

---

# Electronic Governance In Local Government of Nepal

---

Status | Challenges | Opportunities | Way Forward



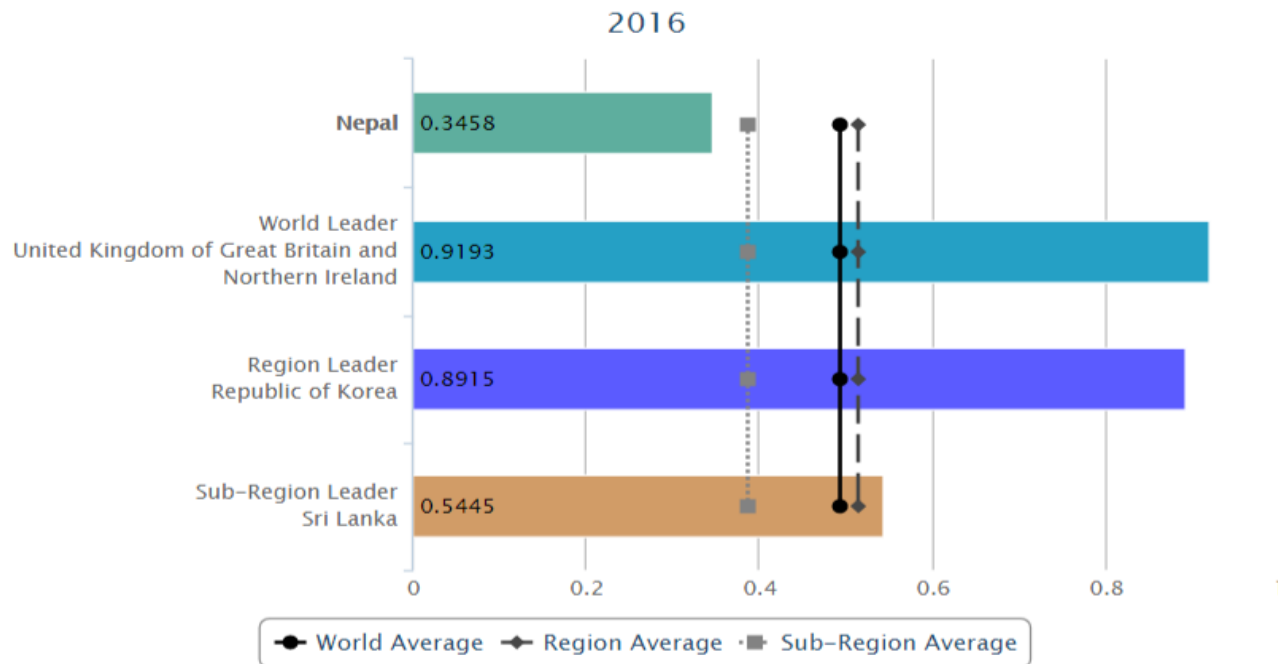
Nagesh Badu  
e-Governance Specialist  
Ministry of Federal Affairs and General Administration  
Local Governance and Community Development Program

---

*This presentation is also accessible at: [bit.ly/unconf-march18](https://bit.ly/unconf-march18)*

