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INTRODUCTION:

E-governance is a form of E-business comprising of processes and structures involved in deliverance of electronic services to the public, viz. citizens. It also involves collaborating with business partners of the government by conducting electronic transactions with them. Besides, it entails enabling the general public to interact with the government, through electronic means, for getting the desired services. In other words, E-governance means application of electronic means in the interaction between

- Government (G) and Citizens (C), both ways (i.e. G2C and C2G)
- Government or businesses (B), both ways (i.e. G2B and B2G), and
- Internal government operation (G2G)

The aim ultimately is to simplify and improve governance and enable people's participation in governance through mail and internet.

The Nepalese government is well aware of the different roles it has to play and the role ICT's can play in performing these roles. Policies and the regulatory framework will serve to further enhance the deployment of e-government in these roles. The benefits of appropriate use of e-government tools are often measured in effectiveness and efficiency gains. However, more importantly e-government, if implemented well can positively influence the general public's perception of the effectiveness of their government. Adversely, if not implemented well e-government projects will quite easily fail and thus leads to decrease in citizen- trust.

Nepal's ministry of information and communications (MOIC) is one of the departments where E-governance is in the practicing phase; which means the full e-governance is not achieved in this field. This is due to the lack of full knowledge in the e-governance field and due to the lack of resources to implement the services. It has just one website which is only limited to its employees for the transaction. There is no facility for the local citizens to log in and request for the transaction. They only

can do is viewing the web site and get the information in recent activities of the ministry and the information about the employees. Moreover, the rules and regulations can also be viewed from website itself. But this is also one of the achievements recently being done in government office. Transforming the government's works from manual process to the computerized process is not only the achievement of e-governance. The achievement is the ability of the government to interact directly with their citizens. The public should be able to view the processing of their applications through the website itself. In the developed countries like China, the Beijing city government web site provides e-mail section to citizens apart from other important information such as government regulations, rules, laws or information about services offered by the government. In this e-mail section, the citizens are asked to express their suggestions, ideas, and complaints.

During our visit to MOIC, we asked the officials there about the obstacles that have been ascend for the implementation of e-governance in their ministry. Though the IT department of the ministry has already formed, the e-governance group and even different conferences are also organized for the betterment of the e-governance policies and plans, we could not figure out much achievements of e-governance there. According to the officials the main hindrances for the proper implementation of e-governance are:

- Lack of proper knowledge in local citizens about e-governance as the public prefer to follow the manual process only as they are accustomed to it.
- The change in the technology day by day has made them unable to match with the current technological scenario. Moreover, the website once made is not modified for the long period of time, which makes it more limited.
- Lack of proper human infrastructure in the field of e-governance.

INITIALIZATION OF E-GOVERNANCE IN NEPAL:

- With the support of Korea IT Industry Promotion Agency (KIPA), prepared an e-Government Master Plan (EGMP) in November 2006.
- In order to establish the foundation for the investment phase of the Master Plan, the Asian Development Bank (ADB) provided a project preparatory technical assistance (PPTA) to the Government of Nepal.
- With the financial and technical support of Korea International Cooperation Agency (KOICA), the establishment of Government Integrated Data Center (GIDC) has completed.
- About 500 Telecenters are already established.
- The NGO sector is also active in using ICT for development.
- E-Networking Research and Development (ENRD), another NGO, conducts basic computer education and hardware training in the rural areas. It establishes wireless networks in rural village supported with applications like telemedicine and education. It is now working on connecting more rural areas with Wi-Fi.
- Financial Plan to Implement e-governance:
 - ADB Grant : \$ 25 million
 - Korean Government : \$ 30 million as Loan
 - Nepal Government: \$ 9 million

E-GOVERNANCE IN MINISTRY OF INFORMATION AND COMMUNICATIONS (MOIC)

ABOUT MOIC:

The Ministry of Information & Communications (MOIC) in its present name was formed in the year 2049. The Ministry widely covers postal services, telecommunications, Broadcasting, Press & Information and Film Development. The

main objective is to develop and expand the information & communication sector upto the rural level in the form of infrastructure for social and economic development through wide spread participation of the private sector as well with emphasis on the dissemination of information and communication technology.

MANDATE:

- i. To inform the public about the economic and social activities of the country and promote the democratic culture so as to safeguard and promote the freedom of expression and the right to information of the people and to ensure the institutional development of democracy while upholding the sovereignty, territorial integrity and national independence as well as the dignity of Nepal.
- ii. To make the communications media efficient so as to make citizens conscious by creating an environment of equality, mutual goodwill and harmony among the various tribes, languages, classes and religious communities in such manner as the people in general may, on the basis of the rule of law, enjoy the benefits of democracy peaceably.
- iii. To make the communications media active so as to facilitate the protection and consolidation of the basic norms and values of the sovereignty of the people and the National Unity while according top priority to the national interest.
- iv. To make the information and communications sector active so as to preserve the various aspects of national identity and significance, as well as to secure peoples participation, international cooperation and goodwill in the process of all-round development of the nation by creating public awareness.

