Mobile Governance - pros & cons in advanced countries

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03 M-Government in Korea & North-East Asia

04 M-Government in UK & USA

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• **Data & Information**
  - Data: Raw, non-summarized and unanalyzed facts and figures
  - Information: Data that have been converted into a meaningful and useful context for the receiver

*Everything is Data!!*
Introduction

• What is Digital?
  – Generates, stores, and processes data in terms of two states: positive and non-positive.

  – A digital system uses discrete (discontinuous) values, usually but not always symbolized numerically (hence called "digital") to represent information for input, processing, transmission, storage.

  – Digital technology is primarily used with new physical communications media. Electronic transmission was limited to analog technology, which conveys data as electronic signals of varying frequency or amplitude that are added to carrier waves of a given frequency.
Introduction

• Why Digital?

Digitalization

Convergence

IT/Service/Network

Voice

Data

Internet

Broadcast

Wireless

Satellite

Contents

Entertainment

Computer

Telecommunication

Appliance

Information

Digital Home Media Center

MP3, MPEG
Introduction

• Digital Convergence

Convergence
IT Service, Computing Networking, Information Devices

Ubiquity
Anytime, Anyplace, Any Device, Any Platform, Mobility, Accessability Seamless

Broadband
High Data Processing Power Real Time Information Processing

Intelligence
Artificial Intelligence Context Awareness Service

• Tele-communication Industry+ Auto-mobile/Finance/Logistic etc
• Voice
• Data
• Wireline+ Wireless
• Telecom+ Broadcast+IT

Cross- Industry

Intra- Communication

Intra- IT

Mega Convergence
02 M-Government

03 M-Government in Korea & North-East Asia

04 M-Government in UK & USA

05 M-Government in UAE & Gulf

06 M-Government in AUSTRALIA

07 M-Government pros & cons

08 Conclusion
M- Government

• Mobile Environment

FUN

Social Network

INFORMATION
M- Government

- **Mobile App**
  - YouTube, Game, Entertainment, Fun etc
  - Location, Public Services
  - Augment Reality
  - One source - multi users
M- Government

- Mobile Environments and M-Government

- Real Time Monitoring
- Greater Accessibility
- Effective Adaptability
- Multiple Access
- Low Cost
- Low Training Cost
M-Government

- **Mobile Environments and M-Government**
  - Wireless and mobile technology explosion increasingly is affecting how public institutions function and deliver services
  - The adoption of mobile government (m-Government) resulting the enhanced government performance and more connected society is now inevitable
  - M-Government emerges as the next generation of e-Government in the process of information and communication technology (ICT) use in the public sector.
  - It allows the developing countries to bypass building the heavy infrastructure, including the costs and time
M-Government

- Mobile Technology and M-Government

<table>
<thead>
<tr>
<th></th>
<th>Government</th>
<th>Business</th>
<th>Citizen</th>
<th>Tourist</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government</td>
<td>G2G</td>
<td>G2B</td>
<td>G2C</td>
<td>G2T</td>
</tr>
<tr>
<td>Citizen</td>
<td>C2G</td>
<td>C2B</td>
<td>C2C</td>
<td>C2T</td>
</tr>
</tbody>
</table>
M- Government

• What is M-Government?

– “Mobile Government”, stands for the use of mobile wireless communication technology within the government administration and in its delivery of services and information to citizens and firms.
M-Government

What is M-Government?

Terminal
- Cellular Phone
- PDA
- Smart Phone

Mobile Center
- LBS
- Payment
- SMS
- MMS
- Internet/VPN
- Network Security
- SMS Hub System
- Mobile Transform

Application
- Mobile Government Services
  - Messaging
  - Synchronizing
  - MMS
  - Browser

Citizen
- Network Provider

Public Servant

E-Government System
M- Government

• **What is M-Government?**
  – It is not a replacement of e-Government
  – It is an add on to the e-Government and confined to use of mobile technologies:
    – mobile phones
    – PDAs, Wi-Fi, Mobile Networks enabled devices
  – It is not a staged process that must be built on existing e-Government infrastructure
• **What is M-Government?**
  - Mobile Government (M-Gov) means the government’s efficient performance of their administrative works
  - Various mobile services such as SMS(Short Message Service), MMS(Multimedia Message Service),
  - Interactive Messaging Service between PC/Server and Mobile phone(Mobile terminated and MO Mobile originated service),
  - WAP(Wireless Application Protocol) service, Mobile Web service, Mobile Application Service etc.
M- Government

