Government Information Center – GIC 1919

Annual Report

Year 2013

Runner-up 2007

WINNER 2009

Specially Mention by
United Nation
e-Government Survey Report 2014

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1 Introduction

The Government of Sri Lanka (GoSL) is the main service provider to citizens. Each citizen will need to interact with government organizations for various requirements throughout their lives. The starting point of these interactions is obtaining of information – citizens want to know how they can obtain a government service. As a solution to this problem, the Information and Communication Technology Agency (ICTA) of Sri Lanka envisaged a call centre which enabled citizens to call and obtain information about all government services. This call center was activated as the government 'Information and Help Desk'. The call centre has been given an easy-to-remember telephone number i.e.1919. The operations of the call centre have been out sourced to a private call centre operator through a competitive bidding process. Over the past years more service delivery channels were added to provide government services in a more convenient manner such as GovSMS (1919), an interactive website (www.gic.gov.lk), and Social media. These enhancements enabled GIC to provide complaint and grievance handling services to the citizen through the telephone services (1919) and the interactive website (www.gic.gov.lk), provide digital intermediary services on government eServices to the citizen and provide support services on government electronic services, to the citizen.

The GIC – 1919 was officially launched in August 2006 and continuously operated until 2009 under the eSri Lanka program. Since the GIC was operating successfully, from 2009 the Presidential Secretariat has been funding the operational activities of GIC. Hence the current owner of the project is the Presidential Secretariat. ICTA has been managing this initiative since the inception.

1.1 Situation Before the Initiative

Traditionally, responsibilities of delivering information about the government services were entrusted with respective individual government organizations. The government services were not available to citizens electronically thus they had to commute long distances to even obtain a simple government service. As such the following inherited weaknesses were prevailed;

I. There were no single units responsible in providing information.
II. Most of the required information was not compiled in an organized manner. Therefore, the organizations were unable to provide the correct information at the right time to the citizen.
III. Organizations were not able to provide information in two official languages.
IV. The government organizations were not providing information to the citizen in a professional and courteous manner.
V. Information was not given by government organizations by adhering to any standard procedures.
VI. There were no mechanisms to analyze the citizen information requirements such as language, most requested information, geographical distribution etc.
VII. Citizens needed to use multiple contact numbers in reaching multiple organizations
VIII. Citizens needed to make multiple visits to a single organization to obtain services
IX. Citizens were unaware about the process of obtaining information regarding the government services
X. Government organizations operate only from 8.30 a.m. to 4.15 p.m., Monday through Friday excluding all holidays and hence the citizens did not have access to information at their convenience.
XI. There were no mechanisms to lodge complaints or grievances regarding government services and also no feedback mechanisms.
XII. The citizens had no knowledge in using Internet or digital content that could be useful to them, were deprived of the opportunities to be benefited by having access to such content.

Due to the above mentioned issues majority of citizens especially the rural and marginalized communities were deprived of accessing government services. As most of the government organizations are centrally placed in the capital city or the provincial capitals, citizens had to travel long distance even to collect a small piece of information.

Hence, as a solution to this problem GIC 1919 was established to act as the common interface for providing up to date information about government services in a convenient and comprehensive manner.

1.2 The Specific Objectives of GIC

I. Efficient and effective access to information on government services through a single location.
II. More convenient access to information through multiple channels such as Telephone (1919), GovSMS GIC website (www.gic.gov.lk) and Social media.
III. User friendly customer service.
IV. Act as a digital intermediary to the citizen for providing government eServices, which are specially provided as interactive informational services through web interfaces.
V. Provide information through preferred local languages (Sinhala/Tamil/English) to facilitate rural and regional communities.
VI. Act as the help desk for eServices provided by multiple government organizations

1.3 Business and Operational Models of GIC – 1919

GIC – 1919 runs at the government cost. Presidential Secretariat provides funding for running GIC – 1919. Call center charges cost generally Rs. 20 million a year. Since GIC in generally answering 1.5 million calls a year it approximately cost Rs.13.00 for answering a single call.

Based on the very high user satisfaction for the services provided the Presidential Secretariat has taken the policy decision to support GIC – 1919 financially until there is a demand for its services.

Presidential Secretariat has delegated the project management responsibilities of GIC – 1919 to ICTA. A full time project officer of ICTA manages the GIC – 1919 project. Project management responsibility include procurement of call center and helpdesk service provider, responding to sudden demand for information maintenance of GIC website, training of government officers on updating GIC website, compilation of reports, etc.

Presidential Secretariat has also delegated the policy level authorities to the Ministry of Telecommunication & Information Technology. Those authorities are,

1. Convening PSC meetings under chairmanship of Secretary of Ministry of Telecommunication & Information Technology
2. Add more government organizations to GIC – 1919
3. Organize annual meeting for participating organizations

1.4 Organizational Structure of the GIC – 1919 Call Center

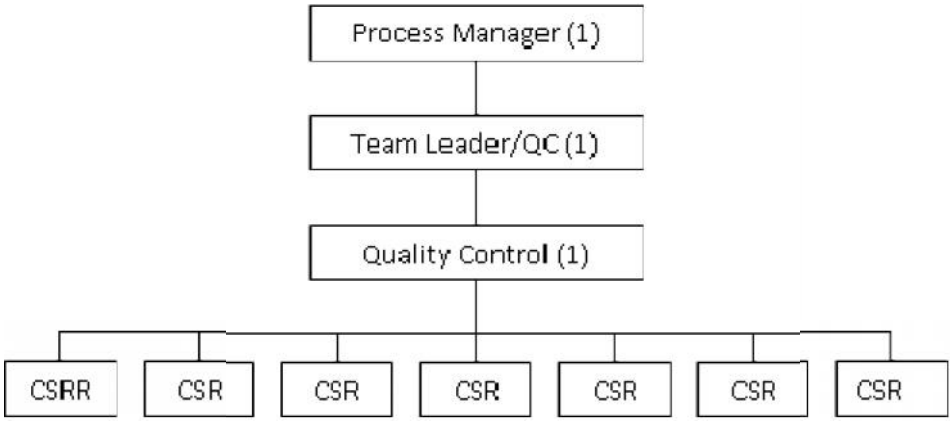


Figure 1 – GIC call center organization structure

The above figure 1 describes the organizational structure of the GIC 1919 call center. It comprises of a Process Manager who handles the client coordination with the ICTA to keep the services up-to-date and handles the entire daily and monthly reporting. The Team Leader's role is to supervise the team including quality controllers and customer support representatives (CSR) daily activities. The Quality Controller monitors the calls to ensure the callers get a service of expected standard and maintains quality sheets. The quality controller then follows up with in-service training unit to provide required training to CSRs to maintain the high quality of GIC services.

The total number of CSRs working in GIC-1919 during the year 2013 is 24. Their services are taking based on a roster as per the call volumes identified. The call center is open for services for around the year 365 days with 14 hours day from 8.00 a.m. to 10.00 p.m. daily. Usual deployment of CSRs during weekends and weekdays are given below.