MAIN DUTIES AND RESPONSIBILITIES:

- i. To implement or cause to be implemented effectively, the National Communication Policy.
- ii. To establish coordination among communication related agencies and to implement their functions effectively.

- iii. To enable the communication agencies to be capable of providing appropriate technology based modern, efficient communication services effectively and affordably available to the general public for overall national development.
- iv. To make communication media active for the promotion of international mutual understanding and cooperation.
- v. To promote contact for cooperation and understanding with the international agencies related to the communication sector in order to cause Nepal to benefit from them.
- vi. To develop/promote and disseminate arts and music that reflect national values, culture, art, and heritage.
- vii. To promulgate the Acts/Regulations related to film production, exhibition, distribution and to promote the use of local resources related to film making.
- viii. To manage and regularize film making in Nepal by foreigners.
- ix. To formulate and implement relevant Acts/Regulations for the allocation, distribution, management of frequency/spectrum including the maintenance of a central inventory and monitoring the radio spectrum.
- x. To formulate/implement and or cause to be implemented Acts/Regulation code of conduct in matters related to Broadcasting.
- xi. To strengthen the Department of Postal Services and Department of Information with necessary resources to carry out their respective services effectively.
- xii. To promote the printing industry by encouraging printing presses to provide in country printing services.
- xiii. To develop the press council as an independent, autonomous, self ruled institution for the development of healthy and respectable journalism.
- xiv. To maintain, and or cause to maintain a cordial relationship between the government and the press.

- xv. To formulate policy/rules and implement and or cause to be implemented for a good security and protection of the infrastructure/institution related to the information and communication agencies.

PRE-COMPUTERIZATION SCENARIO:

Before actually implementing E- governance all the processes in the ministry were manual. The records on acts and regulations, policies and directives, as well as the working procedure of ministry were limited on the files. Citizens were unknown about the roles of ministry of information and communications. People who want the information, they must visit particular ministry office. Organizations who want the services from ministry had to visit at least once for getting the information. For example, the organizations to get the license for fm/radio, television broadcasting, and development of film must have some criteria to get it. Before computerization, to get the information on required documents, the period of time of completion, the financial requirement, responsible departments, and responsible officials etc., the organization had to visit the ministry office. In ministry also, all the processes were manual; so the time and effort devoted by the officials to provide the information were inefficient and not so effective.

In addition, for the notices like: band of some organization due to their illegal processes, changing in rules, regulations and policies, the people had to visit the ministry and need to see in the notice board. It was really a tedious job because there were so many organizations like film development board, Nepal Television, Nepal Telecom which requires the continuous collaboration with ministry of information and communications to implement their services had to rely on the manual processes of the ministry. The internal employees of the ministry were not aware on the use of ICT in their daily work. They relied on the paper based work which was very slow process. The citizens had to visit every department for the processing of their letters. Even for getting simple license, a lot of efforts had to be done. Due to these reasons

the ministry finally realized the importance of ICT and begins to automate their processes.

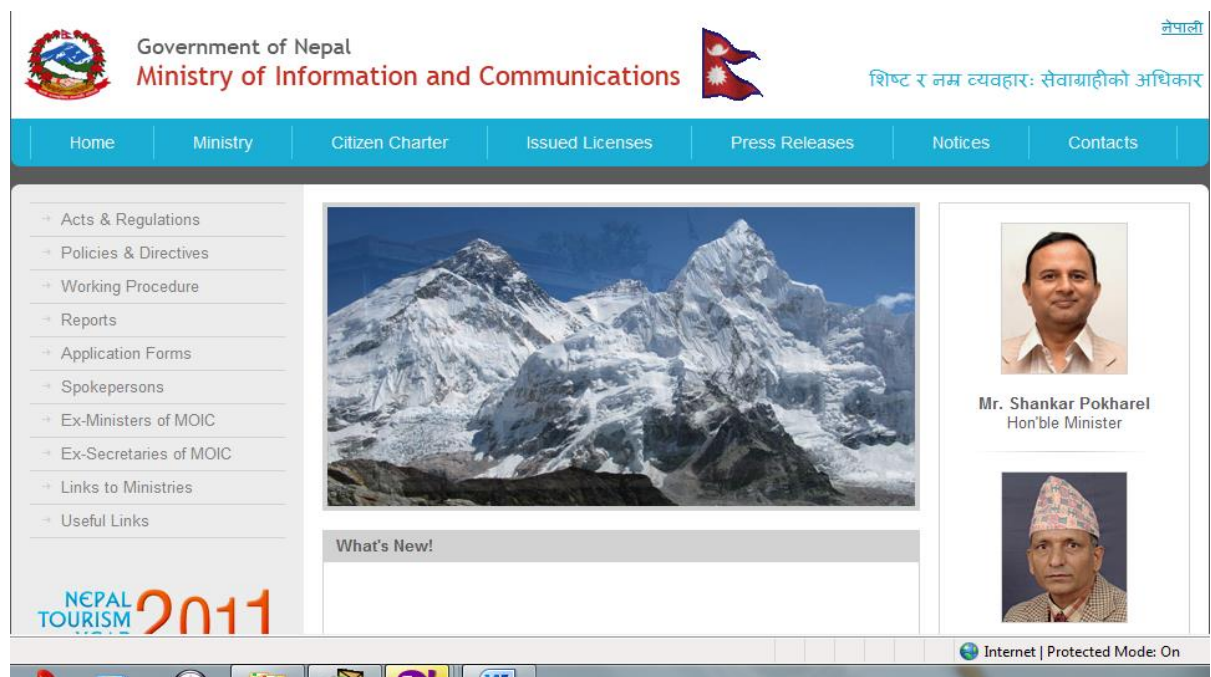
COMPUTERIZATION SCENARIO:

