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Subject: E-Governance

Introduction

Electronic governance or e-governance is the application of IT for delivering services, exchanging information, communication transactions, integration of various stand-alone systems, government to employee as well as back office process and interactions within the entire government framework. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses groups. A number of policy and regulatory frameworks governing the ICT sector provide a foundation for the DNF. For example, the National ICT Policy introduced in 2015 seeks to enhance the vision of transforming Nepali society into knowledge and information-based society by harnessing rapid advances in the ICT sector. Similarly, the National Broadband Policy announced in 2016 puts forth a framework for stimulating broadband access and availability across the country.

Nepal gained considerable success in cyber adoption as compared to its neighboring countries, which has been evident from the country's growth trend over the following few years. The fast-developing status of social media is a prime achievement factor for cyber adoption in Nepal. Facebook users in Nepal are at the count of millions and the number of users sharing videos on social media has increased tremendously. As country makes significant progress in the use of ICT with the rapid growth of the internet use and the adaption of the latest technology, the government has also started to introduce the concept of e-governance in public services delivery. Even though Nepal is at a trivial stage in ICT development when compared with the global scenario, there has been significant progress in the communication sector. There has been remarkable progress in telecommunication sector with the increased use of smartphones. The facilities of internet, emails, and computers are gaining popularity and used rigorously today.
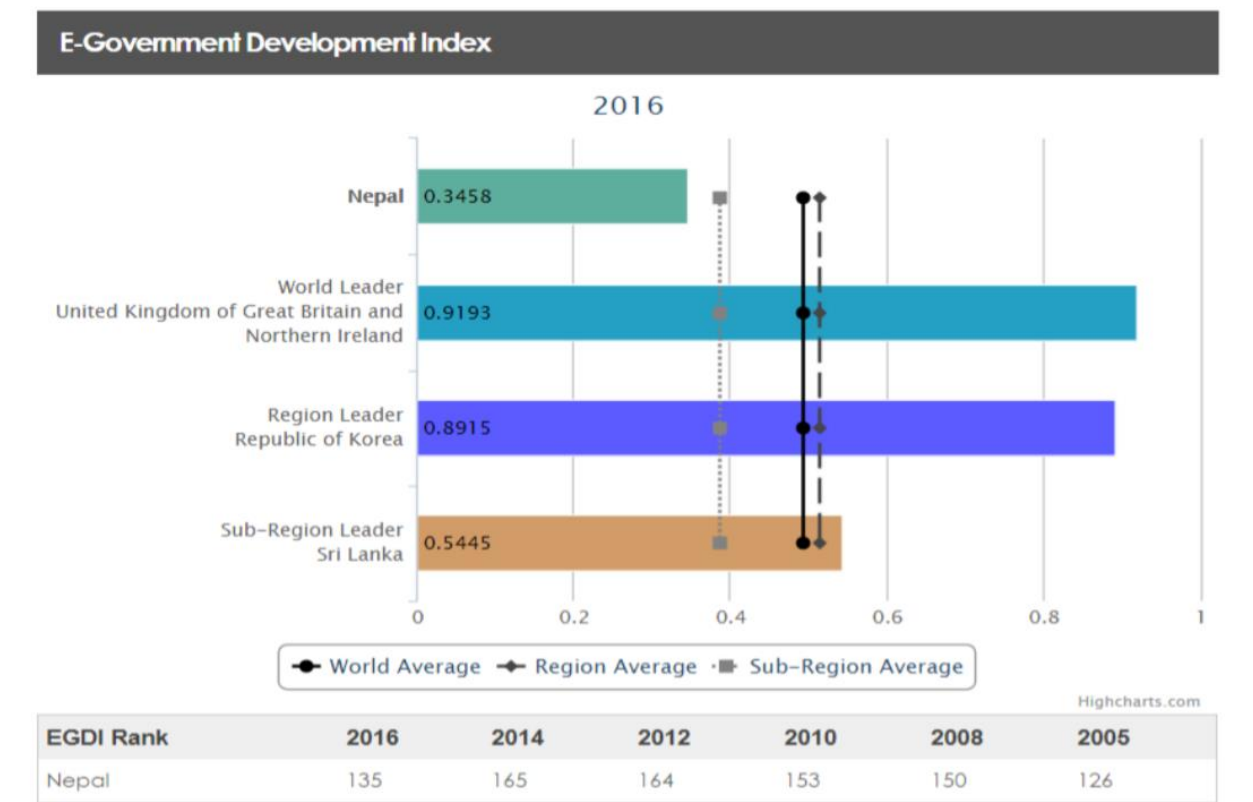
Background and study

Federal Democratic Republic of Nepal, which used to be a Democratic monarchy not long ago, is a nation that is nestled between Tibetan Autonomous region of China and India. It is a country of around 27 million people as per the census of 2011(Central Bureau of Statistics, 2014). It is a country of diverse cultures and geography. Nepal also has a history of political instability. There have been major regime changes in the past four decades and even now it is in a state of transition. The new constitution of the country that was promulgated in 2015, is in process of implementation with major changes in governance structure