Weekdays			**Weekends & Public Holidays**	
Shift	**No. of CSR**		**Shift**	**No. of CSR**
08.00 a.m. to 06.00 p.m.	24		08.00 a.m. to 04.00 p.m.	10
06.00 p.m. to 08.00 p.m.	10		04.00 p.m. to 08.00 p.m.	6
08.00 p.m. to 10.00 p.m.	2		08.00 p.m. to 10.00 p.m.	2

2 Key Development and Implementation Steps

ICTA in collaboration with the respective government organizations developed the information and services manuals as a mechanism to collect relevant data from the government organizations. Initially 20 government organizations joined the process. Subsequently, these manuals were transferred to a digital knowledge base in order to provide quick and easy access to information by the call agents (CRSs). Together with the knowledge base a Customer Relations Management (CRM) system was introduced to manage the information of the callers (citizens). The GIC set up the easy to remember short code 1919 for citizens to contact the call center through all mobile operators in the island. This setup was in operation for several months as a pilot project and with the lessons learned, it was expanded gradually. By end of the year 2013, it included 291 government organizations and provided over 2500 information services.

As a second step, GIC website (www.gic.gov.lk) was introduced in 2006 to the citizen as an alternative media to obtain information on government services. Thereafter a complaint and grievance handling system was incorporated in 2011 to both GIC call center and the website by opening convenient channels for citizens to submit their complaints or grievance to government authorities and obtain resolution through the same channels. With the introduction of government eServices, GIC evolved as the government digital intermediary. Introduction of the GIC Facebook page (www.facebook.com/GovInfo1919) enabled GIC to provide government services through social media. Especially, Sri Lankan expatriates use the Facebook page of GIC for submitting their queries.

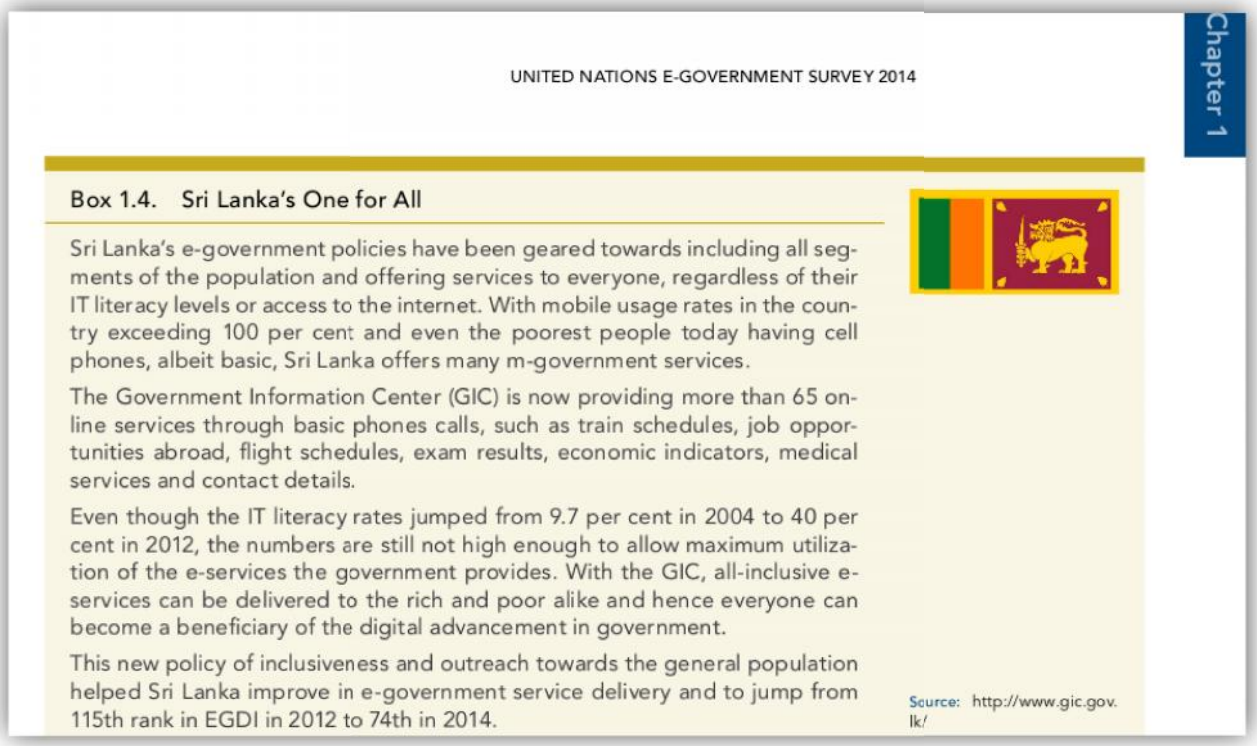
One of the key developments and services undertaken by GIC during the year 2012 was the introduction of the GIC 'Help Desk' services for government. This channel provided help desk services to citizens who come across difficulties when obtaining eServices which are specially provided through Lanka Gate. GIC provided assistance on 20 such eServices during the year 2013. These were the main development stages of GIC.

The key stakeholders were citizens of Sri Lanka, presidential secretariat, government ministries, departments and statutory institutions. Presently, GIC Knowledge Base provides information given by 295 government organizations. Over 500 government officers representing the above organizations have contributed in constituting the GIC knowledge base. Presently, these officials act as the GIC focal points representing above institutions and update the content regularly. Citizens are one of the main stakeholders who contributed in providing suggestions to improve the knowledge base and service standards. Few conferences for the stakeholders of GIC has been conducted, in order to keep them aware of the progress and issues.

GIC call center (1919) operations are managed through an outsourced private sector service provider, selected through a competitive bidding process.

Presidential secretariat is the policy level owner of the project. ICTA provides project management support for GIC – 1919. Ministry of Telecommunication and Information Technology provide the leadership for the operational activities.

GIC-1919 became the runner-up in "Government Technology Awards" conducted by Alphabet Media in 2007 in Singapore. It won the best "Information Project Award in World Summit Awards" in 2010. It was specially mentioned in "2014 United Nations e-Government Development Survey Report" by providing a box report.



UNITED NATIONS E-GOVERNMENT SURVEY 2014

Chapter 1

Box 1.4. Sri Lanka's One for All

Sri Lanka's e-government policies have been geared towards including all segments of the population and offering services to everyone, regardless of their IT literacy levels or access to the internet. With mobile usage rates in the country exceeding 100 per cent and even the poorest people today having cell phones, albeit basic, Sri Lanka offers many m-government services.

The Government Information Center (GIC) is now providing more than 65 online services through basic phones calls, such as train schedules, job opportunities abroad, flight schedules, exam results, economic indicators, medical services and contact details.

Even though the IT literacy rates jumped from 9.7 per cent in 2004 to 40 per cent in 2012, the numbers are still not high enough to allow maximum utilization of the e-services the government provides. With the GIC, all-inclusive e-services can be delivered to the rich and poor alike and hence everyone can become a beneficiary of the digital advancement in government.

This new policy of inclusiveness and outreach towards the general population helped Sri Lanka improve in e-government service delivery and to jump from 115th rank in EGDI in 2012 to 74th in 2014.

Source: http://www.gic.gov.lk/

Box Report on GIC

The Services provided by using a non-emergency common number was identified by the same report as a citizen centric development.