• Why M-Government?
  – New Trends (Move from e-government to mobile technologies)
    • Voters’ roll
    • Track and trace ID applications
    • results
    • Check your marital status
    • Patient reminders
    • E-recruitment
    • Crime prevention
• **Why M-Government?**
  – mobile penetration is higher than compared to internet
  – ease of use for the citizens
  – Wider reach. (Always carried, always on.)
  – Cost-effective
  – Faster information flow
  – Increased democracy
  – Solution to digital divide
  – Better the lives of disabled
# M- Government

## The Benefits by M-Government

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Value for Money</strong></td>
<td>The content and service are worthier for the price paid, even better.</td>
</tr>
<tr>
<td><strong>Quality of Service</strong></td>
<td>• Citizens (users) are aware that the services are in existence, know what it does, how it is relevant to them, and how to access it. (Awareness)</td>
</tr>
<tr>
<td></td>
<td>• All citizens have access to the services. (Accessibility)</td>
</tr>
<tr>
<td></td>
<td>• The services really work any time anywhere. (Availability)</td>
</tr>
<tr>
<td></td>
<td>• The services perform dependably, accurately, and consistently. (Reliability)</td>
</tr>
<tr>
<td></td>
<td>• The services are more accurate, minimal error possible. (Accuracy)</td>
</tr>
<tr>
<td></td>
<td>• The systems response any access and request fast. (Responsiveness)</td>
</tr>
<tr>
<td></td>
<td>• The services are more respectful, considerate, friendly, helpful, polite, and efficient. (Courtesy and helpfulness)</td>
</tr>
<tr>
<td><strong>Efficient Transactions</strong></td>
<td>• The services are easier and more convenient to use. (Usability)</td>
</tr>
<tr>
<td></td>
<td>• The services are delivered on promised time and do play an important role in G2C relationship. (Timeliness)</td>
</tr>
<tr>
<td></td>
<td>• The services can be more trusted. (Trust)</td>
</tr>
<tr>
<td></td>
<td>• It protects the users' privacy. (Privacy)</td>
</tr>
<tr>
<td></td>
<td>• It has more secure service. (Security)</td>
</tr>
<tr>
<td><strong>Strategic Data</strong></td>
<td>• Through the services, citizens can tell and ask who did what and when to the government, and government answers it by keeping their privacy and security. (Accountability)</td>
</tr>
<tr>
<td></td>
<td>• Using the services, government makes any decisions and actions open for citizens. (Transparency)</td>
</tr>
</tbody>
</table>
### M-Government Applications

<table>
<thead>
<tr>
<th>Front-office application</th>
<th>Back-office Application</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>M-Government to citizen (mG2C)</strong></td>
<td></td>
</tr>
<tr>
<td>which refers to the interaction between government and citizens.</td>
<td></td>
</tr>
<tr>
<td><strong>M-Government to employee (mG2E)</strong></td>
<td></td>
</tr>
<tr>
<td>concerning the interaction between government and its employees.</td>
<td></td>
</tr>
<tr>
<td><strong>M-Government to business (mG2B)</strong></td>
<td></td>
</tr>
<tr>
<td>describing the interaction of government with businesses.</td>
<td></td>
</tr>
<tr>
<td><strong>M-Government to government (mG2G)</strong></td>
<td></td>
</tr>
<tr>
<td>referring to inter-agency relationships and the interaction between governmental agencies</td>
<td></td>
</tr>
</tbody>
</table>
## M-Government Applications

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Description</th>
<th>Complexity/Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Survey/Inspection</td>
<td>- Statistics management, meter reading, land use/prices, consumer prices, etc</td>
<td>Low</td>
</tr>
<tr>
<td>Information Provision: Messaging Retrieval</td>
<td>- SMS alerts for various issues etc.</td>
<td>Low</td>
</tr>
<tr>
<td>Facility /Project Management</td>
<td>- Buildings, parking lots, roadway facilities, construction projects, warehousing inventory, etc</td>
<td>Low</td>
</tr>
<tr>
<td>Emergency Report Response</td>
<td>- Reporting accident, fire, crime, and other major disasters and talking emergency measures</td>
<td>Low</td>
</tr>
<tr>
<td>Regulation/Police/Law Enforcement</td>
<td>- Driving/parking enforcement, incident reporting, pollution monitoring, etc.</td>
<td>Low</td>
</tr>
<tr>
<td>Information Collection/Poll/Voting</td>
<td></td>
<td>Low</td>
</tr>
<tr>
<td>Teleworking/Collaboration</td>
<td>- Out of office - sanctions/transactions, wireless inter-departmental/agency data sharing etc</td>
<td>Low</td>
</tr>
<tr>
<td>Permit /Licensing/Registration</td>
<td></td>
<td>Low</td>
</tr>
<tr>
<td>Tax/Payment</td>
<td>- Tax, fees, charges, fines via mobile payment methods.</td>
<td>High</td>
</tr>
</tbody>
</table>

