# How ICTs can contribute to the work of the CMC

PROFESSOR ROHAN SAMARAJIVA

CHAIR, ICTA

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ICTA
*ideas actioned*
Information and Communication Technology Agency of Sri Lanka

# A simple way to think about eGovernment, placing the citizen at the center

- *A citizen wants to get his/her interaction with the CMC done in one trip*

- *Give information over the phone/web*
  - *Times, places, appointments*
  - *Required documents*

- *A citizen would like to get the CMC business completed with minimum delay & standing in line*

- *Kiosks, WiFi zones, online payment mechanisms in addition to above*

- *A citizen would like to get the business done without coming to CMC at all*

- *Provide all relevant information for transaction document submission facilities and payment mechanism online*

# Enhanced eServices

- *While the CMC currently has provision for e-bill payment etc., it does not seem to be fully utilized*

- *Under our administration, constituents will be able to use the internet and mobile phone to:*
  - *Obtain applications and licences*
  - *Pay bills*
  - *Other relevant services*

- *2% fee on Visa/Mastercard payments of large amounts makes e-payment unattractive*

- *Should we think of giving discounts for online payments?*

- *Mobile cash and direct debit being made possible*

- *More publicity needed*

- *Just making forms available online is easy*

- *What other e services are possible?*
  - *Once eLG is available, construction permits, business licenses could be made available*

# Two solutions to problem of slow adoption of online bill payments

## CURRENT SOLUTION

- *Go directly to online mode*

- *Conduct marketing campaign to increase adoption*

- *Remove barriers such as 2% surcharge on credit/debit card payments*

## INTERMEDIATE SOLUTION

- *Make available free public WiFi under government program at all bill-payment locations along with publicity and help desks so they can use their smartphones*

- *Whenever congestion is high, have staff with handheld devices take citizens with simple transactions out of lines & help them (in the process teaching them about online)*

# Improved communication with citizens

◦ *Access reports, budgets etc.*

◦ *Make complaints and suggestions*

▪ *A well functioning website can make documents easily accessible (but see legal requirements under Regulation 20)*

▪ ***Citizen Participation System*** *– developed by CMC and managed by ICTA is a good candidate. CMC did a soft launch, but need to be publicized*

# Improved communication with citizens

- *To ensure transparency and efficiency, the Mayor, Councillors and staff will be available via App and chat rooms for interactive communication with the public*

- *A website will be set-up for each Councillor, so that he or she will be directly accessible to constituents*

- *Social-media based interaction platforms, including Facebook Live, may be more effective*

- *Facebook and Whatsapp groups worth considering*

# Other commitments

- *We will also strengthen and computerise the system for the issue of land certificates to be accepted by all government agencies.*

- *The Colombo Municipality will be the first to implement the Government's three language policy when interacting with the public.*

- *Somewhat more complicated. Needs to be linked to databases of Western Province Land Commissioner's Department*

- *True challenge because of limited resources for translation resulting in delays*

# Proactive disclosure regulations under RTI Act, in effect since February 2017

*01. In accordance with the power to direct a Public Authority to provide information in a particular form under Section 15(d) of the Act and in keeping with the overriding principle of Proactive Disclosure, all Public Authorities shall routinely disseminate, at a minimum, the following key Information including through a digital or electronic format;*

**i. Institutional information:** legal basis of the institution, internal regulations, functions and powers.

**ii. Organizational information:** Organizational structure including information on personnel, and the names and contact information of executive grade public official their remunerations, emoluments and allowances.

**iii. Operational information:** strategy and plans, policies, activities, procedures, reports and evaluations including the facts and other documents and data being used as a basis for formulating them.

**iv. Decisions and acts:** Decisions and formal acts, particularly those that directly affect the public including the data and documents used as the basis for these decisions and acts.

**v. Public services information:** Descriptions of services offered to the public, guidance, booklets and leaflets, copies of forms, information on fees and deadlines.

**vi. Budget information:** Projected budget, actual income and expenditure (including salary scales pertaining to the emoluments and related allowances of officers and employees of executive rank and above,) and other financial information and audit reports.

**vii. Open meetings information:** Information on meetings, including which are open to the public and how to attend these meetings.

**viii. Decision making & public participation:** Information on decision making procedures including mechanisms for consultations and public participation in decision making.

**ix. Information on subsidies:** Information on the beneficiaries of subsidies, the objective, amounts, and implementation.

**x. Public procurement information:** Detailed information on public procurement processes, criteria and outcomes of decision making on tender applications; copies of contracts, and reports on completion of contracts.

**xi. Lists, registers, databases:** Information on the lists, registers, and databases held by the public body. Information about whether these lists, registers, and databases are available online and/ or for onsite access by members of the public.

**xii. Information about information held:** An index or register of documents/ information held including details of information held in databases.

**xiii. Information on publications:** Information on publications issued, including whether publications are fee of charge or the price if they must be purchased.

**xiv. Information about the right to information:** Information on the right of access to information and how to request information, including contact information for the responsible person in each public body.

