

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

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Sri Lankan Digital Profile

Internet Penetration = 15%

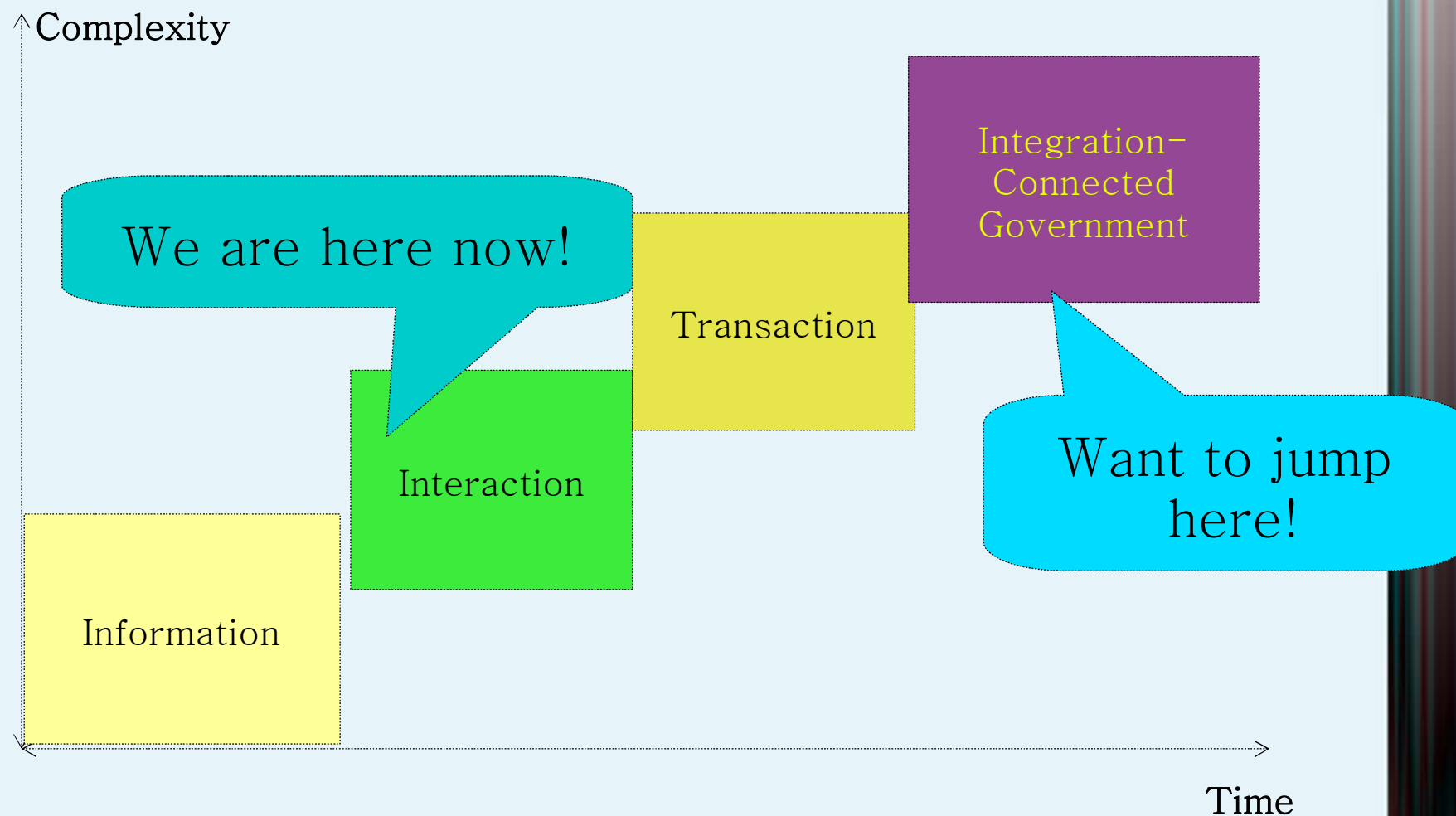
IT literacy = 40%

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

Multilingual



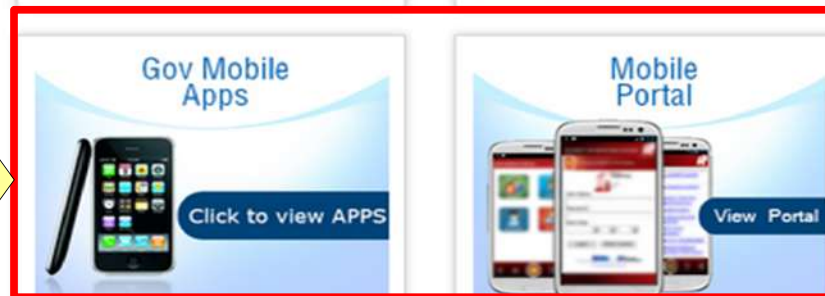
Voice Services



On Line Services
For
Less
Advantageous



Mobile First



Government Services Portal



Sri Lanka Government official e-Services portal

සිංහල | தமிழ் |

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**   **Wasantha** Home 20+     

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 ▼



