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**Case Study on Nagarik App**

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## Introduction

The Nagarik App is available for free download on the Google play store for Android phones as well as the App Store for iPhones (now in Beta). Since it is in its early stages, it could be helpful in this regard. However, many others have detailed issues with registration and mobile verification. Furthermore, it has been demonstrated that a lot of people's data is false. Since this Nagarik App is still being developed, any faults would be resolved in subsequent updates, as well as the completed product will have a new, modern design. The Nagarik App would initially only provide limited government services. This software displays how the Nepalese government appears online. To eliminate the bother of having to carry a mountain of proof of identity while accessing any public service divisions or agencies, the Nagarik App was designed as a smartphone device. On January 15, 2021, the beta version of it has been made available, with 50 percent of the total of the services—including 9 federal services—in functioning. And ten days after launch, the app had indeed surpassed 100,000 downloads. However, it got several concerns about problems with nationality Identification and recognition, and the full-official version's release was postponed.



## Benefits of the Nagarik App

The government is looking to give away free mobile internet services to NTC (Nepal Telecom) or Mobile telephony subscribers. They have stated that it will cost money to install this program out from the app or play store, but that it will be free to use utilizing data roaming for NTC or Ncell subscribers if govt consultation with the phone carrier is conducted, which it is trying.

Today, the Nepalese government has various mechanisms for every service, without any connection or perhaps even recognition of some other platform, necessitating visits to each agency for every provider. However, the company now are intending to consolidate all of these products into a tiny window, either via a Nagarikta ID or a cellphone number. They would collect each of the information required whenever the patient's mobile phone number (which must be linked with an individual whom Nagarikta data is being supplied) and Nagarikta registration, given information, and birth date are submitted, which after consumers would be prepared for the work order. It is not necessary to input user data and documents several times for various applications. Users may access those internet services from every location. The Nagarik App means that the services that don't necessitate folk's attendance in government buildings. Just a fraction, or around half, of the Nagarik App's features will be available in the first stage, with further features being added progressively.

The following major companies are already linked with the Nagarik App:

1. PAN Enrollment.
2. Data at the community scale (Gaupalika or Nagarpalika).
3. Instructional materials
4. Citizens Investments Organization (Nagarik Lagani Kosh).
5. Workers' Retirement Funds (Sanchaya Kost).
6. Community Security Program (Samajik Surakshya Kosh).
7. Public Utility Board (Lok Sewa Aayog).

## 8. Business Creation.

Furthermore, people can address their complaints to the administration via Mero Gunaso, an expanded version of the well-known Hello Sarkar website. In terms of good support and quality administration, the Nagarik App outperforms the traditional service delivery method. We may anticipate that greater adoption of a Nagarik App will improve the governmental delivery of services and people's jobs. Furthermore, it is hoped that it will foster openness, speed, and responsibility. We would've been able to attain our goal of riches if we used internet devices. By automating and combining all government functions, the Nagarik App aids in the provision of public services that are quick and efficient, simple and open. This eliminates the need for residents to stand in line for government services to a certain degree, once the internet service begins. Individuals would still get their jobs done no regardless of what hour of the day it was including on statutory holidays, thanks to an automated mechanism included in the Nagarik App.

## History

On January 15, the Government of Nepal's Department of Information and Communications Technologies (MoCIT) officially unveiled the Beta version of a 'Nagarik App' (Mobile App) to offer a service digitally. The software has indeed been eagerly anticipated because the administration has already been researching it for three years currently. Despite the fact that it has been a long while in the making, the 'Nagarik App' is finally ready to be utilized for e-governance. Secretary Parvat Gurung launched the app during a government function. The Beta version indicates that it is currently in the research or testing phase, with the final draft scheduled to be released within the following 3 months. This app's goal is to deliver all state activities via a single digital e-governance interface. Forty of the 64 important state programs and services were presently accessible. This software was created as a part of the Digital Nepal Recommended guidelines. The administration intends to give government programs such as registering for just a PAN register and examining taxes submission data. The program intends to deliver all public

services electronically, eliminating the need for users to visit government institutions to obtain those goods.