**xv. Disclosed information:** Information which has been disclosed pursuant to a request and which is likely to be of interest to others.

xvi. The above information shall include all relevant facts taken into consideration while formulating **important policies** or announcing decisions which affect the public.

**02.** *In addition to the categories listed in clause 01, Public Authorities shall endeavour to include in their Section 8 reports such information as may be of interest to the public, among other things so as to limit the need for members of the public to resort to the use of this Act to obtain that information.*

**03.** *All Public Authorities shall periodically update the information referred to above.*

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**04.** *Any citizen may, if he/she finds, upon inspection of the information provided by Public Authorities in terms of Sections 7, 8, 9 and 10 of the Act and pursuant to the duty of Proactive Disclosure contained in this Regulation, that the information is improper and/or false and/or has not been updated, complain to the Head or the CEO of the relevant Public Authority. If the Head or the CEO of the Public Authority fails to rectify the same, the citizen may make an application to the Commission within three months of the said disclosure for rectification of the said improper/ false/outdated information for reasons stated.*

**05.** *If upon inquiry into the reasons stated, the Commission finds merit in the complaint, the Commission shall call upon the said Public Authority to rectify the same and report to the Commission within one month of the said order of the Commission.*

**06.** *Details of the inquiry and follow-up action (if any) shall be included in the report of the activities of the Commission required to be prepared and thereafter to be tabled before Parliament and sent to the President in terms of Section 37 of the Act.*

# Citizen Participation System (CPS)



1. Koreans (WB grant) Developed System
2. ICTA did Quality Assurance
3. ICTA would be maintaining this
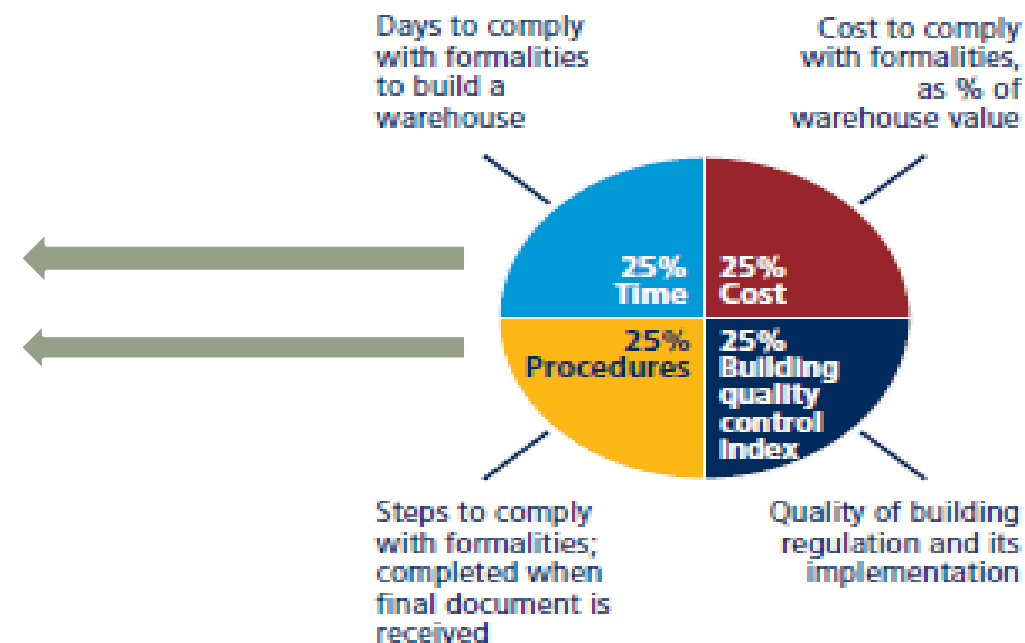4. ICTA looking to integrate this to eLG.

**WORLD BANK GROUP**
**DOING BUSINESS**
MEASURING BUSINESS REGULATIONS

# CMC & UDA
## Dealing with construction permits

Sri Lanka's Overall Rank 111;
Dealing with Construction Permits – 76

Starting a Business

Dealing with Construction

Getting Electricity

Registering Property

Getting Credit

Protecting Minority

Paying Taxes

Trading across Borders

Enforcing Contracts

Resolving Insolvency

e Local Government
Your comfort is our promise

Rankings are based on distance to frontier scores for four indicators

Days to comply with formalities to build a warehouse

Cost to comply with formalities, as % of warehouse value

25% Time

25% Cost

25% Procedures

25% Building quality control Index

Steps to comply with formalities; completed when final document is received

Quality of building regulation and its implementation

# eLG @ CMC

**Goals of eLG @ CMC:**

Expected Speed: 1 day construction permit

Expected Accuracy: 100%

Expected Satisfaction Level: 100%

Transparency: 80% based on feedback

Simplicity: 80% based on feedback

Understandability: 80% based on feedback

**Current Status:**
1. eLG 1st Ver released – 31st Dec 2017
2. 152,000 assessments data – Migration (Completed)
3. Regulations of Construction – Almost completed
4. Final Release (Pending) – expected by Mar 30, 2018 (Testing Pending)
5. Assessment integration – June 2018