Quote from 2014 United Nations e-Government Development Survey Report (Page No. 109)

"In Sri Lanka, through the 1919 Government Information Centre (GIC), 25 one could dial 1919 from any phone to access all services offered by the government. In many communities and states in Canada and the United States of America, a non-emergency telephone number 311 is a central, all-purpose phone number that provides quick and non-emergency services. "

3 Number of Government Organizations serviced by GIC 1919 in 2013

Organization Category	Total Number	%
Ministries	46	15.81
Departments	62	21.31
Government Banks	10	3.44
Statutory Institutions	132	45.36
Divisional Secretariats	1	0.34
Organizations under Provincial councils	35	12.03
Local Authorities	4	1.37
Government Hospitals	1	0.34
Total	**291**	

Table 1 – Number of government organizations serviced by GIC in 2013

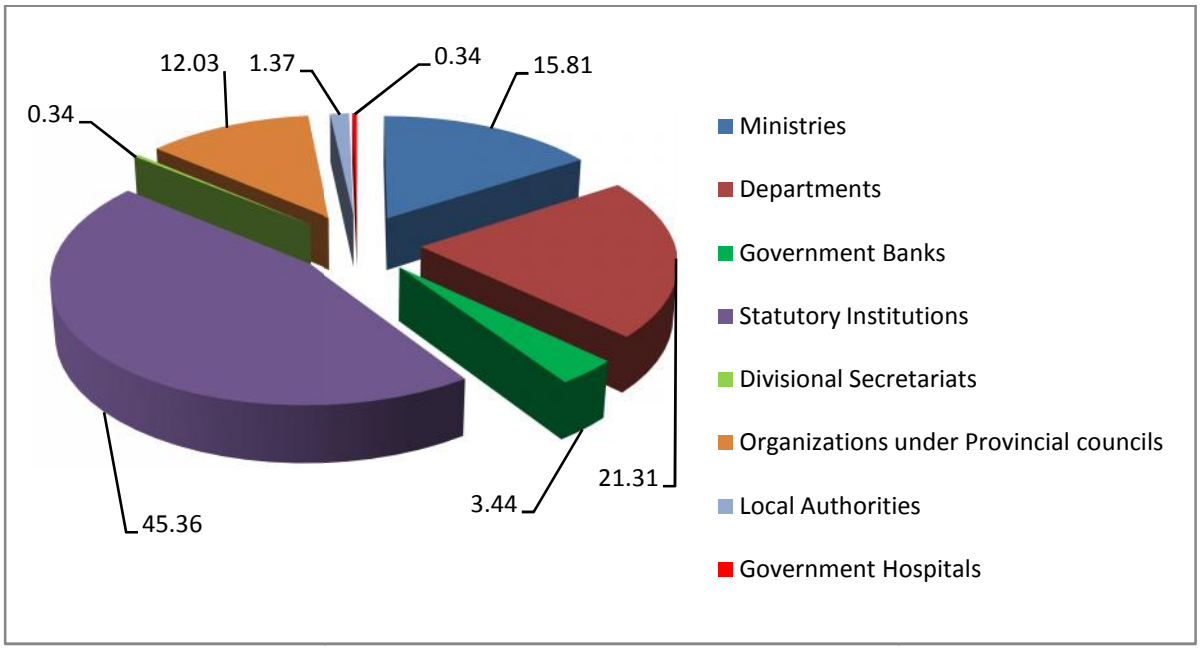


Chart 1 – % of government organizations serviced by GIC in 2013

As described in the above (Table 1) GIC has serviced 291 organizations in the year of 2013. The 46 ministries covered by GIC represent 85% out of the 54 cabinet ministries. 68% of the departments were covered out of the 91 departments exist in the government. The highest number of organizations covered is the statutory organizations. However, compared to the total number which is over 300 statutory organizations, 132 organizations that GIC serves is less than 50% of the total number. Al most all government banks are being serviced by GIC. At present GIC has identified the list of government organizations to be included based on the customer demand gathered through inquiries received. The GIC plans to increase the number of organizations at least by 10% next year.

Organization covered and not covered by end of 2013 only 295 organizations have been covered by GIC. However GIC has received calls for 1115 no of organizations which are not covered.

The organizations for which is GIC has received more than 1000 calls are listed below.

Rank	Organization
1	Sri Lanka Army Headquarters
2	Central Bus Stand (Pettah)
3	Parliamentary Complex
4	Chief Minister -Western Province
5	Presidential Secretariat
6	Sri Lanka Insurance Corporation
7	Public Service Commission (Western Province)
8	Open University of Sri Lanka.
9	Sri Lanka Navy
10	Colombo General Hospital
11	Southern Highway / Southern Expressway
12	District Secretariat Colombo
13	Sri Lanka Air Force
14	Department Of Buddhist Affairs

Table 2 –List of not covered government organizations received more than 1000 calls

4 Project Governance

4.1 Project Steering Committee (PSC)

The project steering committee headed by the Secretary to the Ministry of Telecom and Information Technology made all policy decisions related to GIC activities. During the year 2013, three meetings were held and the decisions taken through the PSC were implemented by the project team. The following Table 3 indicates the list of members of the PSC.

Name	Organization	Designation
Mr. H. M Gunasekara	Ministry of Telecomm and Information Technology	Secretary
Mr. Saman Waduge	Presidential Secretariat	Senior Assistant Secretary
Mrs. M.M.K. Dilrukshi Walpola	District Secretariat Colombo	Assistant District Secretary
Mrs. L. A. A. A. S. Virajini	Department of Pensions	Assistant Director Policy
Mr. Tharaka Seneviratna	Department of Police	Assistant Superintendent
Mr. Wasantha Sandiligama	Department of Registrar General	Assistant Registrar General
Mr. Ranjan Nishantha	Department of Registration of Persons	Assistant Director
Mrs. Shanthini Thirunilakandan	Consumer Affairs Authority	Director
Ms. M. Uthpala I. Alahakoon	Department of Immigration and Emigration	Assistant Controller (IT)
Ms. Vasana Edirisuriya	Ministry of Education	Assistant Director (ICT)
Mr. Palitha Samarasinghe	Department of Railway	Data Processing Manager
Mr. Maduka Bandara	Department of Mortar Traffic	Assistant Commissioner
Mr. A.M.R.K Attanayaka	Central Bank of Sri Lanka	Assistant Director
Mr. W. R. Kularathna	Department of Labor	Commissioner
Mr. Darshana Samarakon	Ministry of Local Government	Director
Mr. B.D.S. Siripathi	Ministry of Public Administration	Assistant Secretary

Table 3 – list of members of the PSC

4.2 GIC Project Management Team

The project management team of GIC comprised of staff members of the Information and Communication Technology Agency. The ICT Agency acts as the project implementation institution and supports the project owner 'The Presidential Secretariat' in managing the GIC activities. The Project Manager and the project team from ICT Agency monitor the daily activities through the daily reports and regular visits and project meetings held between the outsourced services provider and ICT Agency.

4.3 Monitoring and Evaluation Team

The monitoring and evaluation (M&E) team is expected to assist the project management team in conducting periodic evaluations according to the ICTA's results based framework. The ICTA's M&E team obtains the relevant data through the project management team to carry out regular evaluations. Apart from this, the M&E team conducts customer satisfaction evaluations using selected samples of customers in order to provide information to the project manager to make necessary course corrections in managing the project.