# Where do we stand, Globally?

## E-Government Development Index

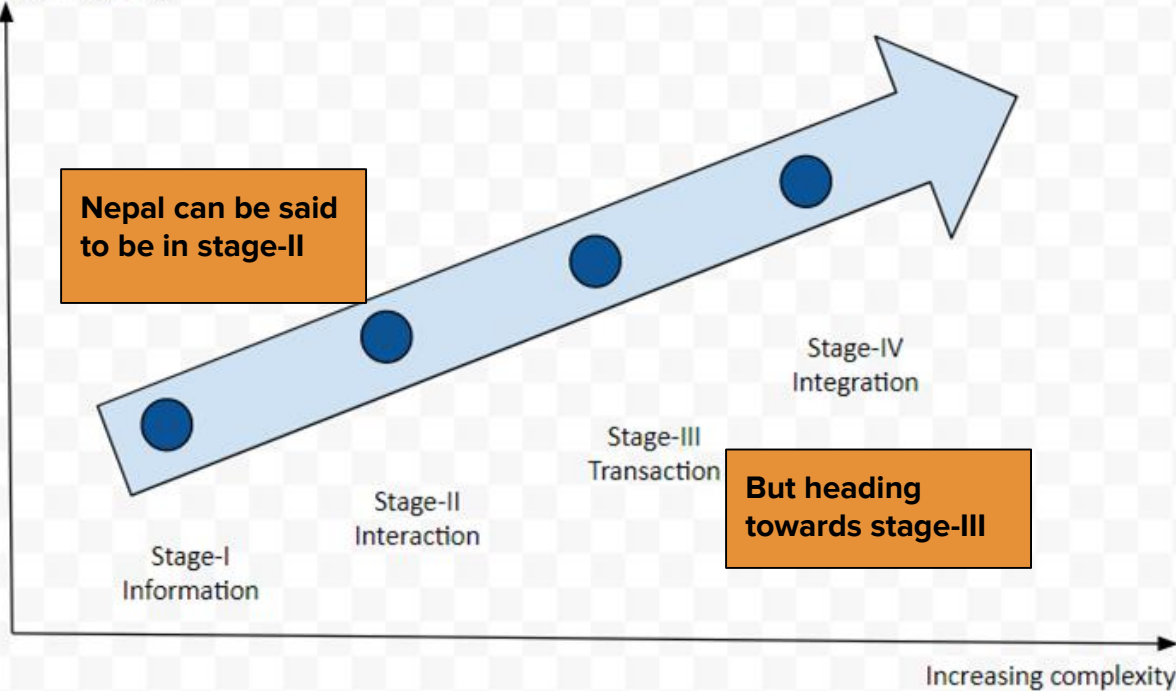


Highcharts.com

EGDI Rank	2016	2014	2012	2010	2008	2005
Nepal	135	165	164	153	150	126

# e-Governance Maturity

Increasing value to citizen



**4 Phases Maturity Model for e-Governance (UN, ASPA 2002)**

**Stage-II: Interaction stage** involves online form submission, queries and correspondence, Able to download forms, send emails to the concerned authority, ask query etc.

**Stage-III: Transaction stage-** able to make transactions at this level of government portal. This stage has to be very secured as payment and citizens' vital information is being shared online.

**Impressive leap in use of interactive (G2C) website portals/ mobile based applications. Government's initiation of government cloud and online transaction such as eSewa and Khalti for online payment.**



