

# Sri Lankan Government's Policies and Strategies for Innovative On Line Service Delivery

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# Sri Lankan Digital Profile

Internet Penetration = 15%

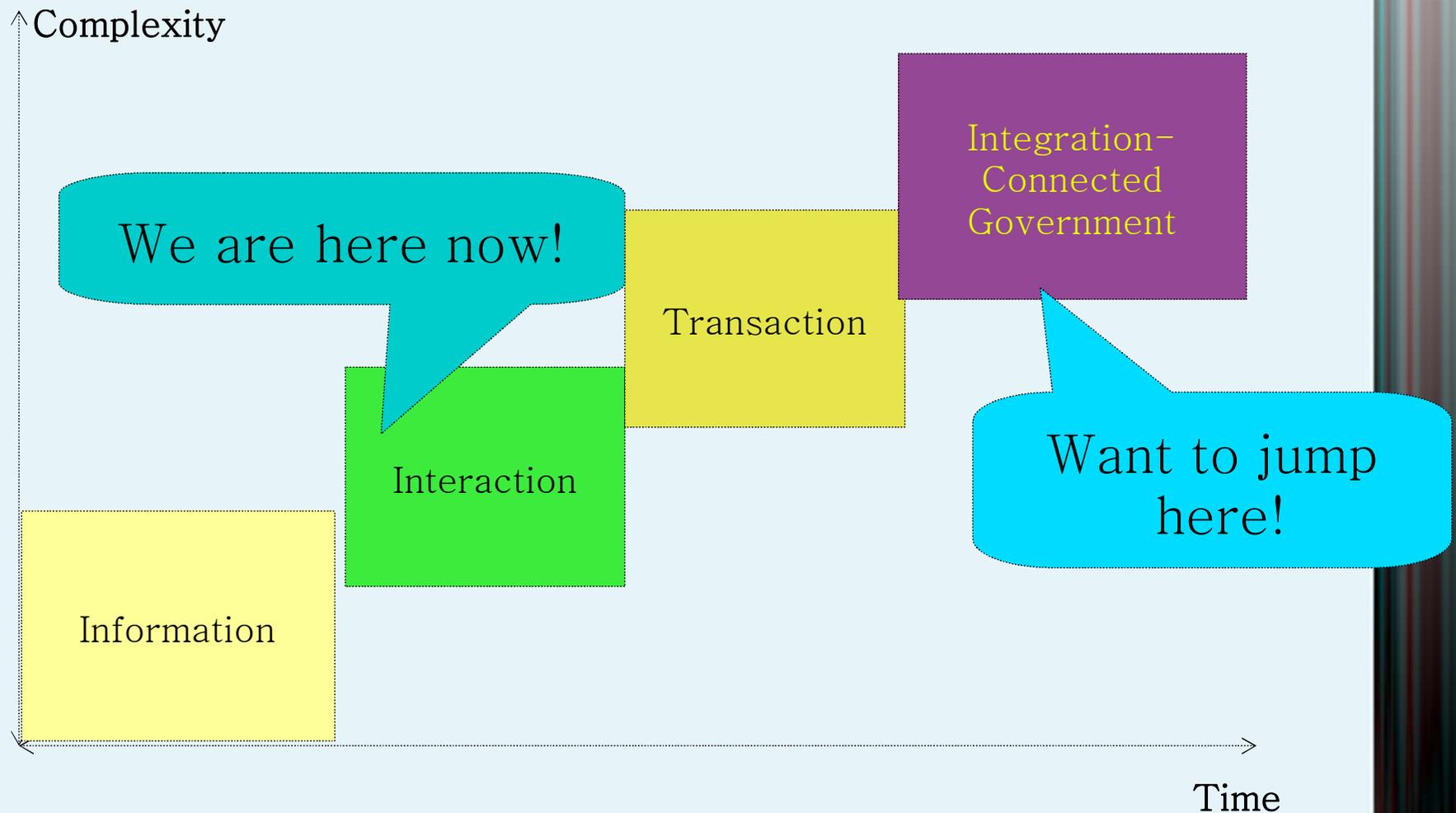
IT literacy = 40%

Land Phone Lines = 2 mn

Mobile connections = 22 mn

Mobile Penetration = 110%

# Journey towards connected government



# Policies

- Improve digital literacy
- Multilingual
- Multichannel
  - Use voice as the prime channel for on line services
  - Focusing on mobile platform on long term
- Pro-less advantageous communities
- Use Social media as a vehicle
- Work on Connected Govt services

# Improve Digital Literacy



- 1000 Nenasala (rural telecenter) Programme
- eCitizen ICT training programmes
- eDiriya Citizen ICT training centers