## The man behind this idea

Mr. Asgar Ali, Prime Minister K.P. Sharma Oli's IT consultant, has advocated adopting a single application to integrate all of the documentation required in a government unit in order to reduce wait times outside government buildings and promote online transactions. Asgar Ali is a founding member of eSewa, Nepal's first digital wallet, and online payment system. He was picked as PM Oli's IT adviser because of his substantial involvement in software product creation activities, over 17 years of industry experience, and effective leadership of IT firms. We've all heard the Prime Minister's famous phrase, "Prosperous Nepal, Happy Nepali," which he used at the inauguration ceremony.

To assist him in his efforts to achieve this aim and enhance digital literacy throughout the country, the PM had, for the first time in Nepal, hired an IT professional. Asgar Ali, who had previously led IT enterprises in the private sector, was able to assist the state for a worthy purpose. During his presidency, the government has made substantial intervention measures to get Nepal online. The government has devised the Digital Nepal Plan in order to achieve a 50% electronic transformation by 2025. Asgar Ali's group was able to organize the state's first Global Conference - Fonepay Digital Economic Conclave 2020 on November 28th, under the leadership of Biswas Dhakal, President of F1 Soft International, because of the government's significant interest in delivering digitally enabled commodities and allowing the business sector to work on the digital economy.

## How did he come up with this idea?

Since his employment in 2018, the team has been researching how to ensure openness in the provision of state services while also making it easier for recipients to access such goods. Because all services (including mobile applications) became dispersed, the major issue they identified was the necessity to validate every single piece of paper anytime we visited any government office. As a result, recipients had to print or obtain a photocopy of their crucial documentation at each government department they visited. The absence of coordination across federal data systems was

causing enormous expenditures (both time and cash) for both public bodies and the general population.

In order to address this issue, Asgar Ali came up with the novel idea of integrating all public papers needed for confirmation in governmental departments into a single app, which might eliminate the need for recurrent validation. The National Information Technology Centre (NITC) managed the technological installation and administration of the proposal, as well as the Ministry of Communications and Information Technology, managed the administration and regulatory level execution. The Council of Ministers and the Office of the Prime Minister are also crucial enablers in the development and administration of this app.

## How Nagarik App works??

In order to maintain each voter's information current only on the app, the software should provide solutions using a variety of documents from nationalities applications, PAN registers, and visa enrollment techniques gathered by numerous government institutions. Using data from 21.5 million people registered with the Department of Home Affairs as well as biometric information and images from 15.5 million inhabitants kept on the database of the Electoral Committee, the phone's authentication mechanism was built. In order for the program to be operational for nearly all social programs, a person should first register their contact details and citizenship card on it prior to requesting activities. Only about 50% of the actions are now available due to the beta version, but all functions will be available soon.

Again, the primary requirement for Nagarik App is the contact information listed on your citizenship card, together with the quantity of your nationality ticket, which includes your year of origin as stated on your citizenship card, the maximum amount that can be spent on your nationality voucher, and the municipality from which you obtained your citizenship badges. Government officials want to give free mobile data to NTC (Nepal Telecom) or Telecom users. It really claims that using data overseas for NTC or Ncell subscribers won't cost anything if government negotiations with the mobile carrier are made, which is what it is trying to accomplish. However, buying software from the app store or play store would still be expensive.

## What's new in the Full Version?

Currently, you may access the Google Play Store to learn about the most recent changes and get the app. Each of the three options—citizenship ID, voter's ID, or passport ID can optionally be used to validate a user's account. Furthermore, it is completely provided with capabilities such as registering for a license, Public Service Commission examinations, PAN card, and police clearance report; and receiving data on tax paid by taxpayers on their own cell devices. A most intriguing aspect of this software is its ability to create a checking account and validate your KYC by QR code for the very first moment all without requiring you to be present in the institution. Siddhartha Bank Limited and Nepal Bank Limited now offer this service. The Prime Minister launched this function by opening bank accounts using the system's Barcode.

## Concerns about cyber security threat

Users' main worries following the app's release are related to problems with the validation of the identity papers and doubts about data protection. The problem with citizenship ID verification had arisen since most of our citizenship IDs were previously continually updated at CDO centers, and it will undoubtedly take time to properly incorporate into to the Home Ministry's computer circuit.





One thing is certain: the Nagarik App doesn't really electronically save the customers' crucial papers. Rather, it is a network that provides previously stored digital information of identification documents from three major government entities Home Ministry, the National Election Commission, and the Department of Passports to the relevant state service centers whenever the verification process is performed. Nevertheless, it is entirely up to the beneficiaries to provide access to their data to the relevant public officials when necessary. It suggests that no gov't unit or service center may access the critical records even without the user's permission.

