

Get2know about your city's e-governance

Janaagraha To Award Indian, Global Cities

Aparajita Ray | TNN

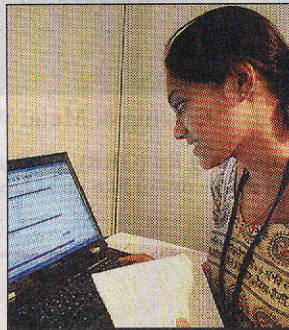
Bangalore: You will soon get to know how your city scores when it comes to e-governance or better said, the relationship between the government and citizens through technology, particularly through websites. Janaagraha has launched the Urban G2C awards programme to benchmark city governments through e-governance and evaluate the performance.

The jury will evaluate and rank websites of 28 Indian cities along with six international cities as global peer benchmarks, in order to recognize their relative performance in delivering citizen-centric services.

The Indian cities include the four metros and Bangalore, Hyderabad, Ahmedabad, Pune, Chandigarh, Jaipur, Surat, Kanpur, Coimbatore and Thiruvananthapuram and the six international cities are New York, London, Singapore, Seoul, Johannesburg and Sydney.

A panel of four headed by Sam Pitroda did the study of each city's government-to-ci-

ASSESS WEBSITES



- ▶ Transparency
- ▶ Accountability
- ▶ Quality of online services
- ▶ Citizen voices
- ▶ User experiences

tizen relationships through the government websites and also by doing surveys on citizen experiences.

"It is just to see how easily the citizens get in touch with their governing bodies and what kind of experience they have after such interactions. This award intends to rank governance improvement through technology, and e-governance is the only way to

find that out," Swati Ramanathan, co-founder of Janaagraha, told TOI.

She added that although there was a very low percentage of people using the government websites or even having the technological knowledge or access to e-governance, Janaagraha conducted surveys in urban localities and users of such websites to get their experience and assess the websites. "We also tested the websites ourselves to find out how easy it is for an ordinary citizen to get any information or a work done or have an interaction with the government agency," she said.

Ramesh Ramanathan, co-founder, Janaagraha, said: "By including international cities in its ambit, the award also lends itself as a platform for sharing of global best practices in urban e-governance. The G2C awards stand out as a programme that doesn't just reward or recognize innovation and superlative efforts but instead shows the real outcomes of huge government expenditure and efforts on the lives of urban citizens."