# On Line Services Offered; Gov Web Portal

SRI LANKA MEDIA CORNER GOV WEB DIRECTORY CONTACT US



**GOV.LK**  
Smart Gateway to Government of Sri Lanka

Multilingual

සිංහල தமிழ்

HOME CITIZEN & RESIDENTS BUSINESSES NON-RESIDENTS

You are here: Home > Citizen & Residents > Information Services

Information Services

Paying

News

Call GIC & Visit GIC

14 Hrs  
7 Days

210 services  
144 organizations

Voice Services

1919  
VOYSMS

Interactive Services

105 services  
54 organizations

On Line Services For Less Advantageous

Mobile First

Gov Organization  
RSS Feeds

Gov Mobile Apps

Click to view APPS

Mobile Portal

View Portal

Digital Intermediary

Click Here

# Government Services Portal



Sri Lanka Government official e-Services portal

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Home

Government Services

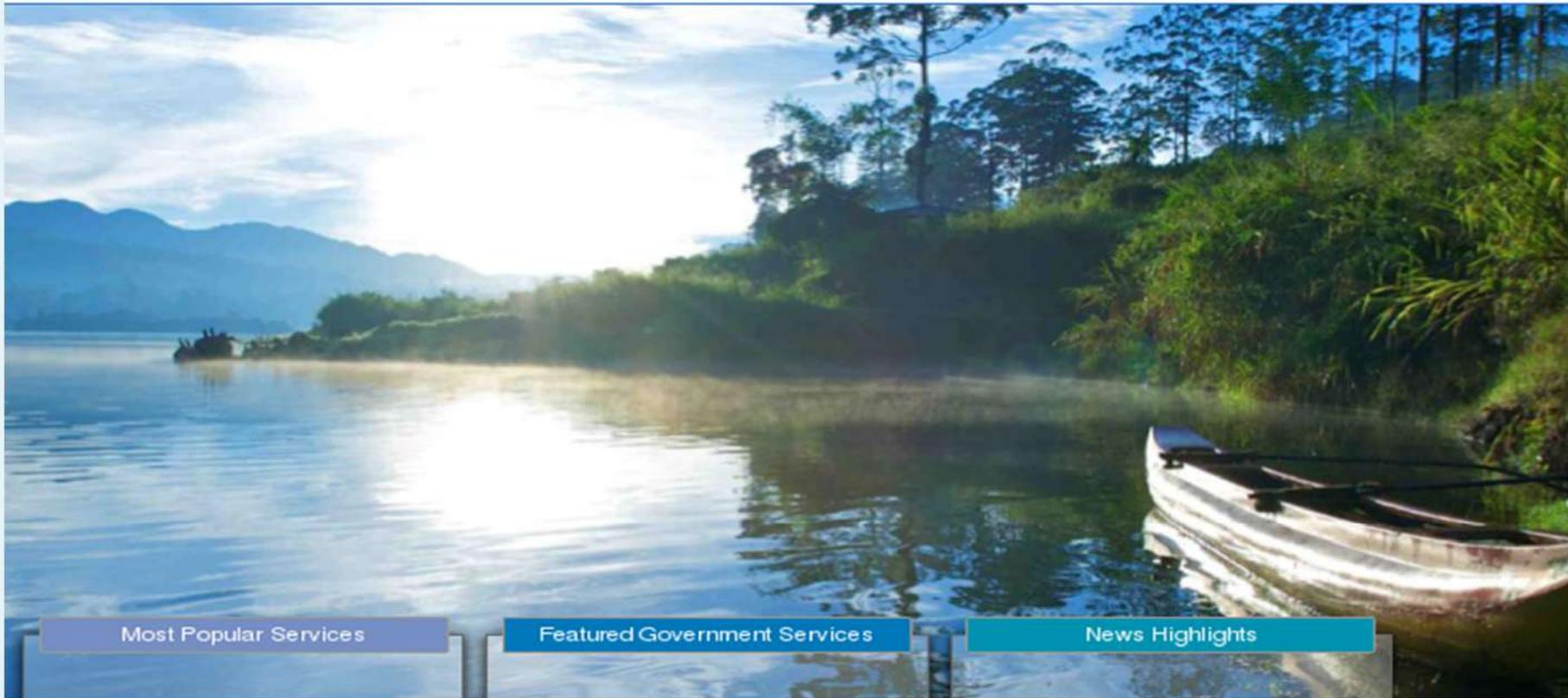
A to Z Services

Mobile Services

Forum

Help

cmc



## Most Popular Services



### Revenue Licence (new/ renewal) - Western Province

You can obtain your vehicle revenue licence for Motor cars, Motor cycles, Dual purpose

[Read more ...](#)



## Featured Government Services



### Request for New or Renewal of Container Operator License

This service allows users to request for new Container operator license or to renew existing license online.

