


[Home](#)
[About m-Govworld](#)
[Partners](#)
[White Papers and Case Studies](#)
[Newsletter](#)
[Contact Information](#)
Search :
4 September 2007

State IT agency of South Africa signs agreement to implement mobile government | Vendors in

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About m-Govworld

Practitioner View Point

- **Samia Melhem - Sr. Operations Officer, Policy Division (CITPO), The World Bank Group**
- **R.Chandrashekhar, Additional Secretary e-Governance, Government of India**
- **Wajahat Habibullah, Chief Information Comissioner, Government of India**
- **Saroj Devkota, Vice Chairman , High Level Comission on IT, Government of Nepal**

Government agencies both in the developing and developed countries in the past five years have been actively involved in creating their national e-Government plans and implementing them. India's National e-Governance plan (NeGP) has received appreciation world over for planning, monitoring and service levels strategies. While the basket of services categorized under various Mission Mode Projects is a very well conceived strategy, the emphasis now has to be focused on tapping various delivery mechanisms that can enhance the accessibility of these services in diverse geographic locations and to different sections of the society. Just as government has successfully begun to tap into the potential of the ICTs to dramatically improve the delivery of services to citizens at all levels of government, its next challenge will be to tap into the potential of mobile and wireless technologies.

With India fast becoming the fastest growing mobile subscribers market in the world, this provides an unprecedented opportunity to the telecom players and government agencies to gain the leading position globally as well as regionally in mobile government initiatives. While this will establish India as a leader in the region, it will provide a tremendous opportunity to the service providers to create applications and service models that can be replicated commercially in various parts of the globe.

By using wireless transmission methods it is possible, in certain circumstances, to enhance the reach of traditional physical networks such as Common Service Centers (CSCs) by effective use of mobile/telecommunications infrastructure. By taking advantage of the portability of these devices and the ability to connect previously unconnected areas, public information, government and other services can be made available to citizens and officials at anytime and in a wider variety of locations. Additionally, innovative marketing and feedback gathering services can not only strengthen democracy but also increase the subscriber base of the e-Government services thus making the entire exercise financially sustainable. If the 6 million subscribers added per month by the mobile operators can also be converted into subscribers of e-Government services, the take-up of the services will grow manifolds.

Read more... *m-GovWorld is an initiative to create an observatory for mobile government developments and developing a community of stakeholders with the aim to enable acceleration of adoption of mobile technologies by government agencies.*

In Practice

- **FrontlineSMS - Text Messaging Hub for NGO Community**
- **Mobile Government services by Singapore Government**
- **Development Modules for unleashing the potential of mobile-Government**
- **Canada Government Mobile Services Portal**

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- **Global Database of Mobile Applications at Kiwanja.net**
- **Fundamentals of Mobile Government - A web site by**