## INSTITUTIONAL

# National Arrangement

---

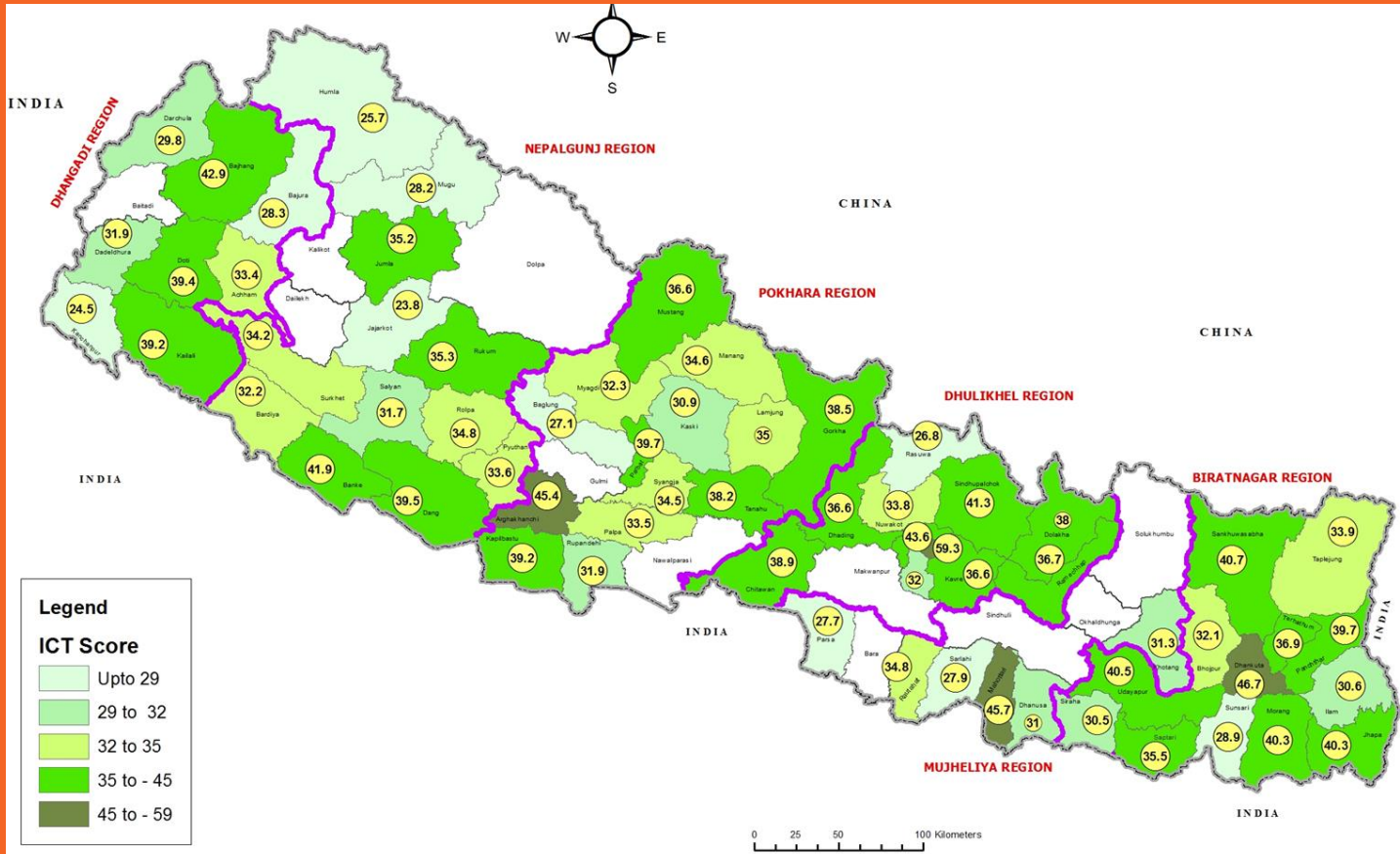
- **Department of Information Technology (DOIT)**
    - Established in 2013, Under Ministry of Communication and information Technology
    - Focuses on implementing e- Governance and covers IT related law and policies, Banepa IT Park
  - **Nepal IT Center:** Also working a GIDC of government agencies, with DR site in Hetauda.
  - **Controller of Certification (OCC):** formed to authorize to legalize digital signatures.
  - **National IT Coordination Council:** formed under chairmanship of Prime minister.
- 



## POLICY

- Electronic Transaction Act (2006)
- e-Governance Master Plan (eGMP) 2007
- ICT Development Project (2008-2014). The project promised of:
  - Rural e-Community (wireless broadband, tele-centers)
  - Government Network (GIDC, Groupware)
  - eGov Application( GEA, NID, PSC Recruitment MS, Land Record MS, VRS and Driving Licence)
  - HR Development (awareness, training)
- IT Policy 2067 (2010)
- 10 Year Master Plan (2011): initiated by NTA taking into account telecom acts
- iCT in education Master Plan 2013-17
- IT Umbrella Act (2014)
- National IT Roadmap (2015)
- eGMP-2 (2015)
- Broadband Policy 2071
- ICT Policy 2072

# ICT in Local Governance



- Conducted in 2014  
 - 111 LGs with ICT Volunteer

- Indicators:

