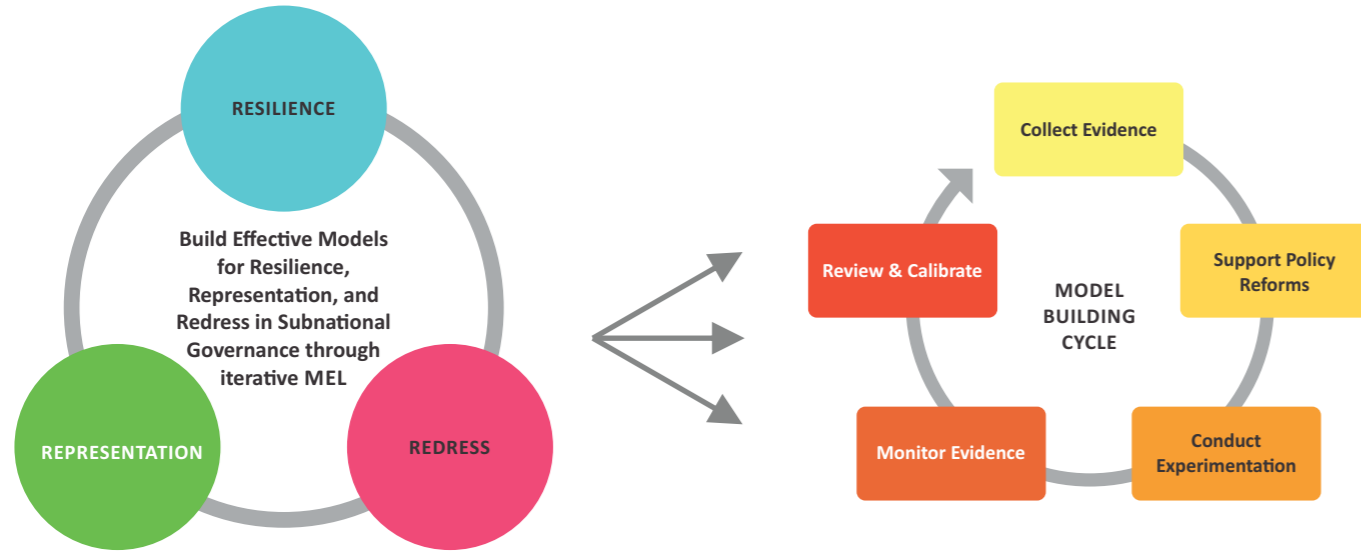


About SNGP

The Asia Foundation's Sri Lanka Subnational Governance Program (SNGP) will be implemented in nine local authorities conceptualized as dynamic economic centers (DECs) to build economic resilience in secondary cities that are emerging centers of economic growth and dynamism. The overarching goal of the program is to improve subnational governance in Sri Lanka through effective institutionalization of tested models for financial resilience, citizen inclusion and representation, and redress to problems. SNGP will operate through a cycle of model building as depicted below:



The Asia Foundation

The Asia Foundation is a nonprofit international development organization committed to improving lives across a dynamic and developing Asia. Headquartered in San Francisco, The Asia Foundation works through a network of offices in 18 countries in Asia and in Washington, DC. In Sri Lanka, the Foundation's programs seek to improve the policy and regulatory environment for broad-based economic growth and development; to advance local democracy and access to justice; to help communities and individuals recover from trauma and violence; and to promote citizens' participation in the decisions that affect their communities.

Department of Foreign Affairs and Trade, Australia

Australia has a strong interest in ensuring Sri Lanka continues its development as a secure, stable and prosperous partner in the Indian Ocean region, underpinned by an effective post-conflict reconciliation process. The Australian Government is providing an estimated \$29.1 million of total ODA to Sri Lanka in 2015-16, including an estimated \$19.9 million in bilateral funding managed by its development assistance arm, DFAT. The Australian aid program in Sri Lanka focuses on three objectives: (a) Expand economic opportunities for the poor; (b) Support government to be more responsive to the needs of the citizens and private sector; and (c) Increased gender equality.

eCRC

Electronic Citizen Report Card

Key Features

- Android App
- Web Base Access
- Online Monitoring
- Geo- Tagging
- Analytics
- Recommendations
- Reports
- Performance Measurements
- Self - Assessment

Useful for

STRENGTHENING CITIZEN ENGAGEMENT

IMPROVING SERVICES

MONITORING OUTCOMES

1. Budget Management Tool (BMT)
2. **Electronic Citizen Report Card (eCRC)**
3. Revenue Assessment and Compliance Audit (RACA)
4. Spatial Roads and Revenue Management System (SRRMS)
5. Electronic Revenue Management Tool (eRMT)
6. Electronic Infrastructure Assessment Tool (eIAT)
7. Electronic Regulatory Service Assessment Tool (eRSAT)
8. Electronic Disability and Vulnerability Assessment Tool (eDVAT)
9. Electronic Grievance Management Tool (eGMT)
10. Electronic Citizen Budget Allocation Tool (eCBAT)



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The Asia Foundation



What is Electronic Citizen Report Card (eCRC)?

eCRC is a revolutionary concept that enables reliable collection of citizen feedback through an Android-based mobile application to analyze and report the information collected in real time. eCRC is a tool that can strengthen citizen participation in service delivery, and enable participatory fund allocation for resilient, representative, and sustainable local governance.

Why do we need eCRC?

User feedback is a cost-effective way for a government to find out whether its services are reaching the people, especially the poor. Users of a public service can tell the government a lot about the quality and value of a service. eCRC represents an assessment of public services from the perspective of citizens. An eCRC is not just one more opinion poll. The survey on which a report card is based covers only those individuals who have had experiences in the use of specific services, and interactions with the relevant service providers. The eCRC profiles citizen's experience with each service based on ethnicity, economic status, gender and location. Data generated through eCRCs can be analyzed at GND levels, thus making this a very strong tool for ward level planning when the new councils are formed following the ward system.

What are the key components of eCRC ?

The key stages in eCRC are:

a. Conducting a mobile-based survey of sample households on local infrastructure creation and delivery of public services. Using Tablets, a scientific sample survey of households is conducted to collect feedback and experiences. A GIS tracking system in the cell phones indicates the location from where data is collected, thereby enhancing the reliability of data collection.

b. A web-based survey management module enables survey managers to track the progress of the survey on a real-time basis. The module enables remote monitoring and management of survey activities and hence ensures greater quality control.

c. Online Dashboard and Data Analysis Tools developed as a part of the eCRC addresses the information needs of various stakeholder groups (e.g. policy makers, administrators, political representatives, and citizens). The results of the survey are presented through easy to understand graphs, tables and maps. Simple traffic-signal color codes are used to facilitate easy inferences on performance levels.



electronic Citizen Report Card

Efficient, Effective and Equitable Services

Track the real experience of end users of services

Track gaps in service provision

Citizen friendly service delivery

Representative Resource Allocation

Identify service priorities and locations to work

Representative Planning

Representative Budgeting

Improve Citizen Participation in Decision making

Identification of locations where lapses exist

Matching needs with resources

Improved Citizen Participation in decision making

Who are the beneficiaries of eCRC?

Officers of Local Authorities Finance Units and Community Development Units, Officers of Provincial Local Government Departments

What data is to be collected and how often?

Five years of historical data to be entered from Past Budgets and Accounts One time, followed by entering data monthly.