National Plan for e-Governance in Nepal

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Member, High Level Commission for IT
Presentation Highlights

• Rationale
• Where do we stand in terms of eGovernment/eGovernance related initiatives?
  – eGov Master Plan
  – ADB PPTA
• Current status
• Key components of implementation framework
• Critical success factors with particular reference to Nepali ground realities
Rationale

• **Best prospects for MDGs especially for rural communities**
  – Potential to bridge the gaps in service delivery
    • Health, education, etc

• **Only realistic means of delivering government services universally**

• **A strong means of developing community participation**
  – Strength of ICTs - Participation and collaboration

• **Best prospect for reinforcing key dimensions of good governance**
  – Transparency, accountability, efficiency and inclusion
Key milestones

- **Preparation of eGov Master plan**
  - A collaborative initiative involving HLCIT, NITC, MoEST, MoIC, MoGA and MoF

- **PPTA supported by Asian Development Bank**
eGMP Objective

“Realize good governance and Socio-economic development” by establishing an effective, systematic and productive e-Government
E-Government Master Plan
Framework

E-Gov Nepal
MASTER PLAN

Leadership & Organization
- Authority
- Lead agency
- BPR

Regulation
- Consumer protection
- Commercial certainty
- Efficiency of access / Public & commercial infra.

Infrastructure & Access
- Interconnected
- Convergent
- Accessible

HR Capability
- ICT Development Skills
- Regulatory / Strategic Skills
- Community e-literacy

Applications
- Public & Private Investment
- Market Development
- Demand Drivers – Apps, E-Community.
PPTA

ADB supported PPTA initiative currently underway with the specific mandate of:

• Preparing an Investment Project that will support:
  • Economic growth
  • Poverty alleviation

• Producing key deliverables including:
  √ Remote areas accessibility and infrastructure plan
  √ An infrastructure investment plan
  √ Design of selected e-gov applications and architecture
  √ A legal, regulatory and institutional framework
  √ Institutional and HR development programmes
  √ A feasibility assessment of the investment package
Key components of implementation framework

- Infrastructure
- Rural connectivity and telecentres
- Priority E-Government Services
- Common Architecture and Groupware
  - Ensure interoperability
- Capacity Building
- Investment Proposals & Business Case
- Legal and Regulatory framework
Key tasks: PPTA

- Specify architecture, standards framework & policy
- Specify businesses case and procurement processes/plans & $$
  - Groupware + Installation
  - Computing centre
  - Portal
  - NID
- Identify key agencies X application – map processes – map alignment – initiate BPR - Identify equipment requirements
- Develop implementation plans
- Develop ICT Infrastructure Investment Plan
- Scope Rural initiatives
  - Infrastructure
  - Telecentres and Sustainability
  - Content and business models
- Define Training and HR Requirements, Awareness, local developers
- Program for Legal and Regulatory Reforms
- Investment Plans
Current Status
E-readiness indicators

## ICT infrastructure in Nepal

<table>
<thead>
<tr>
<th>Service</th>
<th>Users</th>
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<tr>
<td>PSTN</td>
<td>495,000</td>
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<tr>
<td>GSM</td>
<td>390,000</td>
</tr>
<tr>
<td></td>
<td>GPRS being launched</td>
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<tr>
<td>CDMA</td>
<td>55,000</td>
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</tbody>
</table>

### Teledensity

- 5.86% (1 phone per 100 people)
- 2.32% in fixed line and 3.54% in mobile
- Urban: 12.5%, Rural: 0.213%
- Mobile service in 40 districts

### Internet users

- 240,000

### Expansion in 5 years

- 1 Million CDMA
- 2 Million GSM

- ADSL, IP Backbone, GPRS
- PDSN, EVDO

Source: Nepal Telecom (April, 2006)
Policy, legal and regulatory framework

- IT Policy 2000 (Revised IT Policy awaiting cabinet approval)
- Electronic Transaction and Digital Signature Act 2063
- Regulations & infrastructure that need to be in operation
  - IT Tribunal Procedures, Electronic Transactions Regulation
  - Controller of Certification Authority &
  - Certification Authorities for Digital Certificates
- Payment gateways needed for e-commerce operations
Use of computer application specific to main functional areas

- Financial Comptroller General Office (FCGO)
- Inland Revenue Department (IRD)
- Election Commission
- Custom Offices
- Department of Health – HMIS
- Department of Land Information & Archives
- Immigration Office at Airport
- E-Approval application at MOGA
- General Post Office
- Company Registration
- Nepal Police
Web presence

- **Government Websites**
  - Most of the central offices have websites
  - Most of them are static information only
  - A lot of them are not operating
  - Many are not up to date

- **Few websites provide for application forms downloading**

- **E-Procurement**
  - [www.bolpatra.gov.np](http://www.bolpatra.gov.np)

- **All central level offices have computers & Network.**
  - Most of district offices with electricity & telephone have at least 1 computer

- **Extensive use of computers for letter/document/report preparation**
Applications
Development of Existing Systems