## Limitations and Next Actions

The Nagarik App is a huge technical step for a developing country like Nepal as it has clearly accepted the objective of achieving digital literacy at a quicker rate. There is still room for development in Nagarik App's system, despite the fact that utilizing it requires us to adapt to its size. The following are the significant obstacles it encountered during the development and deployment phases:

- **Data precision:** Since there have been problems with certain users' identity papers not being verified, it will take a bit of time to correct the incorrect historical information at the three main locations (especially in the case of Citizenship ID).
- **System Cooperation:** Nagarik App is getting ready to offer unified state services via its Setup operation. However, because it does not retain the information and just combines it across government agencies, difficulties may develop if the technology at any single time of the deal does not function properly when the focuses on the usage of a Barcode for that specific service. As a result, the key difficulty is just how robust and accurate the citizen database is in various governmental entities.
- **Service Expansion:** The Nagarik App was made in a way that allows for the addition of additional services being provided. Each time this is accomplished, the system was established through an audit process. Mr. Asgar Ali reminded us that they will be integrating more and more government and corporate divisions and organizations, as well as integrating money transfer services for governmental transactions. Unfortunately, it is currently inaccessible to Nepalese living overseas, and the iOS version is still in the works.
- **Bureaucratic Obstacles:** Whenever a single application can then be used to confirm your identity information, some officials are concerned that this will eliminate the employment

of government workers who really are assigned to that responsibility. Furthermore, several dignitaries have expressed fear that the entire concept of Digital Nepal and this app may be abandoned when the current administration leaves office.

Whatever the difficulties, the Nagarik App is now a resource with each and every citizen of this nation, and the research group is focused independently to do every attempt to provide a reducing user platform for state services. According to Mr. Ali's understanding, three steps must be finished before the Nagarik App can be fully implemented.

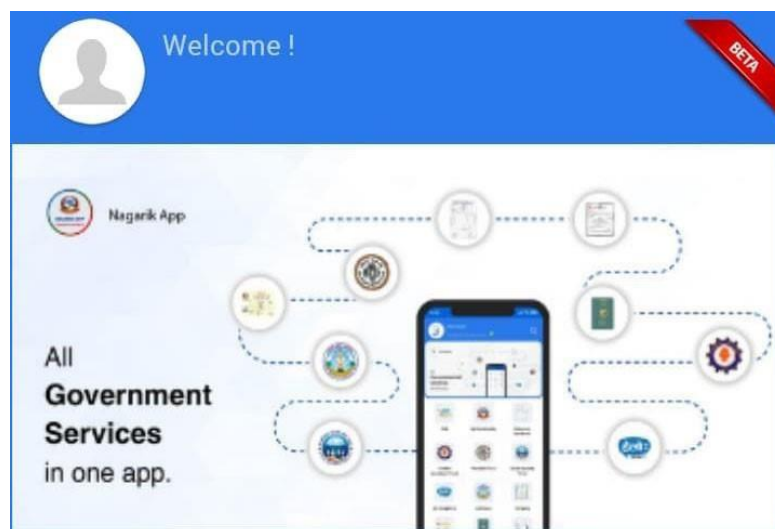
- Phase One: The three departments would need a year to correct incorrect inputs for quality data and accessibility.
- Phase Two: Adding other departments and organizations from the public and commercial sectors would likewise need a year. Given that it is only capable of +2, some additions may be in instructional documentation.
- Phase Three: It would involve promoting utilization just at local level and putting it into practice. This calls for full assistance from both the public and commercial sectors in teaching people about how to use this software, which may be accomplished through pushing ego digital educational materials and advertising. During the first year of existence, at least five million members were the target.



Additionally, additional service connectivity is being developed in the following ways:

- Within two months, the alternative for consumers to verify their educational documents pertaining to Tribhuvan University and Kathmandu University will also be made accessible.
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## How to use Nepal govt's digitizing tool?



The government has made the smartphone app Nagarik available in an effort to improve government services. According to the app's creators, it will make it easier and more organized for all public services to be distributed digitally. The software, according to the government, should reduce wait times outside of businesses and encourage online buying. Web services are available around-the-clock, including on holidays. The app presently offers nine services and has more than 100,000 downloads with an average rating of 3.2 in the first 10 days of its availability.