### Back Office Applications

- Field Survey/Inspection
- Information Provision: Messaging Retrieval
- Facility /Project Management
- Emergency Report Response
- Regulation/Police/Law Enforcement
- Information Collection/Poll/Voting
- Teleworking/Collaboration
- Permit /Licensing/Registration

### Front Office Applications

- Tax/Payment
M- Government

• **M-Government Services: Health**
  - FrontlineSMS: Medic is to advance healthcare networks in the developing world by building and distributing innovative, appropriate mobile technologies.
  - Medication Reminders: SMS to remind patients to take their medication
  - FER based Patient Care
M- Government

**M-Government Services: Banking**

- **Uganda-MobileMoney 2.0**: Mobile Money 2.0 solution enables subscribers to store and transfer funds through their mobile handset, providing an ideal service for developing countries that may have poor or limited banking resources in their rural communities.

- **India-PAYTM**: is an micro-payment system (for payments less than $100) that basically allows a mobile phone user to send small amounts of money to another phone user, akin to an electronic wallet.
M- Government

**M-Government Services: M-G2C**

- Citizens can use the “IBurgh” application to photograph problems around the city, add a description and send the information to the council’s complaints department - (US)
- GoRequest iPhone application allows a person to log an issue with their local government - (USA)
- Proxima Mobile Portal is a wide range of useful services that open to the general public and free of charge and ensures that the social, cultural and economic benefits of mobile Internet become accessible to all.
M- Government

- **M-Government Services: M-Democracy**
  - New electronic methods to encourage voter registration
  - Set up a special internet site where citizens could find answers to common questions about the registration and voting process
  - Voters registration (2007) by sending the national ID card number and date of birth by SMS to a toll-free phone number
M-Government in INDIA

- Government of India aims to utilize the massive reach of mobile phones and harness the potential of mobile applications to enable easy and round-the-clock access to public services, especially in the rural areas and to create unique infrastructure as well as application development ecosystem for m-Governance in the country.

- The Government of India is implementing the “Digital India” programme with a vision to transform India into a digitally empowered society and a knowledge economy.
M- Government

• M-Government in INDIA

  – e-Kranti envisages provisioning of various e-Governance services in the country.
  – The focus of the e-Kranti programme is to transform the e-Governance services by expanding the portfolio of Mission Mode Projects (MMPs) in e-Governance under various Government Departments, undertaking Government Process Reengineering (GPR), work flow automation, introducing latest technologies such as Cloud and mobile platform and focus on integration of services..
M-Government in INDIA

- The Ministry of Electronics and Information Technology developed and notified the framework for Mobile Governance in February, 2012.

Following are the main measures laid down by MEIT:

→ Web sites of all Government Departments and Agencies shall be made mobile-compliant, using the “One Web” approach.

→ Open standards shall be adopted for mobile applications for ensuring the inter-operability of applications across various operating systems and devices as per the Government Policy on Open Standards for e-Governance.
• **M-Government in INDIA**
  → Uniform/ single pre-designated numbers (long and short codes) shall be used for mobile-based services to ensure convenience.
  → All Government Departments and Agencies shall develop and deploy mobile applications for providing all their public services through mobile devices to the extent feasible on the mobile platform. They shall also specify the service levels for such services.
M- Government

**M-Government Services: INDIA**

**One Web Approach**

“One Web”

→ making, the same information & services device-independent

→ implies that all Government Web sites should be compliant with mobile devices to enable users of such devices to access the same information and services (to the extent possible) as available, say, over the internet through computers.