("President promulgates Constitution of Nepal," 2015). Except for the political situation, another challenge for the establishment of e-Governance in Nepal is the economy and difficulty building infrastructure due to the geography (Kharel & Shakya, 2012). The weak economy and large population being under the poverty line means that many people in the country do not have access to proper education and computers (Ganesh Prasad Adhikari, 2010; Harris, Jacquemin, Ponthagunta, Sah, & Shrestha, 2003). . The government has undertaken numerous footsteps in this direction, because of which the E-Gov Development Index of Nepal has progressed from 165th in 2014 to 117th in 2018. (F&S, 2019).
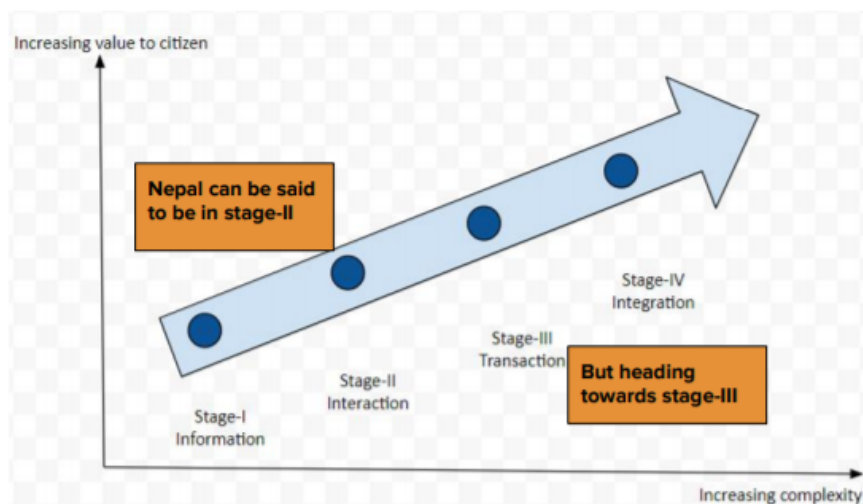
Problem statement

Even though there is an intense use of mobile technologies, internet and social media the country is still not ready for the EG. The EGDI status of Nepal shows that the country is still in its premature stage for EG implementation. Moreover, there persists very limited awareness among the people regarding the concept, use, and principal of EG. Besides, there exists even the more reluctant behavior of government officials with the verge of fragile political instability. Therefore, these remain as the major problem for the EG implementation in Nepal.

Where we do stand globally?

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

E-governance Maturity

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.

Labels within figure:
- Increasing value to citizen
- Nepal can be said to be in stage-II
- Stage-IV Integration
- Stage-III Transaction
- But heading towards stage-III
- Stage-II Interaction
- Stage-I Information
- Increasing complexity

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

National Arrangement

INSTITUTIONAL

- **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
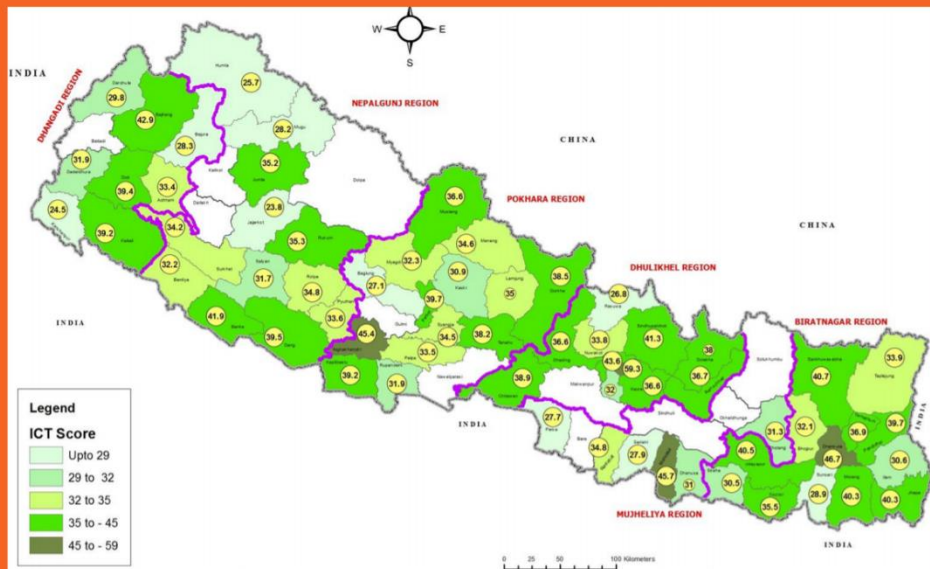
Opportunites

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

Challenges

- Clean state new local governance structure.

- Increased responsibilities of LGs which thereby increased need of efficient service delivery, interaction with citizens.
- Global trend of digitization and electronic governance.
- Increasing public exposure on technology which further raises expectations from LGs.
- Sustainability of current initiated systems.
- Challenges to successfully adopt system/e-governance tools, e.g.
  - Municipal Administration and Revenue System (Mars), Electronic Billings Permit System (EBPS), Financial Management Information System(FMIS)/SUTRA.

Conclusion

A brief introductory background of Nepal as a country and the e-Governance in the country was provided. The problem statement for the thesis was also discussed.