th paperless e-governance camp at Kodavasal - Feb 2001