## Who can use the Nagarik app?

All Nepali nationals with the following requirements can access the app:

- A cellphone number registered in their name;
- Information about their citizenship;
- Information regarding their passport;
- Information regarding their voter ID card.

### How to register?

Once you've downloaded the app, you may register for an account by following these simple steps:

- First, decide whether English or Nepali is your preferred language.
- Mention the cellphone number you registered.
- Type in the validation code that was delivered to your phone.
- Next, choose the sort of document (passport, voter ID, or citizenship) that you want to use moving forward.
- Enter the information completely.
- Lastly, select the option to check and repair anything that needs to be fixed.
- You will have the opportunity to establish a pin code on the app for security once registration is complete.

## Registration Complete !

Registration process in your Citizens app is complete and successful. Now proceed to use the app

**SET PINCODE**

Many people are now experiencing difficulties enrolling. Even if you provide the proper information, your verification may fail. So far, just one-third of registration efforts have been successful. The most often reported issue is that customers' SIM cards are not registered in their names. But it also has a solution.

### How can I change the SIM card registration?

- NTC subscribers can dial \*922# from their phones. A notification will appear giving the name under which the SIM card is registered.
- Alternatively, you may send the message "code" to 1415 to learn the name of the person who has registered with the SIM.
- Ncell users can Dial \*9966# to find out what sim card is registered to them.

You may also use the Ncell app. Enter the number to see the recorded picture in the paper.

You may also phone 9005 and ask customer service for the name of the individual who is registered with the SIM.

If the SIM is not in your name, you will need to go through the procedure of transferring the SIM to your name or getting a new one. In order to modify the registration name, get in touch with your phone service provider.

If it is registered in your name and you are still having trouble, you can call the District Administration Office and explain your situation.

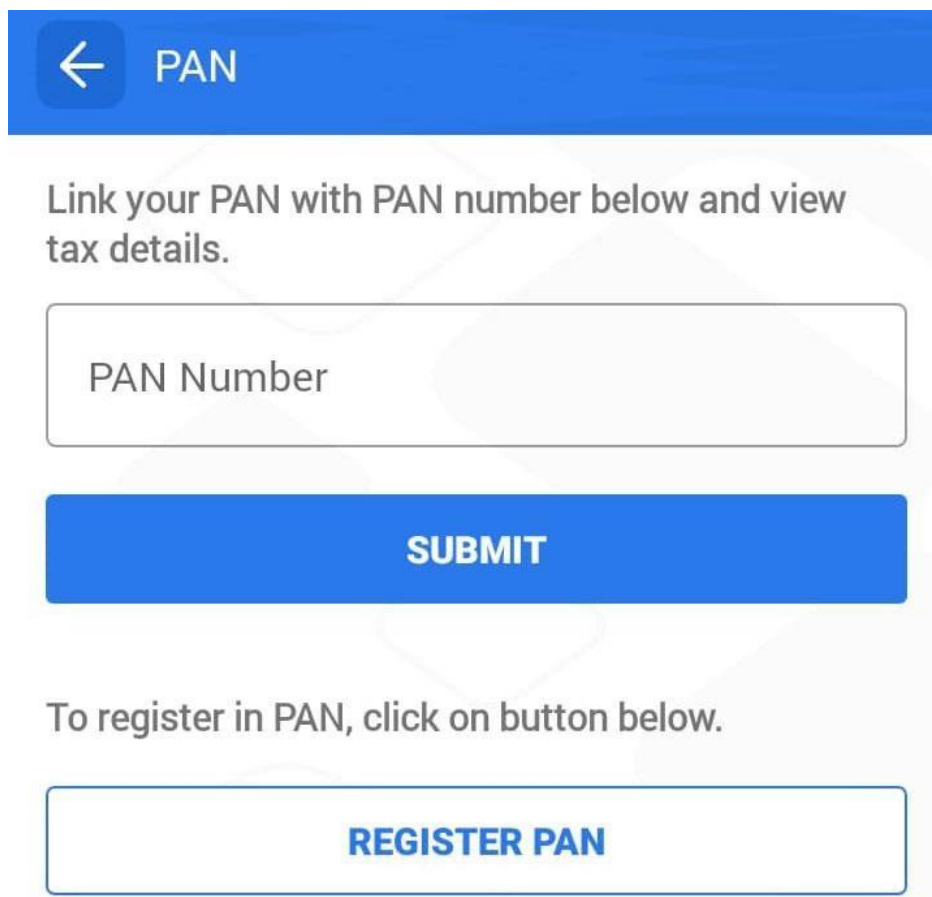
### What services are available?

