



Communities

Technology

Participation

Technology

- understanding how people/users/citizens engage.
- participation and communities engagements on the ground.

Community

- a 'community' is not a homogenous group
- interests shape perceptions of and interactions with technology

1. **Understanding ICTs and their relationship with society**

- - balancing technological and social paradigm
- - for analyses of cases and contexts

2. **Suggestions re: ICT research and the 'impacts' of interventions**

- Not the usual positive-negative binary

3. **Exploring issues of scale, design and costs of technology**

- - implications of applying ICTs in wide and diverse contexts
- - consequences on the design with respect to customization and abstraction
- - on the specificities and heterogeneities of different communities contexts,
- - and eventually the impact on **participation**

School Information Management
Participatory development
By teachers and staff.



E-Kiosks & Telecentres -
Rightful Information sharing



Research team

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Outcomes

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Bhuvaneshwari Raman and Zainab Bawa

INTERACTING WITH THE STATE VIA INFORMATION AND COMMUNICATION
TECHNOLOGIES: **THE CASE OF NEMMADI KENDRAS IN KARNATAKA**

**Tgc.janastu.org
Workshop/space**



**Technology,
Governance,
Citizenship.**

Management of School Information for Teachers

MyST report

<http://tgc.janastu.org/2010/11/myst-report-nov2010>

**Open Source as Infrastructure
Janastu.org/technoscience**

Finding a footing

Typically studies on ICT intervention:

Sustainability and utility in aiding
the process of economic and rural development

In the name of empowerment and development
the communities are looked at as a
homogenous group

Dynamics between users and state
Not on how technologies get chosen, databases are
designed and maintained, how economic interests of state
actors affect the service delivery and state-society
relationships, ...

Nemmadi - peace of mind

Govt of Karnataka implementation – for non urban areas
PPP model – 2006;

Rationale was to extend a well heralded earlier implementation,
of digitization of land records, called Bhoomi

Studies on Bhoomi focus on technical aspects of e-governance,
administrative concerns with corruption

Later on: Impact on land markets in cities, and social
consequences on particular citizen groups

And later: On the role of village accountants and reconfiguration of
relationship with rural citizens

**Ours: Role of ICTs in re-configuring state-citizen
relationships post-Bhoomi**

Findings - 1 loosening

users' experiences with Nemmadi kiosks (and therefore their perceptions of ICTs) vary depending upon their social positioning, including the resources they have and can garner for applying documents at Nemmadi Kendras and the social, political and economic networks they can mobilize for expediting the delivery of documents/services



Findings - 2 loosening

The volume of land records' transactions or its timely delivery does not necessarily reflect Nemmadi's success in terms of improving citizens' relationship. Rather, the type of users seeking land records raises questions about who benefits from the reconfiguration of citizens' relationship with the State and realignment of decision-making powers and authority within the State.



Findings - 3 loosing

Following implementation of Nemmadi, Village Accountants rarely visit and survey the villages. Their non-availability makes it necessary for applicants to approach brokers and mediators such as panchayat members, local leaders and political activists to access Village Accountants and Revenue Inspectors.



Findings - 4 loosening

The introduction of Nemmadi kiosks has not removed the inequalities that prevail in the socio-economic structure of society. Instead, new layers of bureaucracy and regulation have been added in citizens' relationships and interactions with the revenue department officials.



Findings - 5 loosing

Bhoomi database was designed to standardize land information across Karnataka state. Technologists faced challenges in developing a standardized format for digitizing titles due to the diversity of land tenure regimes in Karnataka. Construction of databases is fundamentally linked to the choices that technologists and decision-makers in governments make regarding standardization and customization.



Findings - 6 loosing

Technology gets outdated rather quickly but governments cannot afford to keep up because software and licenses are expensive to build and purchase. Besides, software companies prefer to abstract information so that the system they design can be generically applied to more than just one service/context.



Nemmadi handout
By Zainab Bawa and Bhuvaneshwari Raman

NeoWarli Art
By Megha Vishwanath

Tgc.janastu.org leaves logo
By a rural artisan working with Jinan K B

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