

Mobile India 2015
Chancery Pavillion, Bengaluru
9th Jan 2015

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NATIONAL TASK FORCE ON INFORMATION TECHNOLOGY AND SOFTWARE DEVELOPMENT

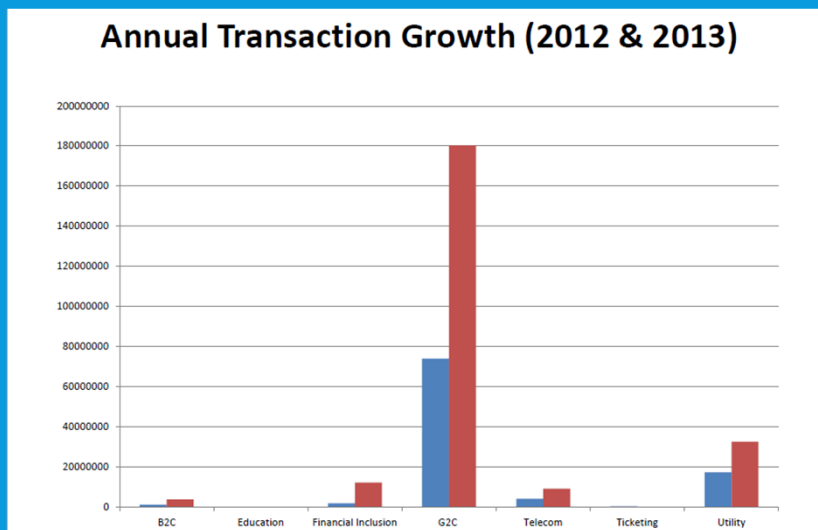
9TH JAN 1998

- It is necessary to recognise the strategic nature of Information Technology in Government and to ensure consistency, connectivity and inter-operability. Most of the time, data is captured in an adhoc manner. A data item like Citizen name and address is captured by a host of government agencies in different ways. Such non-standardisation makes it difficult to integrate and co-ordinate usage of data by different agencies, though the **same data item may be required for multiple government services like vehicle registration, tax payer identification, state economic assistance and voter registration.** Standards can help create predictable architecture ensuring the manageability, portability and interoperability of systems
- The Singapore approach of setting up data management committees focusing on each category of shared data namely people, land and establishments is worthy of emulation. The categorisation of **shared data around the people, land and establishment hubs is a practical means of organising data** and ensuring a mechanism for data standardisation
- The Survey of India should make available digitised base maps **with a threshold scale, free of charge and free of copyright restrictions**
- **Reengineering** of the existing government processes and procedures will be implemented to bring about **transparency in working, reducing constraining controls, increasing efficiency and productivity, reducing cost of service delivery, etc.** Integration of projects across various departments to provide a single point of contact for citizens for delivery of services electronically will be put in place.

<http://it-taskforce.nic.in/index.html>

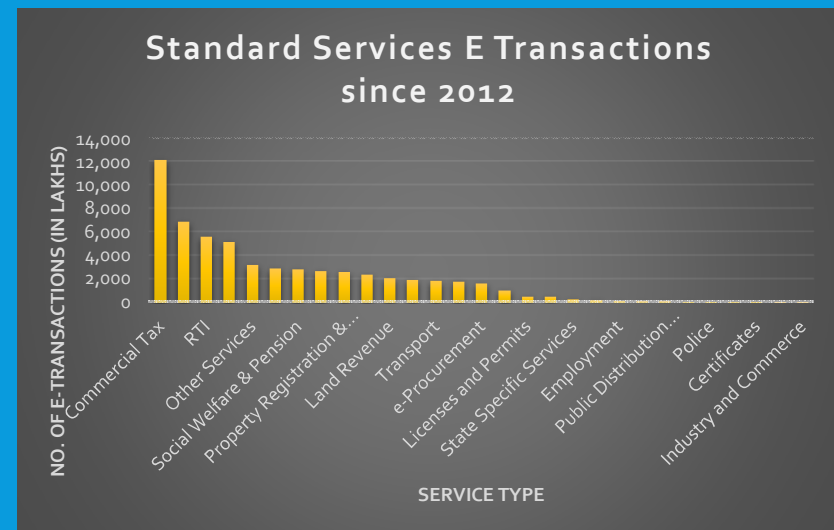
GOVERNMENTS VIEW

CSC's thriving



<https://negp.gov.in/pdfs/DigitalIndia.pdf>

E transactions are thriving



<http://etaal.gov.in/etaal/ServiceChartIndex.aspx>

M-GOVERNANCE APP

- Urgency to launch a myriad number of services
- Not user centric
- Seamless operation is what people expect when you are using a mobile device

Use Cases in case you went beyond the crashes and registration failures:

1. BMTC > Trip Planner
 1. Vidyaranyapura to Majestic - No Data Found
 2. Retry with Vidyaranyapura to Jayanagar – No Data Found
 3. Retry this on the website and viola it works for both cases
2. RTO > Issuance of DL extract
 1. Enter your DL License number
 2. Dear User, DL details are not available. Please contact the concerned RTO

Can we know how each of the service is doing on uptime and transaction completeness