One may access hassle-free government services using the app, including PAN registration applications, local government information, examining details of taxes filed, Citizen Investment Trust services, saving money, and information about educational institutions, among others. Additionally, carrying all of your formal documents individually may be avoided by using the app.

Public use government services incorporated within the Nagarik app include:

### Initial PAN registration

The Inland Revenue Department assigns each taxpayer a PAN (permanent account number), a distinct 10-digit identifying number (IRD). It is an identity that is necessary for financial activities including receiving taxable wages or professional fees, selling or buying assets beyond certain thresholds, purchasing mutual funds, and so forth. Anyone with a PAN may verify their tax information directly on the app. anyone seeking to register for a PAN can do so on the app by following these instructions:



← PAN

Link your PAN with PAN number below and view tax details.

PAN Number

**SUBMIT**

To register in PAN, click on button below.

**REGISTER PAN**

- Select PAN from the app.
- Press "Register PAN."
- Pick the local revenue office.

- Select "Proceed."
- Complete the form and upload a photo of yourself.
- Verify the accuracy of all the information, then submit the form for processing.

### Educational materials

- Additionally, you may utilize the app itself as proof by uploading all of your educational documents and using them for additional official tasks. Educational records from the SEE/SLC and +2 levels can be uploaded.
- You can locate the "Education Certificate" icon on the app. To link education credentials, there will be two ways.
- While you can provide your result type and registration number for the +2 exam, you must enter the exam year and the symbol number for the SLC.
- To complete connecting, choose continue.

← Education Certificate

HSEB SLC

Result Type  
Select ▼

Registration Number

PROCEED

### Citizen Investment Trust

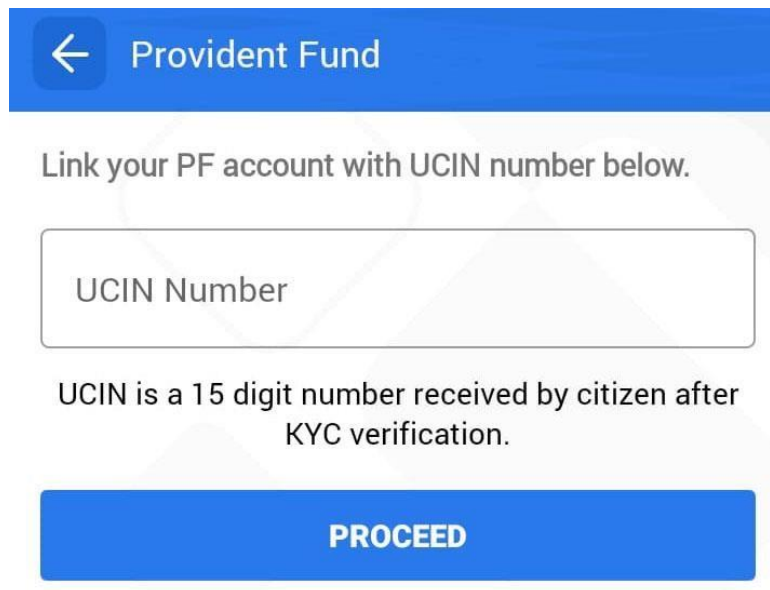
The Citizen Investment Trust, also known as the CIT or Nagarik Lagani Kosh, manages several mutual fund programs, unit plans, and retirement plan types. Its purpose is to encourage people to save money and increase their investment in order to keep up with the nation's capital market's rapid expansion. Your account on the app can be linked if you wish to benefit from the Nagarik Lagani Kosh. Simply choose the CIT emblem and enter your CIT number to connect your accounts.

### Provident Fund

All salaried individuals will get a cash benefit after retirement under this arrangement. Any company with more than 10 employees may sign up for the fund. Their monthly compensation is reduced during the procedure, and the employer also contributes a sum that is eventually deposited into the PF account. Following their resignation or retirement, the representatives get the money



accrued in the PF account. By entering your 15-digit UCIN (unique client identification number), which you will obtain following the KYC (know your customer) check, and selecting continue, you may now.