[Read more ...](#)



## News Highlights



### Calls to 1919 in 2013 more than 1.6 million

The number of telephone calls the public had addressed to 1919 / Government Information Centre

[Read more ...](#)



# Use Social Media as a Platform-1

Government Information Centre of Sri Lanka - 1919

You are posting, commenting, and liking as Government Information Centre of Sri Lanka - 1919 — Change to Wasantha Deshapriya

Page Activity Insights Settings Build Audience Help

රජය තොරතුරු කේන්ද්‍රය  
Government Information Centre  
அரசாங்க தகவல் திணையம்

සියලුම රාජ්‍ය පුරවැසි සඳහා

රජය තොරතුරු කේන්ද්‍රය  
1919  
அரசாங்கத் தகவல் திணையம்

Government Information Centre of Sri Lanka - 1919  
Government Organization

කැමිකර්මය, පඳු සම්පත් සහ ධීවර පුද්ගලයින්ගේ ලියාපදිංචි කිරීම් සන්නිවේදනය සහ මාධ්‍ය අධ්‍යාපනය සහ පුනුක්‍රම රැකියා තොරතුරු පරිසරය සෞඛ්‍ය, සුවභාව සහ සමාජ සේවා නිවාස, දේපළ සහ යටිතල පහසුකම් යුක්තිය, නීතිය සහ අයිතිවාසිකම් වෙළඳ, ව්‍යාපාර සහ කම්මාන වාර්තා කිරීම, සංචාරය සහ විවේකය

Like Following Message

Timeline About Photos Likes More

PEOPLE 3,938 likes

Status Photo / Video Offer, Event +

1919 What have you been up to?

THIS WEEK

26 Page Likes

356 Post Reach

UNREAD

0 Notifications

0 Messages

Recent

2013

2012

2011

2010

Started

# Use Social Media as a Platform-2

https://www.facebook.com/SLGovServices?fref=ts

**Sri Lanka Government Service Portal**  
Government Organization

**SRI LANKA GOVERNMENT SERVICE PORTAL**

Timeline About Photos Reviews More

PEOPLE >

★★★★★  
231 likes

Post

Write something on this Page...

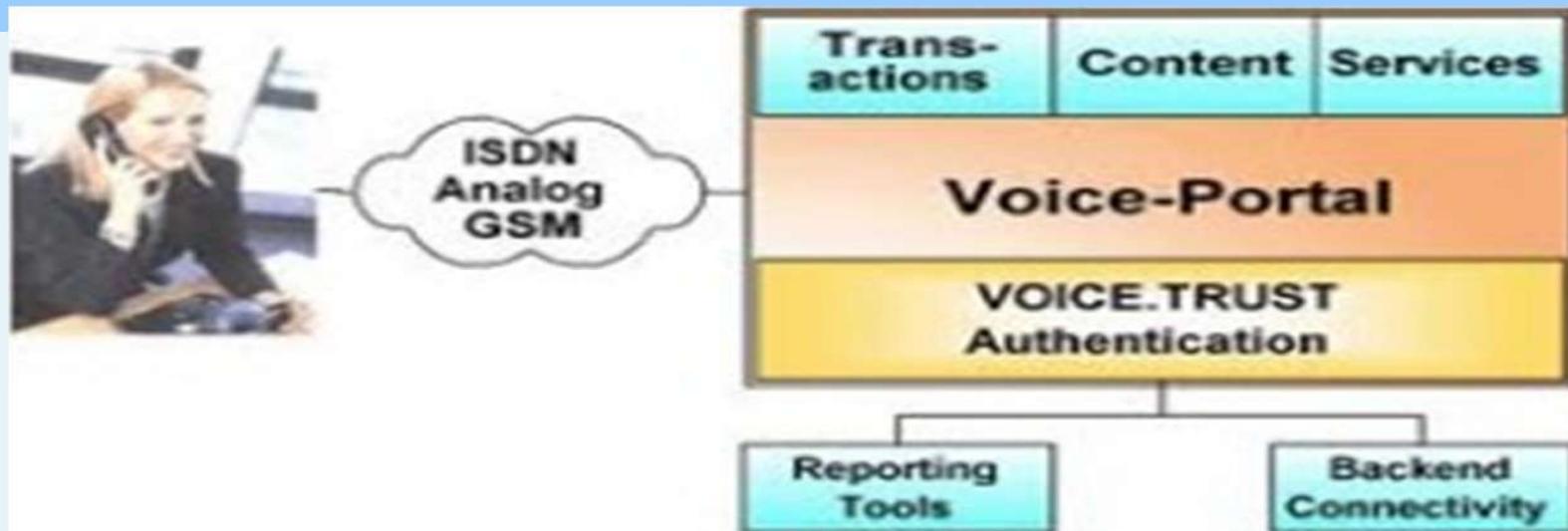
# Pro-less advantageous communities



## Digital Intermediary Services

- People call and ask for on line interactive services
- Extremely popular with people with low feature phones

# Proposed Voice Portal



- All on line services to be made available over voice
- Payment services are to be made available through mobile phones

# Connected Government Strategy for next 6 years



Thank You!

