



#### Electronic Elections

5.559 municipalities310.587 ballots92.230.241 voters90% of the data counted in less than 24 hours

#### Income Tax - Receita Federal

11,1 millions forms submitted via Internet 90,2% of the total amount of forms

#### **Brazil: success case on the Internet**

**Hosts (July, 2000)** 

1. USA	68.889.154
2. Japan	3.413.281
3. UK	2.080.906
4. Germany	1.916.512
5. Canada	1.814.505
6. Italy	1.574.380
7. Australia	1.311.492
8. Netherlands	1.082.089
9. France	983.450
10. Chinese Taiwa	n 903.861

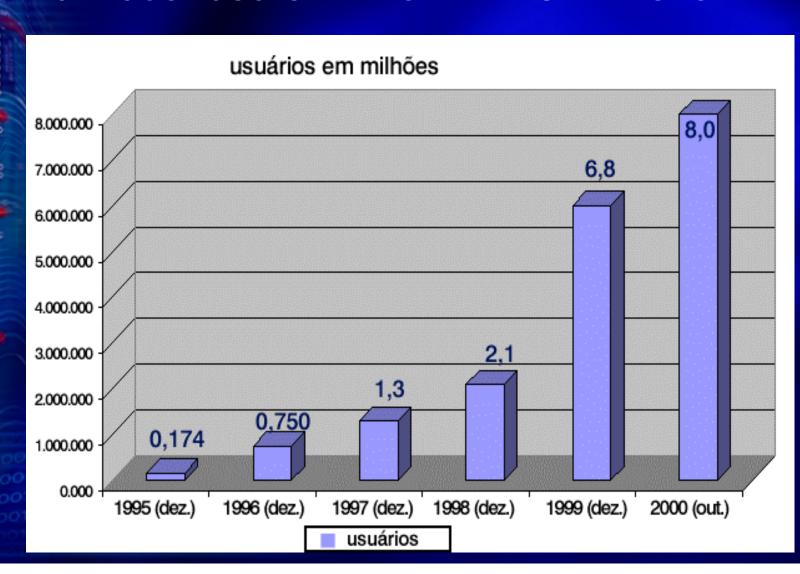
11.Finland	703.958
12. Brazil	662.910
13. Sweden	624.302
14. Spain	538.540
15. Norway	503.605
16. Mexico	495.747
17. South Korea	475.834
18. Swiss	418.044
19. Denmark	369.684
20. Belgium	361.026



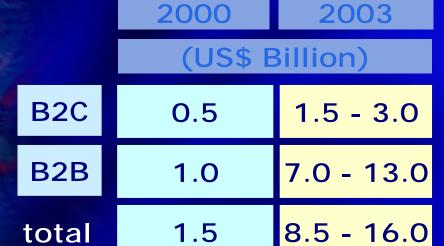
- •12° in number of hosts;
- •10 million individual users;
- Inertial viewers: 36 million
- Inertial e-business transactions in 2003: US\$10 billion
- Third in e-banking, already in wap;
- Successful governmental applications: Income Tax, Electronic Ballot-boxes, scientific labs, etc.

#### **Brazil:** success case on the Internet

Individual users in Brazil > 10 millions



#### **E-commerce in Latin America**



> 50% Brazil

▶ 60% Brazil, 30% Mexico

Source: Booz-Allen & Hamilton

# **Internet Banking Operations**

#### Millions of users\*

1. Bank of America (USA)	2,1
2. Wells Fargo (USA)	1,8
3. BRADESCO (Brazil)	1,5
4. MeritaNordbanken (Finland)	1,2
5. EGG (UK)	1,0
6. Royal Bank of Canada (Canada)	1,0
7. BANCO DO BRASIL (Brazil)	0,9
8. Citigroup (USA)	0,8
9. Chase (USA)	0,7
10. ITAÚ (Brazil)	0,6
(*) September/2000	

Source: Cluster



- Low-income population;
- High costs of telephony and hardware;
- Low teledensity;
- Internet users only 10% of the population;
- Poorly educated society

Digital divide tends to reinforce existing inequalities

## Running for Breakthrough

- Changes in the telecommunications profile;
- Economic growth;
- Comprehensive and structured policy towards the new possibilities brought about by IT

The Green Book on the Information Society

- Infrastructure
- Support to economic growth;
- Universalization of access;
- E-government

#### Universalization of Access

Make available community centers for access; Training for IT use;

National production of cheaper equipment - Terminal for US\$250;

