



IBM Innovations Award in Transforming Government: Top 20 Programs

Bhoomi, India

Bhoomi is a self-sustainable e-Governance project that automates and streamlines the issuance of rural land records within the Indian state of Karnataka. Since its inception, more than 7 million farmers have gained access to 20 million rural land records at 177 government-owned kiosks located throughout the state.

Congressional Directory: A Tool for Legislative Transparency, Honduras

Resulting from the collaboration between The Democracy without Borders Foundation and the Honduran National Congress, this program offers citizens a tool to monitor the legislative process and to gain direct access to the legislative branch of Honduras' federal government.

Customer Debt Relief Program, South Africa

The Customer Debt Relief Program provides debt relief to low income water customers and develops appropriate policies, including credit programs and payment schedules, for addressing high levels of non-payment activity.

e-Alexandria Government Services Development Program, Egypt

The e-Alexandria project improves citizen access to the public services offered by seven municipal offices in Alexandria through one-stop, easily accessible service centers. The program standardizes business processes and provides tools for tracking the progress of service requests.

eProcurement Project in Andhra Pradesh, India

In order to reform the public procurement process, the government of Andhra Pradesh has established a common eProcurement portal for all government agencies to conduct procurement transactions with suppliers online, thereby improving efficiency, transparency, accountability and responsiveness.

eSystems in Transparency and Right to Information in Mexico, Mexico

Mexico's eSystems program works to restore citizen trust and confidence in government by simplifying and broadening access to government information through user-friendly and efficient electronic tools.

Government Information Center, USA

Miami-Dade County's Government Information Center, with the miamidade.gov web portal and the 3-1-1 Answer Center, consolidates management of existing service

delivery initiatives and sets the stage for more centralized, customer-driven data collection, analysis and “cross-cutting” solutions.

Government of Georgia Comprehensive Reforms, Georgia

The Government of Georgia has transformed the country through dramatic positive changes in approaches to policy making, implementing key reforms in licensing, tax and customs, labor codes, privatization and anticorruption measures.

Grants Center for Excellence, USA

The Grants Center for Excellence is an innovative electronic government initiative of the U.S. Department of Health and Human Services that supports vulnerable American populations by significantly reducing government funds consumed in managing food, medical care, shelter, training, and education assistance programs.

Implementation of Performance Contracts in Management of Public Services, Kenya

The Government of Kenya’s implementation of performance contracts within the service delivery process introduces an accountability framework for better measuring and monitoring efficient utilization of public resources and service delivery.

Interoperable Communications for Public Safety, USA

Established as a platform for voice interoperability among first responders, the District of Columbia Interoperable Communications for Public Safety program promises to change the culture of public safety communications nationwide.

Khuda-Ki-Basti, Pakistan

Khuda-Ki-Basti offers low income populations throughout Pakistan with a viable means for home ownership. Since its inception in 1986, the program has distributed land for home settlement to more than 100,000 families.

Lok-Samwad Democratic Dialogue with the Common People, India

Lok-Samwad facilitates the interaction between the superintendent-of-police and citizens within remote villages, thereby saving travel and opportunity costs. The program promotes a visitorless and paperless office through greater use of video-conferencing and scanned documents.

OneCommunity: Connecting, Enabling, Transforming, USA

OneCommunity’s fiber-optic network connects Northeast Ohio’s public and non-profit institutions to each other and the world, thereby enabling innovative and collaborative problem-solving and transforming Cleveland into a globally competitive region.

Participa.net, Italy

Coordinated by the Emilia-Romagna regional government, Participa.net is an e-democracy project aimed to stimulate citizen participation during all stages of the legislative decision-making process, through new mechanisms and a new information system.

Real Time Crime Center, USA

The Real Time Crime Center provides New York Police Department officers with instantaneous crime information to help identify patterns, halt emerging trends and assist with crime scene investigation.

Rural Microfinance Technical Assistance Project, *Mexico*

Rural Microfinance Technical Assistance Project, launched by the Mexican Ministry of Agriculture, provides highly-specialized technical assistance to selected financial intermediaries that have tailored banking services to the rural poor.

Service Canada, *Canada*

A collaboration of fourteen federal departments and multiple community organizations, Service Canada combines government programs and benefits together in a single delivery network. It provides citizens with a one-stop, personalized and cost-effective source of social services information.

Trail-Blazing Transformation in Vocations and Technical Education, *Singapore*

The Institute of Technical Education offers Singapore's academically challenged youth viable opportunities for achievement through vocational technical education. Under its 10-year reform plan, the Institute has evolved into a world-renowned vocational school.

The Treasury of Singapore, *Singapore*

The Treasury of Singapore allows citizens to more broadly access government information and services through online and mobile device modes. The initiative is part of the Prime Minister's program for improving public service delivery through innovative ideas.

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