**Benefits of m-Governance**

- Cost Saving
- Proficiency
- Transformation/modernization of public sector organizations
- Added convenience and flexibility
- Better services to the citizens
- Easy interaction
M- Government

Service modes
SMS (Short Message Service)
IVRS (Interactive Voice Response System)
USSD (Unstructured Supplementary Service Data)
CBS (Cell Broadcasting Services)
LBS (Location Based Services)
Mobile Payment Service

Mobile apps for citizen services
Mera Aspataal / My Hospital
Meri Sadak
RAS Mobile app
Swachh App

...
M- Government
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M-Government in Korea

- e-Government in Korea

Efficiency & Transparency Enhancement

Knowledge-Based Government

True Popular Sovereignty

Network-Based Government

Service Delivery Innovation

Open e-Government

Government Portal

Civil Application

Center Local Application Office

Web Sites

Collective Resolution

Integrated Processing

Knowledge Sharing

Opinion/Policy Proposal

Information and Service

Public

Internet

Mobile

Fax, Mail, Telephone

Visiting

Dept. 1

Dept. 2

Dept. 3

Dept. N

Providing various information and integrated service

Departmental Interconnection
## M-Government in Korea

### e-Government Development Stage

<table>
<thead>
<tr>
<th>Stages</th>
<th>Major Actions</th>
</tr>
</thead>
</table>
| **Inception** (mid 1980s~mid 1990s) | - Building the National Basic Information System (NBIS)  
| **Foundations** (mid 1990s~2000)       | - Building the foundation for high-speed information and communications and promoting the Internet  
| **Launch** (2001~2002)                  | - Carrying out 11 major initiatives for e-Government  
- Enacting the Act on e-Government (2001) |
| **Diffusion** (2003~2007)               | - Carrying out 31 roadmap tasks for e-Government  
- Laying the groundwork for linking and integrating multiple government departments and agencies |
- Carrying out 12 tasks based on openness, sharing, and cooperation |
| **Smart Gov** (2011~present)            | - Initiating the future e-Government blueprint, Smart Government (2011~2015) |
M-Government in Korea

• **Korea’s e-Government systems Achievements**

[Table: Republic of Korea Rankings: UN Global e-Government Survey]

<table>
<thead>
<tr>
<th>Category</th>
<th>2005</th>
<th>2008</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Government Development Index</td>
<td>5th</td>
<td>6th</td>
<td>1st</td>
</tr>
<tr>
<td>e-Participation Index</td>
<td>5th</td>
<td>2nd</td>
<td>1st</td>
</tr>
</tbody>
</table>
M-Government in Korea

• **M-Government Environments in Korea**
  - Over 80% of households subscribe the broadband Internet („09)
  - 81% of citizen use internet (May, 2015)

  
  
  
  2015 Census (ended by 15 Nov. 2015) 49.7% of households (8.5 millions) participated the Census online => Reduce the budget ($19 millions)

  
  
  
  – 99% of citizen use cell phone (Sep, 2015)
  – With introduction of i-Phone (Nov, „09), 7 million Smartphone users (Oct, 2015)

  
  
  
  Very high demand for mobile service
IT friendly, Early adopters, Korea
M-Government in Korea

• **e-Government Achievements**
  – Improvement of efficiency and transparency of administrative work
  – Provision of people and company-focused administrative services
  – Strengthening of communications with citizens regarding government policies
  – Increased efficiency of information resource management
M-Government in Korea

- **Necessity of Mobile Services**

  - Rapid IT Development
  - Increasing Public Services
  - Wire based e-Government Services
    - G2G
    - G2B
    - G2C
  - Limitations of wire based e-Government Services
    - Mobile Government Services
    - Integration of Wire and Mobile Services
  - Next Generation of e-Government: Ubiquitous System
M-Government in Korea

• M-Government Vision

Need the M-Government comprehensive strategic plan for Smarter, more Developed Government

- Minimizing Trial and error
- Maximizing citizen satisfaction
- Developing government productivity

Shift to a mobile based government services
- Whenever and wherever citizen want, provide public info & services
- Create the environment for open government

Support mobile work for government officials
- Mobile office enabling outdoor working
- Mobile based on-site service for field workers
M-Government in Korea

• **Strategic Plan for M-Government in Korea**
  
  – Establish the Wireless Network Infra. (~2015, 100Mbps)
  
  – Transform E-Gov to Smartphone-based m-Gov Services
    • transform the legacy e-Gov services to Integrated, simplified & connected mobile services-Provide the mobile-gateway
  
  – Find the way to solve the mobile issues
    • security, identification, regulation, commission, copyright, etc.
  