5 Annual Call Volume Analysis

Language	Landed	Answered	Abandoned
Sinhala	1490976	1424192	66784
Tamil	47603	44340	3263
English	29428	28568	860
Total Calls	**1568007**	**1497100**	**70907**

Table 4 – Overall Call Volumes

5.1 Total Monthly Call Volume for Year 2013

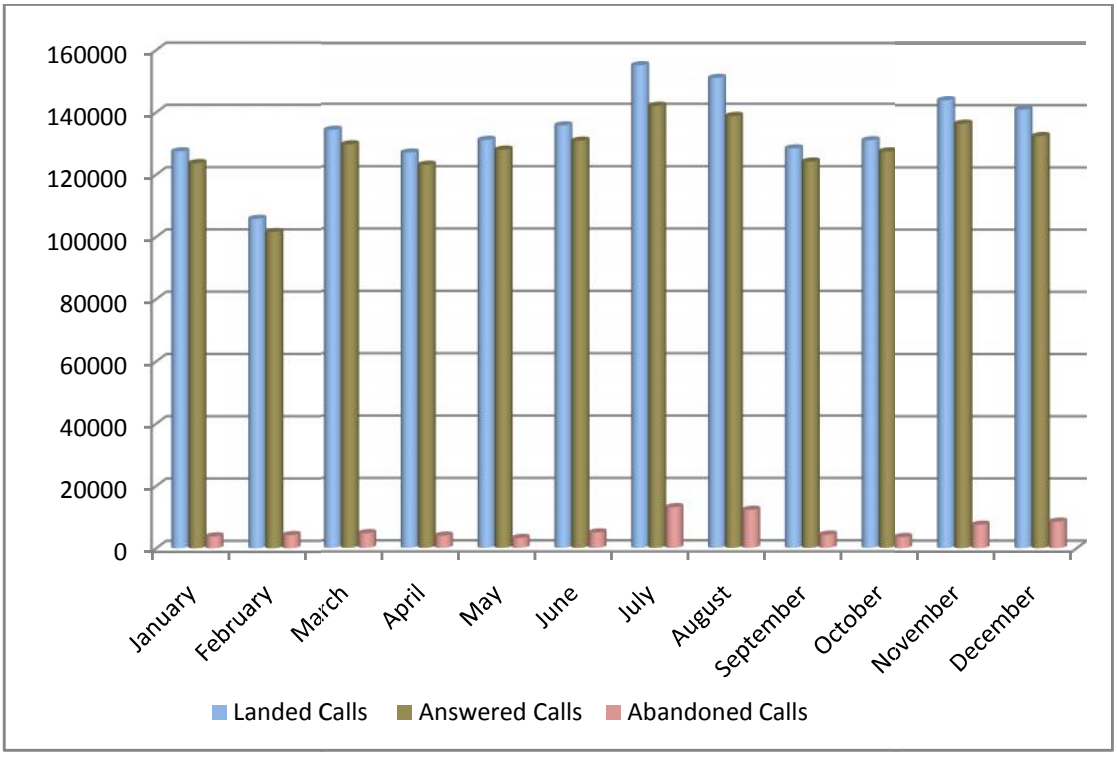


Chart 2 – total monthly call volume 2013

The total number of callers who have called for GIC services within the year is 1,609,812. This indicates the popularity of GIC services. As per the above chart 1, the highest number of calls has been in the month of July which is 9.62% of the total call volume. This is because North, North West and Central provincial council election, during that time period GIC provided necessary information to Postal voters to fill their applications and checked whether voters name is included in voter's registry. The lowest call volume has been received in the month of February which is 6.57% of the total call volume. In average the call center has received 134,151 calls per month during the year 2013. This is 95.42% of the total average calls. The abandoned call rate has been 4.58% in average and the highest abandon rate is indicated for the month of July.

5.2 Average Total Calls Received by Province

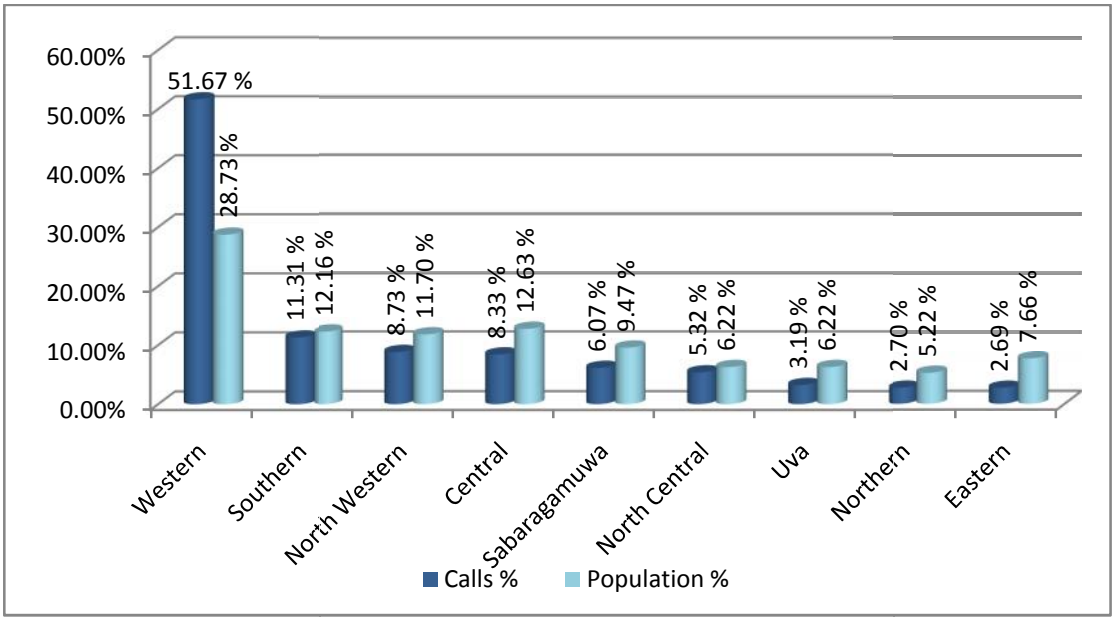
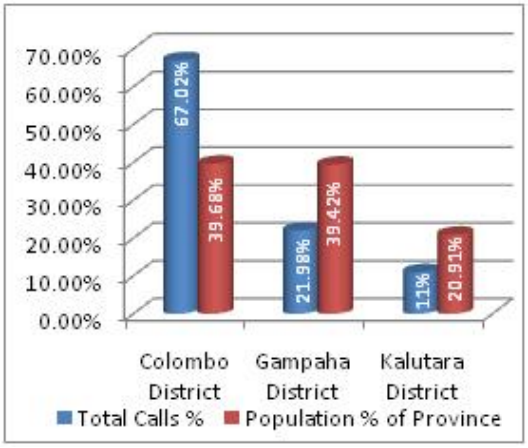


Chart 3 – average total calls by province

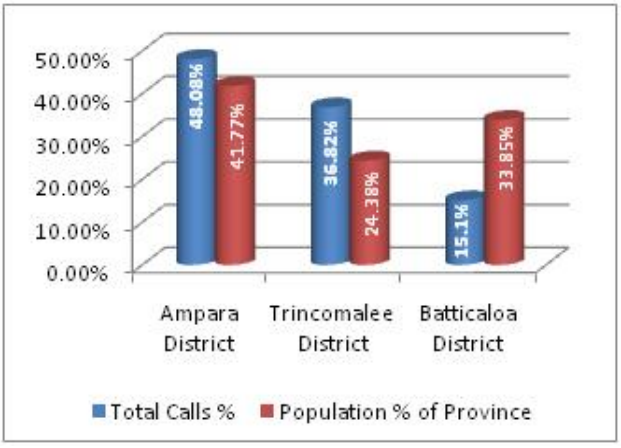
The above Chart 2 indicates that almost 52% of the calls have been originated from the western province which includes Colombo, Kaluthara and Gampaha districts. Only other province where over 10% of the calls have originated from is Southern province. The rest of the provinces have very low average call volumes. As the chart indicates the average calls from Eastern provinces where majority of Tamil speaking population is residing has been low as 2.69% respectively. This could be due to low awareness about GIC among the citizens in these provinces.

