

# Comparative Analysis of Best Practice Cases



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# Bhagidari (Delhi, India)

**Six step processes**

**Structured monitoring**

**Phased implementation**

Improve citizen-government partnership through carefully designed, intensive and participatory dialogue for change management facilitation

‘Bhagidari’ has evolved as a platform available to the citizens to interact continuously with field level officers and even with the Chief Minister directly.



# *i*-Governance (Naga City, Philippines)



**Inclusive governance**

**Innovative management**

**Interactive engagement**

**Information openness**

**(Empowerment) + (ICT-DEV)**





# KONEPS (Public Proc Svcs, Korea)

*Information system*

**'end-to-end' e-procurement**

*Connected*

**Linking 80 others institutions' systems**

*Integrated*

**A single window for public procurement**

**Efficiency, Transparency, Standardization,  
Leading private sector e-commerce**

# Definitions appeared: Governance



Responsive,  
Participative

*Social  
Initiatives*

Participative,  
Transparent,  
Accountable

*Mixed  
Approach*

Efficient,  
Transparent,  
Standardize

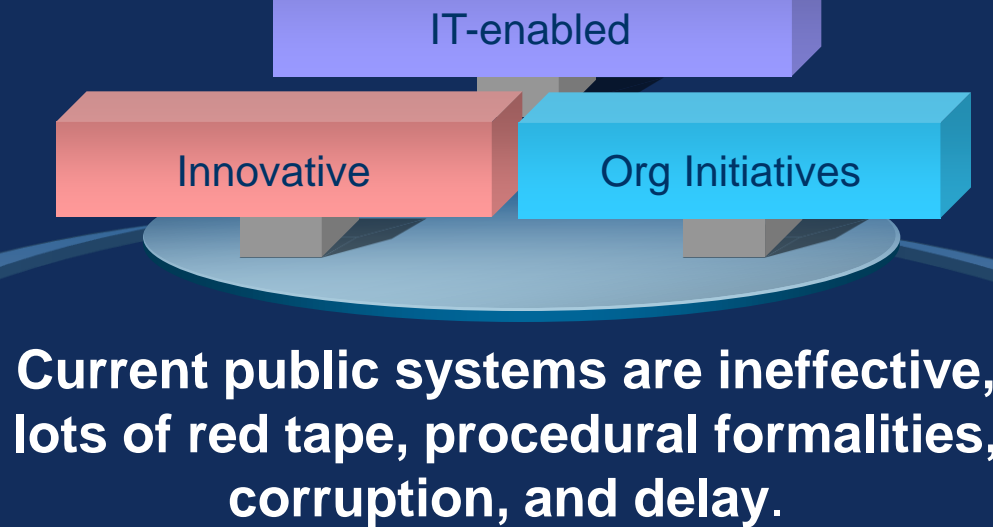
*Technology  
Initiatives*

“e” in e-Governance is not just technology

# Expected "E"-Governance with ICT

**Why?**

**Suddenly?**



Towards e-governance

New governance

?



# e-Governance (and e-Government)



Transparency of government functions increased

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Accountability in delivering high quality public services

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Citizens' participation in policy dialogue increased



# Challenges



*N.B. Where is IT, ICT or IS?*

# Evolutionary Grid

Level of Information Sharing

**Government portal services** with interlinked databases across dept and levels

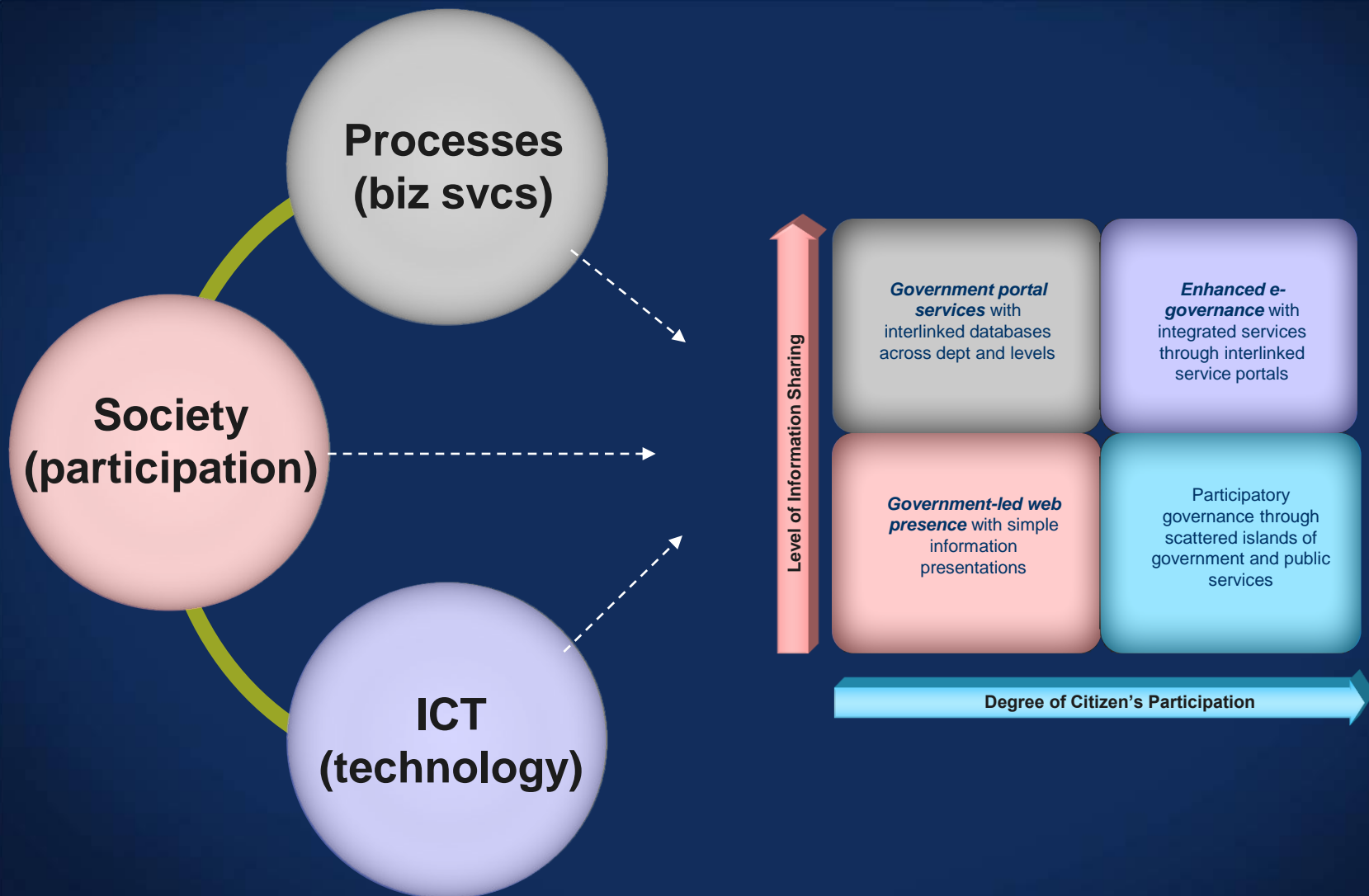
**Enhanced e-governance** with integrated services through interlinked service portals

**Government-led web presence** with simple information presentations

**Participatory governance** through scattered islands of government and public services

Degree of Citizen's Participation

# Drivers, Enablers, Facilitators







***Thank You !***



open the floor for questions and comments