- Website
- Infrastructure
- Software
- ICT skills
- Budgetary

- Scores

- Kathmandu: 59.3
- Jajarkot: 23.8

For detail:  
[bit.ly/lbictsurvey2014](http://bit.ly/lbictsurvey2014)



Ministry of Federal  
Affairs and Local  
Development (then)

Local Governance  
and Community  
Development  
Program (LGCDP)

United Nation  
Volunteers (UNV)

## Ministry's effort to support e-governance

- In **2014** a new pilot initiative, "University Youth IT Volunteers"
- A total of 141 Volunteers in all Local Units (then)
  - **8 UN Volunteers**
  - **136 ICT Volunteers**
- Purpose
  - digitize the working procedure of government
  - strengthen and maintain the IT Infrastructure
  - capacity enhancement and promote volunteerism



# ACHIEVEMENTS OF ICT IN LOCAL GOVERNANCE



Government of Nepal  
Ministry of Federal Affairs and Local Development (MOFALD)  
Local Governance and Community Development Programme (LGCDP-II)



UN  
VOLUNTEERS



An innovative ICT initiative called, "University Youth IT Volunteers" was commenced in 2014 by Ministry of Federal Affairs and Local Development (MOFALD) and United Nations Volunteers (UNV) for Local Governance and Community Development Program (LGCDP) Phase-II aiming to digitize the working procedure of GON. A Memorandum of Understanding (MOU) was signed between MOFALD and Tribhuvan University Institute of Engineering (TU/ IOE), to hire

fresh engineering graduates and mobilize them in 75 DDCs and old (58) Municipalities nationwide to strengthen e-governance which also provides career opportunity to fresh graduates and utilize their ICT expertise. Substantial achievement have been made since then.



## ICT Support in LGCDP



8

UN Volunteers  
(ICT Experts)



136

University ICT  
Volunteers



# ACHIEVEMENTS OF ICT IN LOCAL GOVERNANCE



## ICT INFRASTRUCTURE

### COMPUTER NETWORKING



**68** Local Bodies improved Computer Networking

**35** Local Bodies setup new networking



### COMPUTER MAINTENANCE AND SUPPORT

**43,707**

Computer maintained and supported



### POWER BACKUP



**106**

Local Bodies procured and implemented Solar Power Backup System

**49.7%\***

**42%\***

### SERVERS

**92**



Local Bodies procured and implemented server as application server/file server and/or printer server



## INTERNET



**22**

Local Bodies setup new Internet Connection



**80**

Local Bodies improved existing Internet Connection



**24**

Have free WiFi in Office Premises



**14**

Have free WiFi in Public Areas

**20Mbps**



Fastest



**192Kbps**

Slowest

Average Internet Bandwidth per Local Bodies

**1.219 Mbps**

\* Scope of Survey (219)