Analysis of highest call density and lowest call density

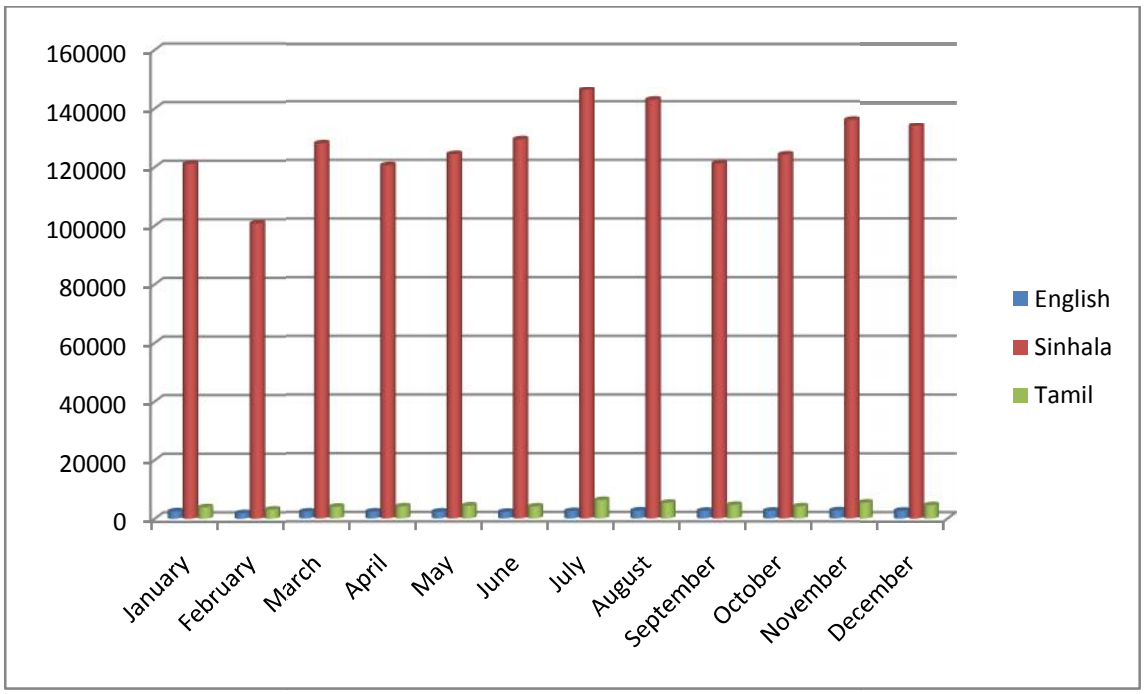
Western Province



Eastern Province



5.3 Total Calls Received by Language



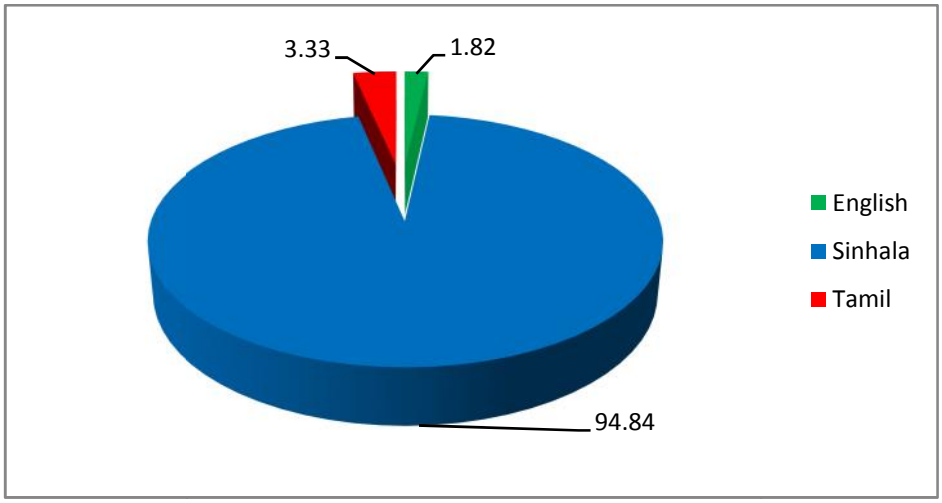


Chart 4 – total calls received by language

The above Chart 3 indicates that almost 95% of the calls received by GIC has been in Sinhala Language. The lowest percentage which is 1.8% has been in English. This could be due to low number of calls received through the provinces where majority of Tamil speaking citizens reside.

