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India's mobile governance project wins UN award

Kim Arora, TNN | May 22, 2014, 08.19 PM IST

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NEW DELHI: A union communications and IT ministry project on "mobile governance" has won the second prize at the prestigious United Nations' Public Services Awards. The project, called "mobile seva" was launched by the Dept. of Electronics and Information Technology's(DeitY) in January 2012, and won in the category "Promoting Whole of Government Approaches in the Information Age" for Asia Pacific. The first prize in the category was bagged by the Korean health and welfare information service.

The two year old project primarily develops and provides mobile apps for government and citizen use. Available on the government website, mgov.gov.in, some of the active 299 apps include those for passport services, election commission or more. For example, the passport service app -mPassport Seva enables users to locate centres, calculate fee for a particular service, track application status and more. Then,there are other apps for intra-departmental use like the employee Leave Management System app, currently live only for Rajasthan. The project covers over 1,000 government departments and agencies from across the country.

Most apps, however, are absent from the Android app store, Google Play, making them hard to discover. The download counts for most of these apps hover around the three-digit mark. The mgov website puts the total number of downloads till date at a low 1,84,225.

"We plan to launch a master app that can redirect to all the other apps to the government app store which will be available on the Google Play," says Rajendra Kumar, joint secretary (e-gov), at the DeitY, who has been in charge of the mobile seva project.

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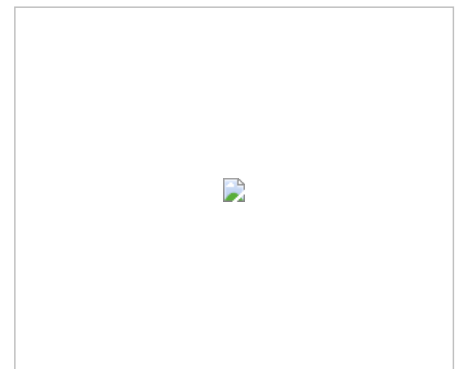
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