# CAPACITY BUILDING



**521**  
Total Number of Training Conducted



**8,232**  
Training Beneficiaries

**379** ICT Trainings conducted for LB staff

**5,475** Beneficiaries



**65** ICT Trainings conducted for Social Mobilizers

**1,065** Beneficiaries



**14** ICT Trainings conducted for Community Awareness Center Ward Citizen Forum members

**307** Beneficiaries



**8** ICT Trainings conducted for Disadvantage Groups

**147** Beneficiaries



**11** ICT Trainings conducted for Local Schools and Clubs

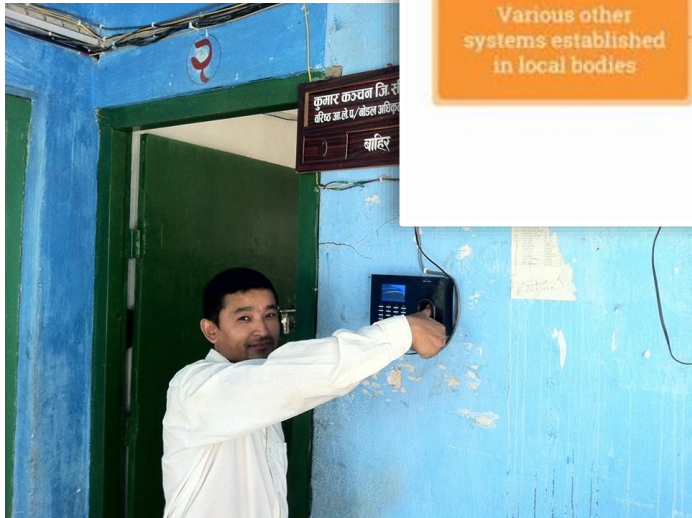
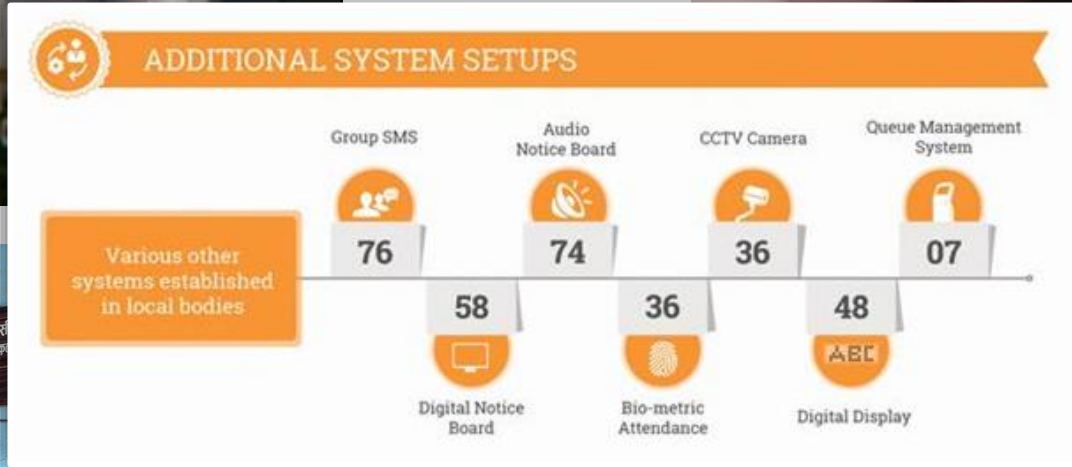
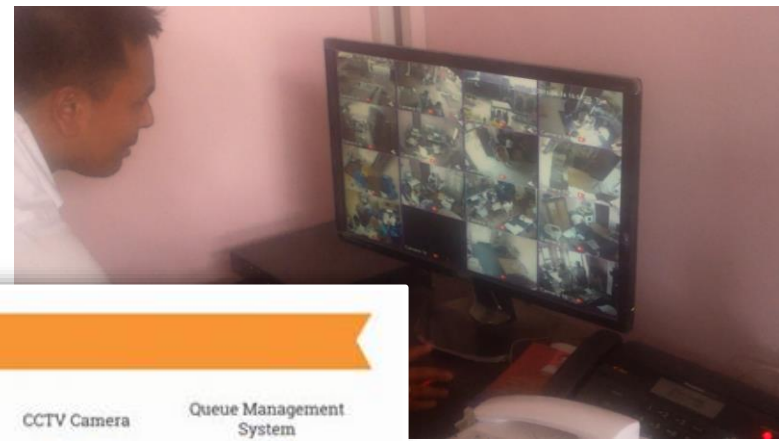
**430** Beneficiaries