  – Public DB & services Open to Private Sector
    • By the year 2013, Open over 300 kinds of public information and 100 kinds of public services
  
  – Mobile Service Center Construction
    • For minimization of overinvestment for mobile service development, construction of pan-department MSC (Mobile service center) including HW, SW, NW, and HW
M-Government in Korea

- M-Government in Korea

Citizen
- Real-time Information
- The Spot Public Services
- Mobile Multimedia
  information

Business
- Quick Information
  Gathering
- The Spot Business
- Efficiency of LBS

Mobile Network

Mobile Government Services

G2C
- public service
- Local Based System
- Micro-payment
- Electronic Certificates
- e-Voting
- Voice
- Booking

G2G
- E-Document
- Archiving System
- KMS
- Secure Mail
- Information Share
- Budgeting and Finance

G2B
- e-Procurement
- Logistics
- e-Medical
- Electronic Payment System
- e-Taxation
- Trading System

Basic Service
- Mobile Portal
- M-Commerce
- Mobile Office
- LBS
- SMS

Service for Business
Service for Citizens
Mobile Administration on Service
Basic Service
M-Government in Korea

- **M-Government Service Architecture in Korea**

![Diagram of M-Government Service Architecture in Korea]
M-Government in Korea

• **Rule of transform to M-Government in Korea**
  
  – Transform to mobile web services
    • (Apps must be Sublated)
  
  – Establish the Gov-Wide Integrated services
    • (No more unconnected)
  
  – Open Data & Services for Private
    • (Gov. do not everything)
  
  – Catch the opportunity to change the Services better
    • Personalized, Location-Based Service, Mobility, Augmented Reality, etc.
M-Government in Korea

• **Step of M-Government Services in Korea**
  
  – 1“st Generation (late 90 –2006): Start the mobile services based on cell phone or PDA by ministries or agencies individually
  
  – 2“nd Generation (2006-2009)
    • Delivery System of Gov-mobile services unified by NCIA (National Computing & Information Agency)
    • 321 Services from 195 agencies, major is SMS, MMS and MO(Mobile Originated service)
  
  – 3“rd Generation (2010-)-Start mobile services based on smart-phone (Augmented Reality, Location Based and Personalized Service)
## M-Government in Korea

### M-Government Services

<table>
<thead>
<tr>
<th>Areas</th>
<th>Mobile Service Projects</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Government Internal Process Reform (G2G)</strong></td>
<td>Local e-Government</td>
</tr>
<tr>
<td><strong>Public Service Reform (G2C, G2B)</strong></td>
<td>Enhancement of the civil affairs service</td>
</tr>
<tr>
<td></td>
<td>Enhancement of consolidated taxation information system</td>
</tr>
<tr>
<td></td>
<td>Consolidated National Logistics Information Services</td>
</tr>
<tr>
<td></td>
<td>National Security Management System</td>
</tr>
<tr>
<td></td>
<td>Information Protection System</td>
</tr>
<tr>
<td>**Information Resource Management Reform</td>
<td>Enhancement of e-Government Network</td>
</tr>
<tr>
<td>(Common Platform)**</td>
<td></td>
</tr>
<tr>
<td><strong>Legal System Reform</strong></td>
<td>Legal Reform</td>
</tr>
</tbody>
</table>
M-Government in Korea

• **M-Government Services**
  – Mobile telecommunications such as SMS, MMS and Smartphone
  – Constructed or offered by NCIA (National Computing & Information Agency)
  – Administrative agency makes use of mobile telecommunications service to all kinds of administrative works as needed
M-Government in Korea

• **M-Government Services**

![Concept Diagram of M-Gov Service]

- MO Transmission/Wireless Internet Access
- SMS/MMS/Wireless Internet Service
- NCIA’s M-Gov Service (Wireless Internet/SMS/MMS/MO Service)
- MO Transmission/Analysis of Response
- SMS/MMS/Registration of Contents

※ Mobile Service Provider
SKT: SK Telecom
KTF: Korea Telecom Freetel
LGT: LG Telecom
M-Government in Korea

• Type of M-Government in Korea
M-Government in Korea

• Type of M-Government in Korea

<Postal Service>

<Disposal Management>

<Traffic or Parking management>

<Case of Weather Agency>
M-Government in Korea

• Favorites of M-Gov. Services
  – National Info. Service Center for Law & Regulation
    • All kinds of law, act and regulation (250,000 cases)
    • No. 1 ranking 2days after open
M-Government in Korea
• Favorites of M-Government Services
  – Local Government Service for citizen: Seoul
M-Government in Singapore