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Government Information Centre
அரசாங்க தகவல் தினலயம்

கிடைத்த
ராஜ்
தரவேகி
கேள்வி



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1919
அரசாங்கத் தகவல்
தினலயம்



**Government Information
Centre of Sri Lanka - 1919**
Government Organization

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Liked ▼

Following

Message

...

Timeline

About

Photos

Likes

More ▼

PEOPLE

3,938 likes

Status

Photo / Video

Offer, Event +

 What have you been up to?

Recent

2013

2012

2011

2010

Started

Use Social Media as a Platform-2



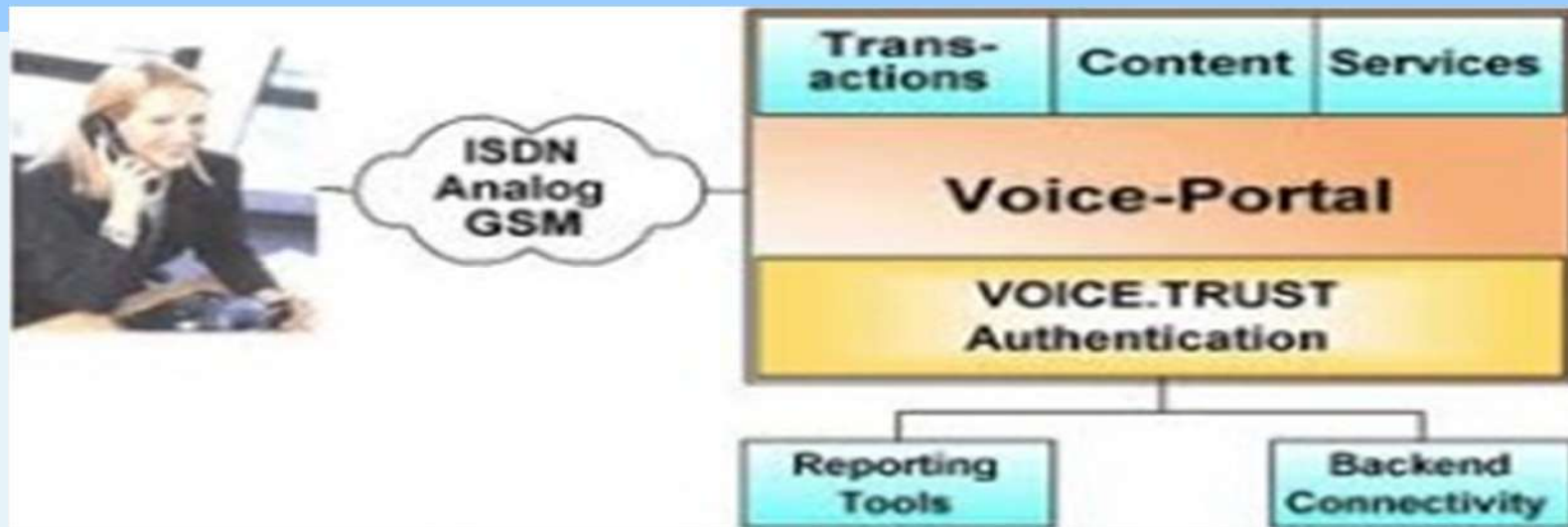
Pro-less advantageous communities



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!