**35** ICT Trainings conducted for other Government Agencies

**640** Beneficiaries







## LOCAL BODIES USING VARIOUS SOFTWARE WITH SUPPORT OF ICT TEAM

**103**  
Social Security

**42**  
Personnel / Staff Information

**100**  
DDC and Municipality Accounting

**31**  
Assets Management / Store

**90**  
Vital Registration

**30**  
Accrual Accounting

**69**  
Revenue / Tax Collection

**23**  
Planning

**65**  
Social Mobilization

**17**  
Office Automation

**55**  
VDC / Ward level Accounting

**8**  
NGO Management

**45**  
e-Procurement system

**3**  
Disaster Related

## NEW SYSTEM DEVELOPED

Online Budget Authorization

Online Reporting System

Digital Letterhead

Mobile App

Office Automation System

## OFFICIAL WEBSITE AND EMAIL

DDCs Municipalities

75

217

All local bodies have official website

93

Local Bodies use official email in "gov.np" domain

Different websites build and supported

- 217 Municipalities, 75 DDCs
- Ministry of Federal Affairs and Local Development
- Local Governance and Community Development Program
- Department of Civic Registration
- Local Body Fiscal Commission
- Local Level Restructuring Commission
- Local Governance Accountability Facility

Key features of new websites

- Content Management System (CMS) based
- Document Archival and Instant search
- Uniform domain names
- Hosted in Nepal government data center (NITC)
- Ownership of data, control and access to respective organizations themselves

APPROXIMATE AMOUNT SAVED

RS  
35,332k



## KNOWLEDGE MANAGEMENT BLOG

**112**  
Articles published in KM Blog

**68**  
LB Officials regularly using KM Blog for help

Nepali user manuals and video tutorials are developed for all new systems



विस्था गाउँपालिकाको संक्षिप्त परिचय

विस्था गाउँपालिकाको क्षेत्र नं. ४ अन्तर्गत स्थानीय तहमा पर्दछ। नेपाल सरकारको निर्देश २०७३/११/१० को निर्देशमा लेखिएको अनुसार यहाँको ४ वटा वडाहरूमा ५००० जनसङ्ख्या रहेको छ। यस गाउँपालिकाको कुल क्षेत्रफल १००० वर्ग मीटर छ। यस गाउँपालिकाको कुल जनसङ्ख्या ५००० रहेको छ। यस गाउँपालिकाको कुल जनसङ्ख्या ५००० रहेको छ। यस गाउँपालिकाको कुल जनसङ्ख्या ५००० रहेको छ।



## SOCIAL NETWORKING



116

Local Bodies have official Facebook Page

84

Local Bodies use official Facebook Page for Grievance Handling



31

Local Bodies have official Twitter Page



23

Local Bodies have official Youtube Account

Uses of Social Media

Grievance handling, particularly with "Hello Sarkar" pages  
Information Dissemination  
Live telecast of important local level events



## GEOGRAPHIC INFORMATION SYSTEM

Various Resource Maps Developed



धरान उपमहानगरपालिका - Dharan Sub-Metropolitan City @dharanmunicipality

Home  
Posts  
Reviews  
Videos  
Photos  
About  
Community



Dharan City

Like Follow Share ...

Send Email Send Message

Status Photo/Video  
Write something on this Page...

Government Organization  
Classed Now

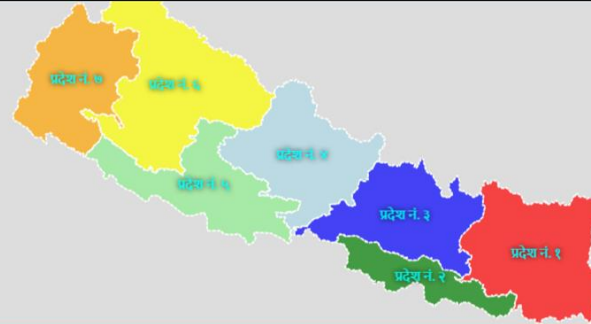
Community See All

Invite your friends to like this Page

4,435 people like this

4,431 people follow this

नेपाल



स्थानीय तहहरूको वेवसाईटको विवरण हेर्नका लागि यहाँ Click गर्नुहोस ।

स्थानीय तहहरूको विवरण

महानगरपालिका ६	उप-महानगरपालिका ११	नगरपालिका २७६	गाउँपालिका ४६०	जम्मा स्थानीय तह ७५३	जम्मा वडा संख्या ६७४३	जम्मा जनसंख्या २५४४२९५१
-------------------	-----------------------	------------------	-------------------	-------------------------	--------------------------	----------------------------