FUST - US\$600 million in 2001;

Partnerships with businesses and NGOs;

At least one local access point in each municipalities in Brazil up to 2005

All public schools interconnected on high speed network up to 2002



Distance Learning – Virtual University;
Review of school programs to
contemplate IT uses;
All public libraries interconnected;

Support digitalization of knowledge

produced in the country;

Affirmation of the Portuguese Language in the cyberspace

#### Government closer to the citizen

Public Kiosks for info and services;
Info and services: www.redegoverno.gov.br
Procurement – www.comprasnet.gov.br
Judicial Follow-up: www.stf.gov.br
Tax Collection: www.receita.fazenda.gov.br
Integrated Call Center: for claims,
suggestions, etc, to be implemented in 2001.
Electronic Elections: www.tse.gov.br

# **Public Sector Applications**

E-gov take-off:

Data security— ICP-gov High-speed network to Govt. branches — Br@sil.gov;

Public security – integrated records
National security – www.sivam.gov.br
Network of Health Information
Integrated Job Offers Centers
Export/Import gateways to help businesses
Weather forecasting – www.inpe.br



The quality of public service delivered will be compelled to meet that of the private sector. The citizen will not tolerate anything less than that.

### One-Stop Shops – Concrete Experience

INTEGRATED CENTRES FOR PUBLIC SERVICES DELIVERING

Pioneering experience;

Under a single roof, more than 200 services;

Joined-up centres: national, State and local

governments working together;

Technology-intensive, integrated networks;

High qualified staff;

Constant monitoring and evaluation of performance, from the point of view of the users; Easy access, quick delivering

## One-Stop Shops – Concrete Experience

INTEGRATED CENTRES FOR PUBLIC SERVICES DELIVERING

Localization defined in order to guarantee easy access, usually in central areas;

Facilities to disabled persons;

Staff specially trained to help citizens make an optimized use of the services delivered by the centres;

Simplification of norms and procedures;

Different hours to match citizens' needs

## One-Stop Shops - The role of SEGES

Co-financing, with resources of an IADB loan, the implementation of 27 centres all over the country, at least one in each State of Brazil; Policy coordination;

Methodological advice on assessing users' satisfaction;

Technical advice on the establishment of quality standards for public organizations



## One-Stop Shops in Brazil

SAC - Bahia

Poupatempo - São Paulo

PAC/SAC - Amazonas

Tudo Fácil - Rio Grande do Sul

SAC - Distrito Federal

Casa do Cidadão - Ceará

More than 100 in operation throughout Brazil

Up to 2002, all States in Brazil will have at least one Integrated Centre for PS Delivering

#### One-Stop Shops - The case of Bahia

20 centres, plus 6 on-wheels, covering the whole State;

In 2000 - more than 10 million accesses;

User's satisfaction up to 93%;

Multiple-channeled - Call centers, Internet, face-to-face delivering;

More than 250 services, from ID cards to health assistance, for citizens and businesses





# One-Stop Shops - The case of Bahia



SAC - on-wheels





### One-Stop Shops - The case of São Paulo

6 centres, with 8 more to come in 2001;

In 2000 - more than 18 million accesses;

User's satisfaction up to 95%;

Multiple-channeled - Call centers, Internet,

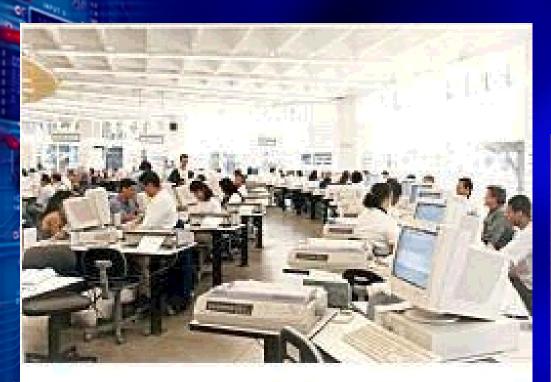
face-to-face delivering;

More than 300 services, from ID cards to health advice, banking, taxing, for citizens and businesses





# One-Stop Shops - The case of São Paulo



Apenas para os serviços: Carteira de Identidade e Atestado de Antecedentes









Selected by the UN on a benchmarking of best practices in public services delivering;
Implemented in Portugal, Australia and to be implemented in some countries of the
Community of Portuguese-Speaking Countries;
England have similar services, focused either on citizens or businesses. The US has several centres aimed at facilitating financing for

businesses

