

CASE STUDY SERIES

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Citizen Centricity: E-Governance in Andhra Pradesh

Have you ever wondered why most developing nations are plagued with disease, corruption, poverty, crime, and various other ills? Billions of dollars are poured into addressing these issues year after year in the developing world with little impact. How can a country break out of this unending vicious cycle when poor governmental practices are standard, when citizens do not trust their government, and when corruption is accepted as a part of daily life? Most countries are unable to escape the evils of bad governance. However, one Indian state, Andhra Pradesh, is in the middle of a bold experiment to fundamentally change the way it governs its citizens, by using information and communication technologies (ICTs). Government processes have become more transparent, government has become more accountable, and there is a growing belief among citizens that the future can be different and exciting for all. Highlighting the specifics of this bold initiative will give governments in both the developed and the developing worlds clear examples of how and why specific programs work.

This report was written by Praveen Suthrum and Jeff Phillips under the supervision of Professor C.K. Prahalad. The report is intended to be a catalyst for discussion and is not intended to illustrate effective or ineffective strategies.

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