# Way Forward

**Can federalism be helpful full  
adoption of e-Governance?**

**\*Yes!**

*\*Condition Apply.*

## Opportunities

- **Clean Slate**
- Most Local Government (LGs) have **ICT infrastructure and means** of information dissemination set up
- LGs have **realised the benefit and value** of ICT adoption
- **Internet being widely accessible** to organization and public
- **Website, email and other systems** are revised, up and getting stable
- More and more **system are getting centralized** thereby easing national reporting, data sharing
- Initiations like **Government cloud**, ERP based system **MARS** eases system implementation and lessening hassle of procurement
- Most **staffs are well oriented** and capacitated, **IT Officers** are being recruited

## Challenges

- **Clean Slate**- new local governance structure
- **Increased responsibilities of LGs** which thereby increases need of efficient service delivery, interaction with citizen
- **Global trend** of digitization and electronic governance
- **Increasing public exposure** on technology which further raises expectations from LGs
- **Sustainability** (maintenance and support) of currently initiated systems
- Challenge to successfully adopt new system/ e-governance tools, e.g
  - Municipal Administration and Revenue System (MARS), Electronic Billing Permit System (EBPS), Financial Management Information System (FMIS)/ SUTRA



- Document Archival System
- Record Management System

- Website
- Digital Front Office
- Citizen Interaction System
- Grievance Handling System

Information/ Service Request

Information/ Service Delivery

- Queue Management System
- Group SMS
- Digital Display Boards
- Digital Citizen Charter
- Free WiFi Zone
- Mobile App
- Social Media



- MARS
- Office Automation System
- Staff Management System
- Electronic Attendance
- CCTV Surveillance
- Digitization of paper records

# Way Forward for Local Governments

## A. For in-house efficiency

- **ERP based Integrated System/ MIS**
  - Accounting
  - Revenue
  - Assets
  - Human Resource
  - Citizen Interaction
  - Decision Support
  - Office Automation System
- **Personnel/ Staff Management System**
- **Centralised Electronic Attendance System**
- **CCTV Surveillance**
- **Computer Networking and Resource Sharing**
- **Group SMS**

## B. Information/ Service Requisition and Delivery

- **Citizen Support Desk/ Kiosk/ Booth**
  - Online/ Offline Form Fillup
  - Citizen Record Management
- **Mobile Application**
- **Website/ Web Portals**
- **Social Media**
- **Digital Display**
- **Queue Management System**
- **Free WiFi Zone**
- **Digital Citizen Charter**
- **Grievance Reporting/ tracking**
  - Grievance Handling System
  - Hello Sarkar



# Consideration for Local Governments

---

## 1. Approach:

### - **Localization:**

- Localisation of policy and applications
- Contrast to unitary structure's 'One size fits all', we need change with localization approach- e.g **Smart City**, Need of Ramechhap MUN versus Bhaktapur MUN

### - **Bottom up modality-**

- Citizen first approach. Understanding from the citizen's perspective- what they want has to be implemented.
- Also, citizen needs to be made aware of services available.

### - **PPP Model:**

- A Government-led and Private Sector driven model has to be adopted. **E.g NTA's RTDF**

# Consideration for Local Governments

---

## 2. Policy Adherence

- National IT Policies and master plans
- Open data initiatives
- Government Enterprise Architecture (GEA)
  - Interoperable, data exchange with GoN applications
  - Enterprise Resource Planning (ERP) based

## 2. Use of FOSS, social media to promote transparency

## 3. Infrastructure at province and local level

## 4. Skills enhancement of staffs and citizen

## 5. Knowledge retention and sharing

## 6. Adequate financial provision: consider ICT as other development area

## 7. Develop long term strategy accordingly and implement

**DIGITAL NEPAL  
IS  
POSSIBLE.**

**Together, we can!**

**Thank You**