eCitizen Report Card

Technology & Innovation

ACCOUNTABILITY

Better data can mean better public services.

The eCitizen Report Card (eCRC) is helping build a smarter and more responsible government in Sri Lanka. By making it easy to collect and analyze anonymous citizen feedback, eCRCs help local authorities measure the quality of government services through the eyes of the citizens who need them most.

JAFFNA eCRC Survey:

Rating Public Services

49% water

38% roads

38% street lights

FAST, EASY-TO-ACCESS, AND RELIABLE DATA

The eCRC delivers customized surveys to citizens and verified survey results to policy makers quickly and objectively using web-enabled mobile tools and a high degree of quality control.

Day 1-4: Awareness & Training

The eCRC team conducts a one day workshop with local Council leadership, key staff and local community groups. This awarenes raising is then followed by a refresher training program for enumerators to prepare for the survey.

Day 5-7: Collect & Verify

Using the eCRC mobile app, enumerators collect citizens input on services ranging from waste collection to water to the quality of local libraries. Responses are rated on a simple four point scale and immediately sent to survey managers at a centralized survey control room.

Day 8: Analyze & Report

Thoroughly vetted data then drives an online dashboard measuring public sentiment via easy-to-read visualizations. This approach helps local leaders better understand the needs of citizens, and supports a broader dialogue with the community on social accountability.

SPOTLIGHT: CHAVAKACHCHERI URBAN COUNCIL

Less than a decade after the end of Sri Lanka's thirty-year internal conflict, life in Chavakachcheri has mostly returned to normal. However, memories of intense communal violence remain strong in this coastal suburb of Jaffna and governing here requires earning the trust of a people. For the local Urban Council, the eCRC was a revelation. As former Vice Chairman K. Sathasivamoorthy puts it: before the survey "we didn't have the information, and we didn't know the real problems people were facing."

Sathasivamoorthy and his colleagues were quick to act on the findings: they published a point-by-point action plan responding to each service gap, and used the new data to lobby for more funds. As a result, the local Council has received 30,000 rupees' worth of equipment for a recycling center, and allocated 1 million rupees to improve the town's street lighting. Through these actions, local leaders hope to make the newly reborn Chavakachcheri a cleaner, safer, and more prosperous place to live.

GREATER ACCOUNTABILITY AT A LOWER COST

The eCitizen Report Card (eCRC) makes it easier to collect citizen input on the quality of government services in local communities and highlights areas where those services can be improved.

eCitizen Report Card

Now employed by 14 local governments in Sri Lanka, the Android-based mobile eCRC features:

• rapid and low-cost deployment
• differentiated scores by service
• geo-tagged data
• income information
• ethnicity data
• gender statistics
• temporal comparisons

Integration with an online database makes it possible for the entry, validation, and classification of eCRC data in real time.

eCRC Dashboard

Chavakachcheri: Citizen Reports

38% overall	29% roads	35% water
10% sewer	17% parks	75% library
67% maternal/child health	30% solid waste	24% street lighting

The online eCRC Dashboard presents local officals with the findings of each survey using simple visuals differentiated by service area - including water supply, parks, streetlight maintenance, roads, solid waste disposal, mother & child health care, sewer systems, and libraries.

While local authorities are free to use the eCRC data as they please, nearly all choose to publish the data - even the most negative findings.

eCRC Key Takeaways

- The eCRC's core methodology significantly streamlines the survey process, saving local authorities valuable resources without sacrificing data quality.

- Survey enumerators have visited over 13,000 households in Central, Eastern, Northern, Uva, and Southern Provinces.

- 30 "master trainers" in each province are now capable of performing eCRCs using tablet devices and a custom developed Android app.

- Less than two years since the project's inception, the eCRC is now deployed in 14 of Sri Lanka's largest local governments.

- The eCRC has been embedded into existing local participatory planning and budgeting processes.

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Work with Us

We welcome collaboration at every stage of the process - from research and design to pilot to scale. Join us as we support local innovators and social entrepreneurs who have a stake in the communities they aim to serve.

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