

Some one stop service delivery models
in India

Mission Convergence

- Delhi government project – started as a gender resource centre to provide access to services to poor urban women
- NGOs run, mother NGOs to manage, along with specialized public sector support and oversight structure – networked governance
- Need to assess really vulnerable groups in a bottom up manner, undertook large scale community surveys
- Convergent delivery of services like social security, health etc

Mission Convergence Contd,

- Getting a common/ collaborative data infrastructure that is open and transparent
- Issues of departmental cooperation – program and political leadership are key issues
- Power and political issues – two steps forward and one back
- Issues/ problems with NGO based management, and the positive sides

Abhiyan in Gujarat

- NGO-network run information and service centres with episodic support from government
- Was already an information based network before ICTs were introduced, and had a high trust level between collaborating agencies
- A common pattern, but with huge community based specificity – fishermen, animal husbandry, salt pan workers.....
- Looking at services from a people's need perspective

Abhiyan Contd.

- Community generated databases for micro-planning, and accessing services
- Government departments using community generated data
- Peer to peer networks among centre operator and among local governance leaders
- ICT based capacity building, and para-professional cadres to help service delivery

DHAN Foundation

- Young girls from the weakest sections running the centres
- Part salary part revenue from services model for centre operators
- House to house visits explaining about information and services available
- Video- conferencing on low bandwidth with experts on agriculture, animal husbandry, health etc
- Disaster preparedness and rehabilitation activity information coordination

Common Service Centres

- Perhaps, world's largest service delivery network – 2,00,000 being put up
- Backed with IT infrastructure – connectivity, data, e-services
- Corporate entities run a few 1000 centres each
- Centres provide public as well private/commercial services
- Subsidy per centre provided for five years, after that expected to run on own revenues
- Profit motive makes intermediaries very proactive in service development and delivery

CSCs continued

- Village entrepreneur takes most of the risks – many have lost a lot of money, and have held protests
- Mostly, better off sections able to get to run the centres, location can also be a problem
- Incentive to deliver such services in a facilitative and proactive manner not high where revenue prospects are low
- Whereas most backwards areas and poorest people need public services most, revenue potential lowest in serving them.

M.S.Swaminathan Research Foundation

- NGO led telecentre initiative that follows a hub and spoke model under which Village Knowledge Centres were set up for village clusters, which in turn were connected to block level hubs
- Addressing community information needs through a locale specific demand-driven approach
- Focus on information transfer from experts to communities
- Emphasis on community ownership and management through the formation of managing committees for the centres
- Women volunteers selected by the managing committees operate the centres

M.S.Swaminathan Research Foundation (Contd.)

- A Model that focuses on Social Sustainability, and not financial sustainability alone.
- Attention to building expert networks in order to maximise information access of communities
- Experiments of using radio and mobile phones in addressing community information needs
- Insufficient attention to building horizontal information and knowledge processes
- Inadequate attention to harnessing the possibilities opened up by community access to internet
- Volunteers' capacity building needs more attention

Akshaya project

- An initiative of the Kerala State IT Mission, an autonomous nodal IT implementation agency of the Government of Kerala
- Focus on digital inclusion and e-service delivery
- Widespread reach : 2 Akshaya centres in every gram panchayat (the lowest tier of administration in India)
- Centres run by Village Level Entrepreneurs, selected by elected members of the local government
- Women and marginalised section given priority in selection
- Centres are mainly engaged in e-literacy drives, delivery of government services, data entry for local government institutions
- State subsidized internet connectivity and State assistance to entrepreneurs in availing loans for initial investment

Akshaya project

- Good rapport between local government officials and entrepreneurs running the centres
- Willingness of entrepreneurs to spend time on information provisioning activities, in addition to service delivery
- Adequate Attention to re-configuring the service delivery back-end
- Accurate understanding of the public good character of information and service delivery
- Completion of e-literacy targets as the conditionality for entrepreneurs to be eligible for e-service delivery