5.4 Total Complaints Received

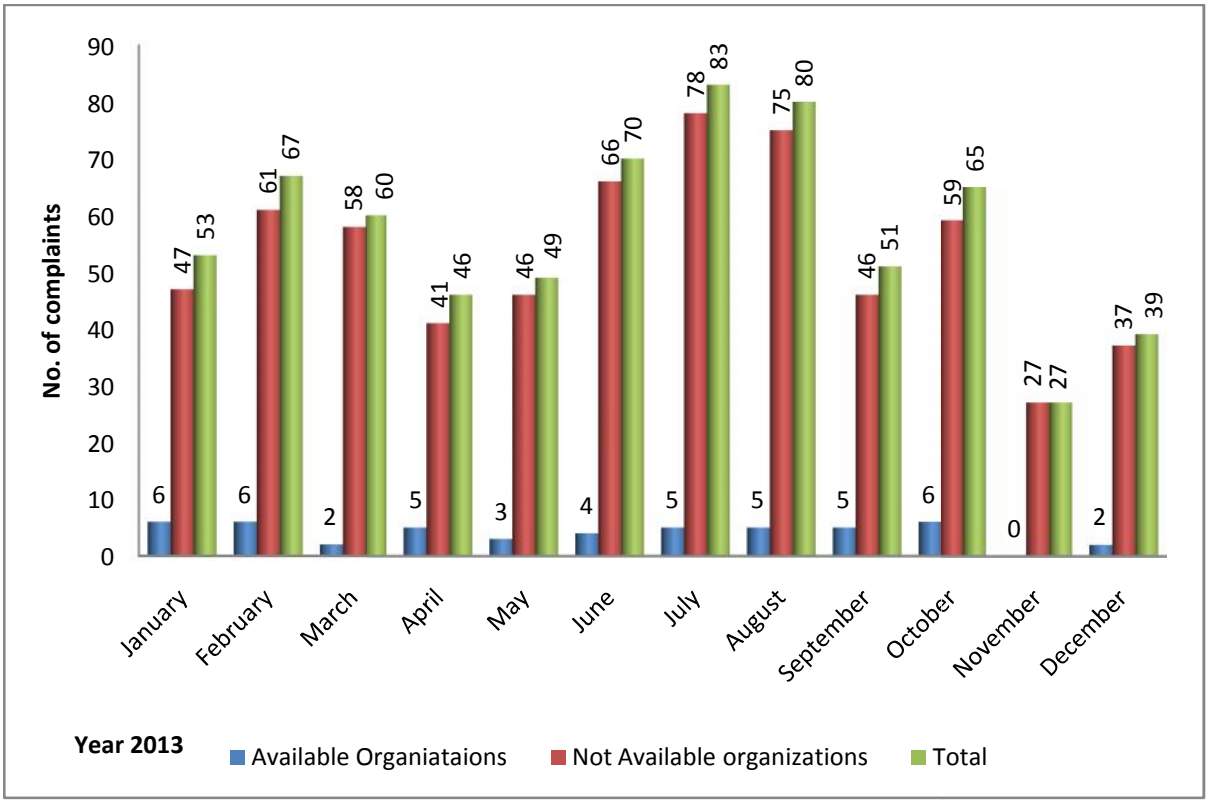


Chart 5 – total complaints received

The above Chart 4 depicts the total complaints received and the breakdown of complaints received regarding the organizations available in the GIC knowledge base and the organizations not available in the GIC knowledge base. According to the above chart out of the total 690 complaints received during the period mentioned above, 93% of the complaints received were regarding government organizations that have not provided information through the GIC call center. Hence the GIC has not been able to provide resolutions to these complaints. In addition, the above data shows that even though the mechanism and tools are in place for citizens to lodge complaints and grievances, there is a noticeable decline in receiving complaints. This could be due to lack of trust and inadequate publicity given to the service. Further analysis of data shows that GIC is receiving repeated complaints about not receiving replies to complaints lodged. This could be due to low resolution rate and not keeping the citizen informed of the progress through interim responses

5.5 Complaints Resolutions on Available Organizations

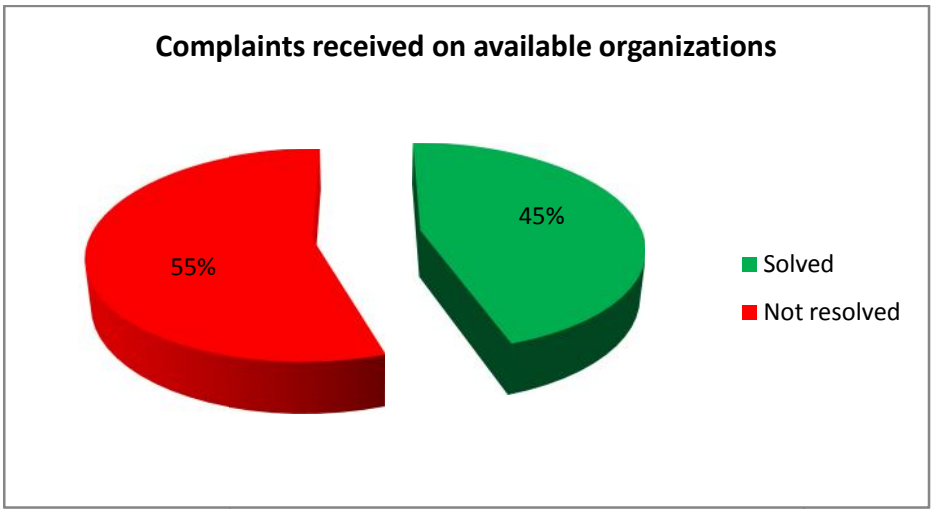


Chart 6- complaint resolved and not resolved

The above Chart 5 describes 55% of the complaints received concerning organizations which are available on the GIC Knowledge base were not resolved. This clearly highlights the lack of attention given by the relevant government organizations to resolve the complaints received from citizens.

5.6 Total eService Calls

The citizens are being provided a separate channel through the GIC's interactive voice response system (IVR) for callers who are seeking help desk services on eServices provided by Lanka Gate.

The list of eServices supported with helpdesk services given below

1. eRevenue License & Revenue License Status
2. Exam Results & Certificate
3. Police Clearance Certificate Status Tracking
4. National Identity Card (NID) Application Status Tracking
5. Reasonable & Elevational Price Information
6. Ongoing Vehicle Registration Number
7. Tea Subsidy Application Entry
8. Postal Code
9. Railway Time Schedule

However, after analyzing the call details it was observed that the actual callers who come through this line seeking help on eServices is much less than the calls received through the channel. With the addition of eServices GIC service hours have been extended until 10 p.m. daily.

The total calls received for the period was 64,348. However, the actual number of help desk calls has been 6% of the total calls received. The following Chart 6 indicates the comparison of total calls received on eServices channel against the actual eServices received.

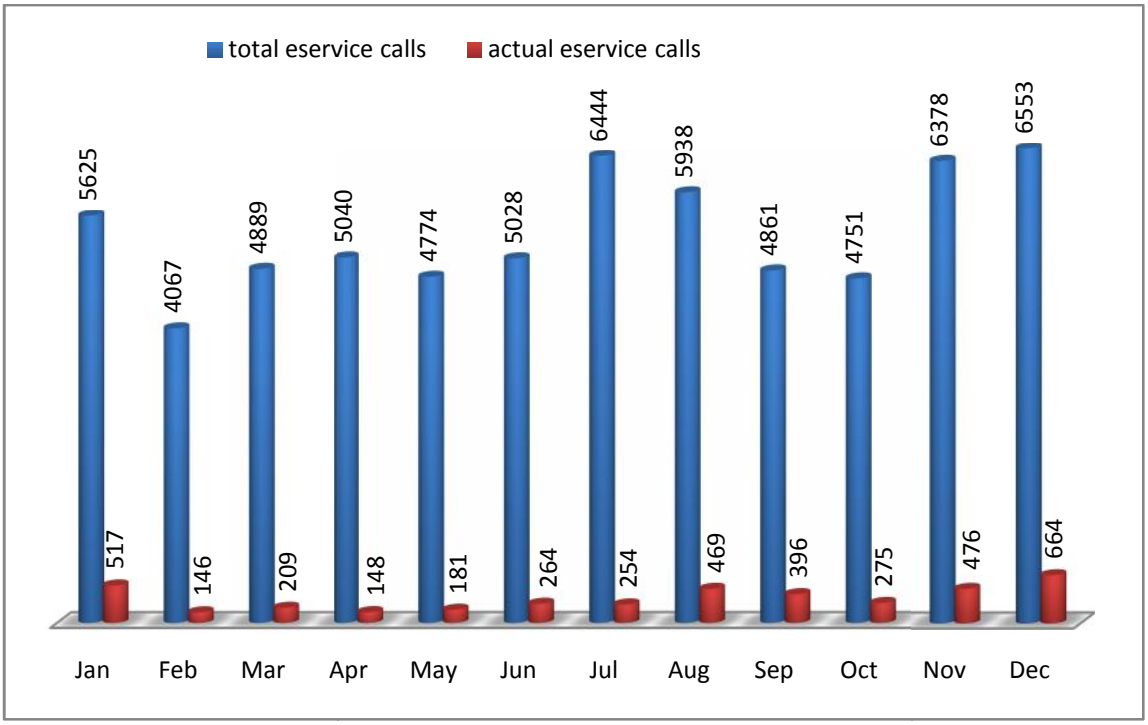


Chart 7 – comparison of total calls received on eServices channel Vs. actual eServices received