‘Go Mobile with Government’, Singapore
Mobile service delivery has been identified as a strategic mode for Singapore’s iGov 2015 master plan and currently more than 300 public services are available through mobile technology in the country. Some of these services include:

- Checking information regarding bank accounts, property, investments, etc.
- Accessing weather forecast information
- E-Appointment alert – SMS is sent to a person one day before appointments
- SMS alerts for passport renewal, road tax renewal
- Public crime alert services via SMS of crimes in the neighborhood
- Key economic statistical SMS service providing national economy estimates, consumer price index, wholesale trade index, etc.
- Traffic information and payment of traffic offenses

- Citizen alert system sends notification for
  - library book deadlines
  - passport renewals
  - flight information
M-Government in Malaysia

**Malaysia**
- G2C emergency notifications via SMS are sent for limited drinking water supplies;

**Denmark’s Mobile Alert System**
- provides instructions to citizens via their mobile devices
  - in case of natural disasters, accidents and other emergencies.

**Sri Lanka**
**The bulk of SMS news in Galewela,**
- to rural farmers and youth sends timely information about
  - market prices
  - new seeds and fertilizers
  - vocational education courses
  - health education
  - nutrition.
M-Government in Philippines

The mobile phone penetration in Philippines is 23.8% which accounts to 20 million mobile phone users out of 84 million populations.

Here m-government applications include G2C and also more interactive C2G applications.

TXT CSC – This is an SMS service launched by Civil Service Commission in Philippines to increase the efficiency and speed of service delivery.

Reporting Criminal Offense – This service is launched in 2002 by Philippine National Police to enable citizens to report criminal offenses by criminals as well as Police to the relevant authorities.

Polling Coverage through SMS – Through SMS and MMS news and updates regarding polling will be provided to the people.
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M-Government in UK

In England and the United States G2C emergency notifications via SMS are utilized
→ for flood dangers
→ terrorist threats.
→ energy black-outs

1. GOV.UK 2017/18: Making the single domain work harder for users (sustainably).
   https://app.productplan.com/p/bUmH4fHC0hOivX-E2LYMu2hg9uEhkWp_

2. New app calculates your tax and how it is spent

3. Brexit study
   http://openeurope.org.uk/today/open-europe-alert/

4. EU referendum results and maps: Full breakdown and find out how your area voted
   http://www.telegraph.co.uk/news/0/leave-or-remain-eu-referendum-results-and-live-maps/

5. Benefits and Outcomes of M-Government
M-Government in UK

6. What type of government does United Kingdom have?

7. From E-government to M-government: Facing the Inevitable ----- Good One

8. What is M-Government?
   https://www.google.co.uk/search?q=what+is+m-government&source=lnms&tbm=isch&sa=X&ved=0ahUKEwio9N7Rz63TAhXHY1AKHWJPC9UQ_AUICsC&biw=1680&bih=944

9. Electoral Reform Services:
   https://www.electoralreform.co.uk/blog-tags/electronic-voting
   http://theersgroup.com/

10. NHS Workforce Statistics - December 2016, Provisional statistics
    http://content.digital.nhs.uk/searchcatalogue?productid=24550&returnid=1907
We’ve Gone Mobile’, Canada

The Government of Canada Wireless Portal is an evolving project which aims to make most government services available to citizens through their mobile phones. Some of the services available are:

→ Information regarding current Border Wait time for crossing the Canada-United States border
→ Currency converter
→ Economic indicators
→ Exchange rates
→ Government of Canada employee phone numbers
→ Member of Parliament contact information
→ Weather forecast
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**M-Government in UAE & GULF**

**mDubai**
The Government of Dubai through its e-governance initiative has developed a mDubai portal which provides details of various push and pull services available to its citizens. The services offered are primarily based on SMS services. Some of the services available are:

- Salik registration/ payment
- Prayer timings
- Trade license status/ fees
- Case information
- Traffic fines
M-Government in UAE & GULF

Bahrain e-Services
M-governance became a part of the national e-governance strategy because

- Over 100 per cent mobile penetration
- Comfort levels of customers with mobile devices
- Availability of the latest technology – 3G facility
- Customers showed inclination towards availing services through mobile channels

The Government in Bahrain offers the following services through mobile phones

- Informational services – Flight information, currency convertor, etc.
- Transactional services – Check your blood record, tracking of postal packages, graduation results, etc.
- Payment services (still under development) – Electricity bill payment, traffic contravention, etc.