- Vehicle Registration (G2C) - Name transfer, Blue Book renewal,
- Pollution checking, driving license exam and issuance
- Registration of Cottage and Small Industries (G2B)
- E-Approval - Document Management System (G2G)
- E-Procurement (G2B)
- Company Registration (G2B)
- E-Postal service (G2C)
- Government Accounting system - Disbursement centers (G2G)
- Personnel Management System (Civil Service Records) (G2G)
- E-HMIS (Ministry of Health) (G2G)
- Revenue (G2B)

✓ E-VAT (Integration with e-Gov umbrella) (G2B)
✓ E-PAN (Integration with e-Gov umbrella) (G2B)
✓ E-Filing (Integration with e-Gov umbrella) (G2B)
✓ E-TDS (Integration with e-Gov umbrella) (G2B)
Applications
Development of Emerging Systems

- NID (G2C)
- Vital Registrations (G2C)
  - Birth Registration
  - Death Registration
  - Marriage Registration
  - Divorce Registration
  - Relationship Certificate
  - Migration Certificate
- Excise (G2C)
- Passport (G2C)
- Local Government Planning, budgeting and monitoring (G2G)
- Public Service Commission (G2C and G2G)
- Investment, Trade and Supplies System (G2B)
- Online Jobs and Recruitment abroad (G2C)
- E-education (G2C)
Critical Success Factors

Government urgency and Leadership for ICT

Need demonstration effect and diffusion effect

Matching of applications development with capacity constraints

Strong Institutional Arrangement

Information/Knowledge Network

Data Security Network (authenticity, privacy, integrity, non-repudiation)

Technology adaptation

Workflow adaptation

Cultural Aspect

Effective user relationship

Trust to e-Services

Need to overcome general resistance to computerization

ICT Workforce

Content Development

Digitization of existing records and documents
- Computerization

Localization/Local language computing

Develop local ownership

Infrastructure
THANK YOU
PPTA TORs I

- Conduct a baseline survey and identify lessons learned from similar e-Government initiatives pursued by other countries
- Draft a procurement plan for the subsequent loan project
- Examine ICT sector performance in terms of teledensity; infrastructure provision; market reform and development; and licensing and regulatory framework.
- Develop an ICT infrastructure investment plan
- Assess the Government’s telecenter initiative, evaluate the performance of existing telecenters, and develop a sustainable telecenter model to be rolled out by the ensuing project
- Identify the priority e-services to be covered by the ensuing project.
- Analyze the work flow of selective government services and BPR
- Develop common architecture for e-Government applications.
- Develop information systems and applications through one-stop portal sites as well as for government intranet and village intranet.
PPTA TORs II

- Identify the institutional links between central and local governments and communication opportunities between villages to villages.
- Recommend the way to encourage local private sector participation in developing information systems and applications.
- Develop promotion plan to increase public awareness for e-service and village intranet through popular media (TV and radio) as tools for all citizens with particular focus on rural area.
- Recommend institutional and human resource development programs for e-Government initiative.
- Develop training programs for government employees.
- Formulate regional cooperation program for knowledge sharing (e.g., study tours to the advanced countries in e-government).
- Ensure that the study focus on, and take full account of, poverty issues, improve external funding agency coordination.
Timeframe

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<th>November</th>
<th>December</th>
<th>January</th>
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<th>June</th>
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Proposed Key Lead
Applications

- Rajesh K Shakya, Jan 26, 2007

Emerging Key Applications
- 1. NID (G2C)
- 2. Vital Registrations (G2C)
-  1. Birth Registration
-  2. Death Registration
-  3. Marriage Registration
-  4. Divorce Registration
-  5. Relationship Certificate
-  6. Migration Certificate
-  3. Excise (G2C)
-  4. Passport (G2C)
-  5. Planning, budgeting and monitoring systems for Local Government Bodies. (G2G)
-  6. Public Service Commission (G2C and G2G)
-  7. Investment, Trade and Supplies System (G2B)
-  8. Government Representation Portal (GRP) (G2C)
-  9. Online Jobs and Recruitment abroad (G2C)
- 10. E-education (G2C)
Connectivity

- Rajesh K
- Shakya, Jan 26, 2007
- Connectivity

- Encouraging picture in Telecom sector
- Four operators licensed to provide services
  - Nepal Telecom
  - United Telecom Limited (UTL) the wireless local loop operator
  - SPICE the new operator in mobile telephones
  - STM Communications in rural telecom service for the eastern development region
- liberalisation is still very shallow and competition is very limited
- Connectivity
Critical Success Factors

- Create Commitment network from Top to bottom of bureaucracy
- Need demonstration effect and diffusion effect
- Strong Institutional Arrangement
- Information/Knowledge Network
- Data Security Network (authenticity, privacy, integrity, non-repudiation)
- Technology adaptation
- Workflow adaptation
- Cultural Aspect
### E-government readiness rankings: South and Central Asia

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<tr>
<th>Rank</th>
<th>Country</th>
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<th>Rank change</th>
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**Nepal - 126th position out of 191 countries in 2005**