<https://www.mobile.karnataka.gov.in>

GOVERNMENT PROCESS REENGINEERING



- John Major – 1991, Citizen Charters
- 1996 – Chief secretaries of states begin deliberations on Citizen charters
- Right to Public Services – 2011 Sakala
- 700+ services where information asymmetry is solved

Can technology help solve the access asymmetry –
Only Time and each of us can tell ☺

Bhoomi Parivartane - Dharwad

- Software reduced the supporting documents from 18 to 6
- 12 documents would be procured by the Revenue Department directly from other government bodies
- Once the application is submitted, the citizen is invited to the following Friday's meeting chaired by the DC
- Prior to the meeting all concerned department heads are required to have inspected or verified requests for land conversion. At the meeting, the department heads are expected to raise objections if any, for each of the applications, if not a favourable decision is taken
- Reduction in time taken from 120 – 45 day

<http://www.scribd.com/doc/110743515/Assessment-of-the-Sakala-Phase-3-District-Spotlight#scribd>

QUESTION TO PONDER :

- One of the fastest growing megacity
- Road Length – Blr : 6,835 miles – London : 9200 miles
- Travel speed has dropped to 15 kmph during the peak hours
- 2/3 population of London
- Travel speed has dropped to 15 kmph during the peak hours
- Around £293m of the amount raised in 2013/14, or 44%, was generated by councils in London as Parking revenue
- Bengaluru had less than 2.4 crore generated as parking revenues
- Our Local Government is broke !!!
- Can we do something about it?

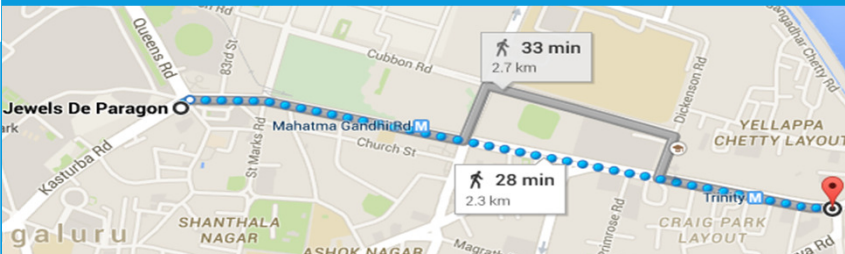
Two Wheelers	L.M.V	A/R	H.T.V	H.G.V	Others	Total
3725435	1102977	146481	112914	72442	232598	5392847

<http://data.london.gov.uk/dataset/length-road-network-borough-and-region>

BANGALORE HAS CONGESTION PROBLEM. REALLY ?



Black Maria, Oklahoma, 1935 BBMP – Bangalore traffic Police



	Total Vehicles	Valid Parking Per Hr	Number of Hours	Revenue for BBMP
Cars	250	200	30	₹ 84,000.00
2 Wheelers	200	160	5	₹ 11,200.00
Per Month				₹ 95,200.00
Per Year				₹ 11,42,400.00

	Illegal Parking	Fine Violation	Revenue for BTP
Cars	50	100	₹ 5,000.00
2 Wheelers	40	100	₹ 4,000.00
Per Month (thrice)			₹ 27,000.00
Per Year			₹ 3,24,000.00

BBMP Revenue projection from Parking 2.3 cr in 2012-13

Economics of travel

- Chengdu - In a bid to encourage people to choose public transportation, the southwest Chinese city of Chengdu, capital of Sichuan Province, waived bus fares and offered discounts on metro fares
- Far more economical to travel by 2 wheeler and 4 wheeler if you add up the waiting time and interconnectivity time
- No Schedule of trips, when the next bus comes is unknown
- Technology available today will help us locate the buses and we can setup an app + call centre + sms infrastructure to help commuters estimate their travel time
- More people on buses and Non motorized parking means lesser congestion

<http://archive.indianexpress.com/news/china-makes-bus-travel-free-to-encourage-public-transport/1014762/>



LET US ENGAGE – STATE OF THE CITY- APR 2015

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- References:
 - <https://www.linkedin.com/pulse/20140609044832-181854285-why-e-governance-has-failed-in-india-and-how-to-make-it-successful-praveen-dala>
 - <http://news.sky.com/story/1390488/councils-revenue-from-parking-reaches-667m>
 - <http://bbmp.gov.in/budget>
 - <http://etaal.gov.in/>

BACKUP SLIDES

WHY E-GOVERNANCE HAS FAILED IN INDIA AND HOW TO MAKE IT SUCCESSFUL: PRAVEEN DALAL

- In fact, e-governance is a remedy worst than the malady in India. We need administrative reforms, transparency and accountability to make e-governance a success in India
- To worsen the situation the Government of India is concentrating more upon the image rather than upon the end results. The grassroot level action is missing and the benefits of ICT are not reaching to the under privileged and deserving masses due to defective ICT strategies and policies of Indian Government. India is suffering from the “vicious circle” of defective e-governance, as the basic input .i.e. governance itself is poor.

ADDITIONAL REFERENCES

ALL ACCESSED ON 08-01-2015

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- <http://www.bloomberg.com/news/2014-04-11/parking-lots-transformed-as-u-s-cities-seek-more-revenue.html>
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