Payment will be through credit card and card details will be stored in the database.

Critical success factors

- National level strategy and policy on m-government
- Right content/ need for content development
- Choice of technology platform
- Public Private Partnership (PPP)
- Effective demand for m-government
- Transaction cost
- Communication and change management
Turkey

→ mobile phones penetration 23.3 Million (34%) of 69.6 Million populations compared to 4.3 Million (6%) internet users.
→ increase in mobile connections is good but, the mobile internet penetration rate is very low.
→ Therefore, the m-government applications confined to G2G or G2C based on SMS and GPRS.
→ Early stages but still better than traditional way of service provision.

Major mobile application in Turkey are the following:

MOBESE (Mobile Electronic System Integration) – It is a G2G application and is used by law enforcement agency. It connects the law enforcement agency to respective local level Police Station to validate citizen identity or checking their record history etc.

TBS (Traffic Information System) – It Helps in checking offending drivers license and vehicle information.

Local Government Applications – In some municipalities, SMS technology is used by citizens to pay their taxes. They are also used for local level polling.
In **Czech Republic**, mobile phones Penetrated is 95% of the 10 million populations, one of the highest in Europe and probably in the world. Since the penetration of mobile technology is very high, m-government applications are more effective and quick. Many m-government applications are launched and tested for informing citizens about crisis and natural disaster. One way critical information delivery for citizens – This application is used for alerting citizens through SMS in case of natural or man-made disasters. It is also used for municipality voting or getting citizens consent on any issue.
“M4Girls” innovative project –
→ a joint South African Government’s Department of Education, Nokia and the non-profit Mindset Network – educational material to help students from historically disadvantaged backgrounds improve their proficiency in key subjects like mathematics.
→ The project recognizes the active use of mobile phones by young people to access the Internet and network with peers, and is using their preferred channel to expand education.

“Bridgeit” is a pioneering educational programme
→ in Tanzania by International Youth Foundation and a partners with a USD 2-million grant from the United States Agency for International Development
→ it significantly increasing educational quality and student achievement in math, science and life skills through the innovative use of cell phones and digital technology.
→ Mobile technologies are enabling in-context learning, such as geographically- mapped Wikipedia entries and mobile astronomy to point and identify stars, creating breakthrough learning in a digital age.
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Australia’s broad range of SMS-based services

→ alerts of delays in public transport,

→ notification of examination results

→ availability of parking spaces

→ alerts on the location of drug-sniffing dogs
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• **Pros and Cons**

**Pros**
- Reduction in fraud (e.g. applications for social grants)
- Positive spin-offs for third parties, e.g. retail shops
- Improves access to services
- Led to exploitation of mobile technologies

**Cons**
- Digital Divide
- ICT Infrastructure
- Interoperability of systems between private and public sectors
- Security Risk (e.g. application of IDs)
- Cultural Barriers
- Legislative delays (e.g. Digitized Fingerprints)
- Training
- Capacity
M- Government

Benefits for government

- Wider reach
- Mobility and ubiquity
- More personalization of services
- Cost-effectiveness
- Faster information flow
- Better management
- Increased democracy
- Enabled green government
M- Government

Benefits for citizens

- Convenience and access
- Health and public safety
- Financial management
- Education

Benefits for businesses and economic growth

- Economic opportunity and improvement
- Productivity
- Mobile workers
- Customer service
- Green economy
Conclusion

• **M-Government**
  - A new means of communications with citizens with applications in which citizens are encouraged to report on garbage pickup shortcomings, street potholes, flooding, tree removal, graffiti, and other services citizens would have had to call or write about.
  - Government’s role need not be limited to regulating new mobile services but have an essential role in helping drive demand for new
  - Mobile financial services through their own programs, with a special emphasis on Government-to-Persons Payments (G2P).
  - Governments can become the largest payer in the country, driving the scaling up of m-services to outreach the critical mass.
Conclusion

• SOURCES
  – ICT at a Glance, World Bank
  – TRAI
  – Mobile Government Lab (mGovLab)
  – Wikipedia
Thank You

Think Globally, Act Locally
Peoples participation is the essence of good governance

-- Narendra Modi