5.7 Abandoned Call Rate on eServices

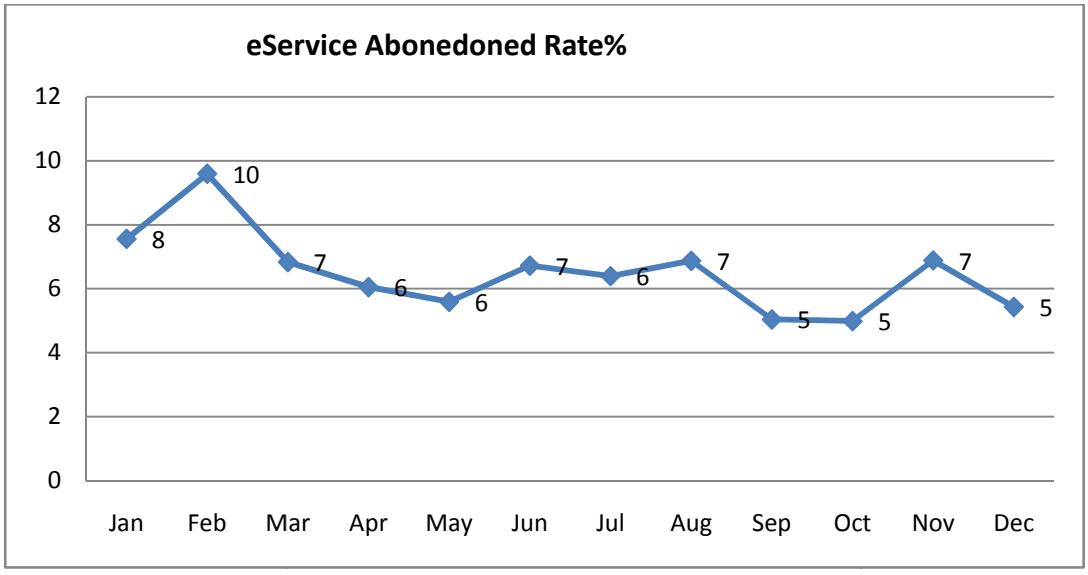


Chart 8 – Abandoned call rate on eServices

The above Chart 7 depicts the percentage of calls abandoned from the total calls received through the channel. As per the GIC standards overall abandoned rate that the call center should maintain is less than 5%.

In order to reduce the mistakes made by callers by entering the inaccurate numbers in response to IVR massage, the eService help desk description was changed to "For inquiries regarding e-Services obtained through www.srilanka.lk, the Lanka Gate, Press 2".

5.8 Digital Intermediary services

GIC – 1919 provides the information available in government websites to callers and this type of services are called Digital Intermediary Service. This service enables citizens who do not have access and / or IT literacy computers and internet to obtain the government information available in Internet.

GIC – 1919 provided the following information Digital Intermediary services to citizens in 2013.

Organization	Digital Intermediary Service
Airport & Aviation Services (Sri Lanka) Limited	Arrivals Flight Schedule
Atomic Energy Authority	List of Licensed Institutes in the Country
Ayurvedic Medical Council	Details of Registered Ayurvedic Medical Council Members
Central Bank of Sri Lanka	Current Economic Indicators (Exchange Rates)
Department of Animal Production and Health	DAPH Application Status
Department of Buddhist Affairs	Buddhist Cultural Temple Directory
Department of Examinations	Exam Results
Department of Hindu Affairs and Cultural Service	Hindu Cultural Temple Directory
Department of Import Export Control	HS-Code Details
Department of Labor	Contact details of District Offices
Department of Land Settlement	View status of Title Registration
Department of Meteorology	Latest Weather Information
Department of National Museum	View Museum Visitor Information
Department of Official Languages	Find Language Facilitators
	Language Proficiency
Department of Post	Find Postal Codes and Relevant Contact Details
Department of Probation and Child Care	Contact details of Child Rights Promoting Officers
Department of Public Trustee	Check the Status of Foreign Compensation
Department of Railways	Train Schedule Information
	Find your Distance and Parcel Transport Cost
Department of Register Generals	View Deed Registration Details
Department of Registrar of Companies	Request for Company Names
Department of Rubber Development	View Rubber Prices
Department of Social Services	Search for Training Courses for a Specific Disability
	Check Status of Application Form Submitted for a Training Course

Department of Survey	List of licensed surveyors
Department of Technical Education and Training	List of Available Training Courses
Merchant Shipping Division	Certificate of Competency Verification
	Performance Certificate Verification
Ministry of Public Administration and Home Affairs	Add Transfer Requests/ Find Transfer Opportunities
	Find Grama Niladhari Details
National Secretariat For Non-Governmental Organizations	Directory of Registered NGOs in Sri Lanka
Nenasala Website	Find Nenasala Centers
Samurdhi Authority	Samurdhi Bank Directory
Southern Provincial Road Passenger Transport Authority	Southern Provincial Bus Schedule
Sri Lanka Bureau of Foreign Employment	View Foreign Employment Opportunities
Sri Lanka Standard Institute	Search Library Books
	Search System Certified Companies
	Search Certified Product
Sri Lanka Tea Board	View Tea Price
	View Tea Directory
Sri Lanka Tourism Promotion Bureau	Quick Information for Tourists
	Sri Lanka Accommodation
Sri Lanka Transport Board	Contact details of Depots
Tea Small Holdings Development Authority	Subsidy Information
Water Resources Board	Cost Estimates for Services information

Table 5 – List of Digital Intermediary services

5.9 The top 20 organizations serviced by GIC

Rank	Organization	Total Calls
1	Department of Sri Lanka Railways	155108
2	Divisional Secretariat	66679
3	Department of Police.	61998
4	Department of Motor Traffic.-RMV	58934
5	Bank of Ceylon - BOC	39948
6	Department of Immigration & Emigration	38424
7	People's Bank	33465
8	Ministry of Education	29832
9	Ceylon Electricity Board-CEB	29824
10	Department of Examinations.	28594
11	Ministry of Public Administration and Home Affairs	28530
12	Department Of Registration Of Persons.	26283
13	Sri Lanka Bureau of Foreign Employment(SLBFE)	24922
14	Ministry of Transport.	22526
15	Ministry of Health	22410
16	Department of Labor	21986
17	Department of Registrar General	16821
18	Department Of Elections	15832
19	University Grants Commission	15338
20	Department of Pensions	10942

Table 6 – The top 20 organizations services by GIC

The above Table 6 indicates the top 20 organizations serviced by GIC during the year 2013 based on the calls received for each organization. The highest number of calls has received for Sri Lanka Railways and it is 8% of the total calls received for the year. After analyzing the call data it was identified that the most number of calls for Railway Department have been obtaining information related to train schedules. This indicates that the role of digital intermediary service provider has become the most dominant role GIC plays out of various roles it plays.