The screenshot shows a mobile app interface for the Provident Fund. At the top, there is a blue header bar with a white back arrow icon and the text "Provident Fund". Below the header, the text "Link your PF account with UCIN number below." is displayed. Underneath this text is a white rectangular input field with the placeholder text "UCIN Number". Below the input field, there is a line of text: "UCIN is a 15 digit number received by citizen after KYC verification." At the bottom of the screen is a large blue button with the white text "PROCEED".

### Social Security Fund

It is a government-run social safety net for the elderly, disabled, and dependent households, as well as medical treatment. The goal of this fund (Samajik Suraksha Kosh) is to guarantee that donors get social security benefits based on their contributions, as stated in the Social Security Act's preamble. It seeks to reduce the economic and socially risks faced by all workers. Simply enter their SSF number and click proceed to link their social security trust fund.

### My Complaint

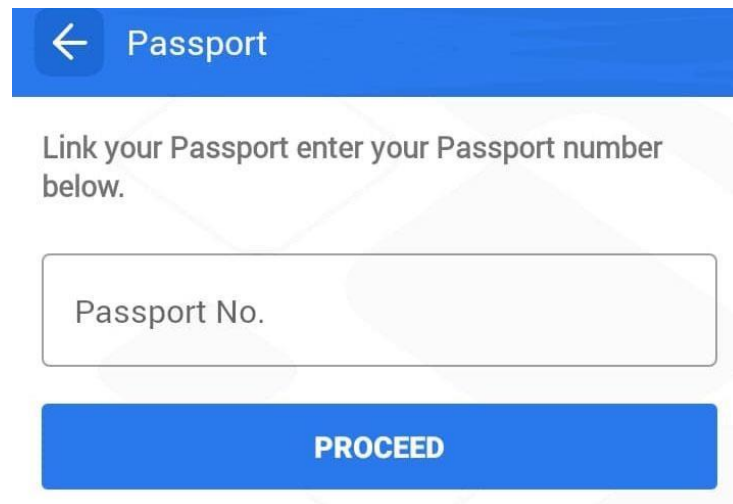
The app also has an icon with the text "My Complaint" on it. You may register complaints here, track their progress, or just look at other people's grievances. Additionally, you may view the date and time when the complaints were filed. The area was developed so that users may share their struggles with the app or with other issues.

## Certificate of citizenship

Your principal form of identification is the citizenship certificate. It is required everywhere and is necessary for all types of official papers. Digital citizenship may be linked to and utilized with the Nagrik app. You are not required to link your identity again if you enroll in the app using it as your main form of identity. If not, just click the symbol on the panel and update your nationality information. After processing, complete the blanks and check the paperwork.

## Passport

Passports are required for foreign travel, and they can also serve as your principal form of identity. You may connect your computer passports to a mobile app and save lugging this precious documentation around. To connect your book to the application, simply input your passport details.



← Passport

Link your Passport enter your Passport number below.

Passport No.

PROCEED

## Voter ID card

Your least-used ID card might be this one. Election time is when it is most frequently used. Nevertheless, it is just as reliable and solid of an identifying document as your citizenship or passport. You may attach your voter ID on the app to reduce the chance of losing it. Simply touch on the icon and input your voter ID number to do this. Verify it now and keep it close at hand.

## Conclusion

Within a very short amount of time, Nagarik App received a great deal of praise from both the government and its general user base. Additionally, the public now has higher expectations for the reliability of the data, the effectiveness of the system, and the security of this app. For complete

implementation, this app still needs modification, and several policy academics and intellectuals have advised organizing and implementing this massive project in phases. Similarly to this, certain organizations from the corporate sector, such as CAN Federation, have expressed an interest in helping to fully deploy this app, either through technology support or human resources. To fully implement it, several policy analysts have also recommended the Public-Private-Partnership (PPP) model.

Despite all of these worries, the Nagarik App is expected to revolutionize how the government delivers services and intensify efforts to realize the goal of a digital economy. Techsathi commends Asgar Ali and the entire team for launching such an innovative initiative that is essential to make Nepal digital. In a similar vein, we commend both the public and the government on having an integrated system for the efficient delivery of government services, which saves both parties money, time, and effort.

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