5.10 Top 20 Services serviced by GIC

Rank	Organization	
1	Train Schedule	42783
2	Contact information- Railway Department	37856
3	Accidents Reporting to Police Stations	17615
4	Appeal for Samurdhi	14644
5	Amendments of Driving license	14039
6	Contact Details – Ministry of Public Admin & Home affairs	13937
7	Contact Details – Police Stations	12890
8	Contact Details – Divisional Secretariats.	12492
9	Contact Details – Ceylon Electricity Board	11203
10	Contact Details – Bank of Ceylon	10639
11	Contact Details – Ministry of Health	10312
12	Contact Details – Ministry of Education	9690
13	General Information on Passports	8978
14	Contact Details – Peoples Bank	8868
15	Contact Details – University Grant Commission	8135
16	Other Information – Department Of Motor Traffic	7793
17	Aesthetic Education Branch – Ministry of Education	7301
18	Contact Information – Department of Education	6928
19	Contact Information – SLFBE	6886
20	Registration of Candidates – Department of Education	6464

Table 7 – The top 20 Services, Services by GIC

The above Table 7 reflects the fact that citizens are using GIC as a directory services to a considerable extent. Out of top 20 services, 13 services have been to find contact information of various organizations / units. It also reflects that 41% of such callers only ask for contact information of government organizations. This shows that GIC is failing in one of its objectives such as “acting as One-Stop-Shop for providing government information” to citizens.

The call agents of the GIC have been instructed to inform callers, who seek the contact details of government organization, that GIC could provide information that they are seeking from the particular government organizations. Despite the above efforts cal volumes for seeking contact information is significant. It has been observed that this trend is becoming stronger during last few years.

Therefore it is recommended to take steps to find out the reasons for some citizens obtaining only contact information from GIC, and resolve those.

6 Special Services Provided in Year 2013

ICTA in collaboration of Ministry of Higher Education and Department of Elections managed to introduce two new services as mentioned below.

1. University Selection Information
2. Voters' Registry Information for postal voters

Both of the above services were provided as Digital Intermediary service.

The number of calls which were received in relation to above services on as follows

Service	Number of Calls Received			
	Sinhala	Tamil	English	Total
Voters' Registry Information	14,447	2,706	46	17,199
University Selection Information	2,937	456	37	3,430

Table 8 – Special services provided by GIC

7 Issues Identified

There are several issues that are identified after the GIC annual data analysis. It was evident that complaints handling system of GIC is not functioning as expected. The government organizations must recognize value complaints and grievances submitted by citizens because effective compliant handling would benefit citizens its reputation and efficient of the organizations. Good complaint and grievance handling will reassure citizens that the government is committed to resolving problems and it will improve the organizations accountability and transparency.

The overall call abandoned rate is higher than the GIC standard eServices channel and it has been 6.5%. In the latter part of the year, a high abandoned rate on eService calls has been recorded. It was identified that two agents are not sufficient to handle the calls coming through the channels. This was due to callers not being able to identify the purpose of the eService help desk channel. As per the call data analysis only 26.68% of the calls received for eServices channel have been the actual eService help desk calls.

The very low percentage of calls from Northern and Eastern provinces shows the lack of awareness of the citizens among the services offered through GIC. The list of organizations which is in table no 2 was identified as the organizations which have received over 1000 calls by the citizens, which are not available in the knowledge base.

8 Conclusion and Recommendations

2014 United Nations e-Government Development Survey Report has specially mentioned the attempts of GIC for providing digital services to all through Digital Intermediary Services. It is noteworthy that the calls received for obtaining Digital Intermediary services have been very high in 2013 and it has become the dominant role of GIC. The report has also praised GIC for providing all government information through a single easy-to-remember short code telephone number. The GIC has immensely contributed to the improvement of Sri Lanka ranking in 2014 United Nations e-Government Development Index.

The highlight of the year 2013 has been the addition of help desk services to the GIC. With this new role there is a new requirement for GIC agents to be trained on more technical aspects of the government eServices than before. As a recommendation it is proposed that all call agents be trained to handle the eService calls than restricting it to a few. It will lead to lower the abandon rate which was seen high during the year. It is also recommended that annual survey been conducted by the M&E team to access the customer satisfaction and the call agents job satisfaction etc., to identify the gaps if there are any and keep the standards of services provided by GIC high throughout the year.

The role played by GIC in bridging the digital gap in our society has not been assessed, evaluated and appreciated so far. However it is expected that with the increase of the number of government eServices, Digital Intermediary service will be the main type of service that would be provided by GIC in the future.

Although the Facebook page has a fan base nearing 3000 likes, it has not been used for providing information to the visitors to the GIC Facebook page. It is advisable to use it for providing information to the Facebook fans.

On the negative side, 41% call received for top 20 services have been to obtain the contact information of various government organizations. This has made GIC another telephone directory service. Therefore it is recommended to take necessary steps to address this situation.

It is also recommended for GIC to carry out more awareness on services provided especially among the Tamil speaking community and the citizens who are residing outside western province as it is revealed that the 52% of the beneficiaries of GIC services are the citizens of living in the Western Province. By population statistics it only 28.7% total population that resides in the western province. A survey to find out the reason for the disparity should be urgently carried out and steps should be taken to equal service to people living outside of Colombo.

Annexure - Cost of the Project

Invoice No	Month	Invoice Amount	NBT	VAT	Net Amount
002 966 4960 - 0215	January	Rs.1,546,405.00	Rs.31,546.66	Rs.189,279.97	Rs.1,767,231.63
002 966 4960 - 0227	February	Rs.1,358,504.00	Rs.27,713.48	Rs.166,280.89	Rs.1,552,498.37
002 966 4960 - 0239	March	Rs.1,477,623.00	Rs.30,143.51	Rs.180,861.06	Rs.1,688,627.57
002 966 4940 - 0240	April	Rs.1,484,465.50	Rs.30,283.10	Rs.181,698.58	Rs.1,696,447.18
002 966 4960 - 0252	May	Rs.1,534,386.00	Rs.31,301.47	Rs.187,808.85	Rs.1,753,496.32
002 966 4960 - 0264	June	Rs.1,480,003.00	Rs.30,192.06	Rs.181,152.37	Rs.1,691,347.43
002 966 4960 - 0276	July	Rs.1,581,034.00	Rs.32,253.09	Rs.193,518.56	Rs.1,806,805.65
002 966 4960 - 0288	August	Rs.1,513,918.00	Rs.30,883.93	Rs.185,303.56	Rs.1,730,105.49
002 966 4960 - 029X	September	Rs.1,491,784.00	Rs.30,432.39	Rs.182,594.36	Rs.1,704,810.75
002 966 4960 - 030X	October	Rs.1,555,449.00	Rs.31,731.16	Rs.190,386.96	Rs.1,777,567.12
002 966 4960 - 0311	November	Rs.1,543,132.50	Rs.31,479.90	Rs.188,879.41	Rs.1,763,491.81
002 966 4960 - 0323	December	Rs.1,518,083.00	Rs.30,968.89	Rs.185,813.36	Rs.1,734,865.25
Total Amounts		**Rs.18,084,787.00**	**Rs.368,929.64**	**Rs.2,213,577.93**	**Rs.20,667,294.57**

Table 9 – Total Cost of Year 2013

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