FIRST PHASE:

Initially a simple website was developed just to automate the paper works into paperless. Only the internal staffs were able to access it. Later they feel the requirement of more features in the website through which they can provide citizens with the news of changed rule and regulations online.

SECOND PHASE:

According to the requirement, a comprehensive software package was developed to automate the processes of the ministry of information and communications as in the form of website which is the great achievement done in the year of 062/063. The snapshot of their website can be viewed as:



Objective of computerization:

The objectives of computerization were to:

- Reduce physical interface- (through electronic transaction)
- Monitor and control- both online
- Reduce paper work
- Increase the speed of transaction and to make them transparent while keeping them secure
- Assist in policy making and evaluation
- Extend quick and transparent services to officials and respective citizens
- Assist officials to reduce transaction time and costs and eliminate intermediaries

These objectives were sought to be achieved by:

- Internal computerization of organization unit (LAN)
- Setting up connectivity between departments
- Paperless operations

The following benefits were expected for citizens and officials:

- Easy access to information
- Instant processing of letters
- Easier detection of failure
- Reduction in paper work
- Faster communication between departments

The website contains full information on the processes of ministry. All the rules and policies, working procedures, application forms, and departments under ministry, stakeholders and all the other services offered by the ministry are included in this web portal. There are mainly three divisions in the ministry which are:

- Administration division
- Communication division
- Frequency management and technology analysis division

Application forms are also available online nowadays which make the public easy access it and download it. During the older days, to take the form the concerned organizations or public should visit the Ministry itself which was really time consuming task.

Problems in the manual registration process were:

- Age old procedures and practices
- Lack of transparency in valuation of properties
- Tedious back office functions
- Copying
- Indexing
- Manual search for encumbrance
- Accounting
- Preparation
- Preservation of documents.

To make citizens easy access to different application forms; it is nowadays provided online. The application form for frequency management section is shown below:

Customer Name:	Application Number	Date:	Page: of
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Government of Nepal
Ministry of Information & Communications
Frequency Management Section
Kathmandu, Nepal

Customer Application Information

* Required fields in **bold**

Customer Name	Type
First Name	<input type="checkbox"/> Director
Last Name	<input type="checkbox"/> Dealer
Company	Type:(choose one)
Company Reg. Number	<input type="checkbox"/> Person

Customer #	<input type="checkbox"/> Government
Country	<input type="checkbox"/> Non-Governmental Organization
	<input type="checkbox"/> Radio Operator

Physical Address:	Postal Address:
Ward No.	Ward No.
Street	Street

Municipality / VDC	P.O.Box / P.A.
District	Municipality / VDC
Zone	District
	Zone

Telephone #	Mobile #
E-mail	Fax #

Employer Name
Employer Address

Official Use Only:
Exempt <input type="checkbox"/> Yes <input type="checkbox"/> No
User Class

Fig: Application Form

Responsibilities of all the departments are clearly identified in the web page. The citizens can easily view this web page by entering www.moic.gov.np in the URL bar of Internet Explorer. The information like names, the position and the mailing addresses of all the ministers and executives who currently working are also available. For the sake of simplicity the links on other ministries are also in the same web page.

The presence of citizen charter helps the people who want the services from ministry by giving the prerequisites for getting the desired services. Mainly the organizations that are willing to get the licenses on different sectors like film making, channel forecasting, fm/radio broadcasting must fulfill some of the prerequisites. The information on those requirements provided online is more beneficial to them through which they can easily understand how to get the license and which department and officials are responsible for providing those services.

For e.g.: under the administration division the citizen charter provided by the MOIC

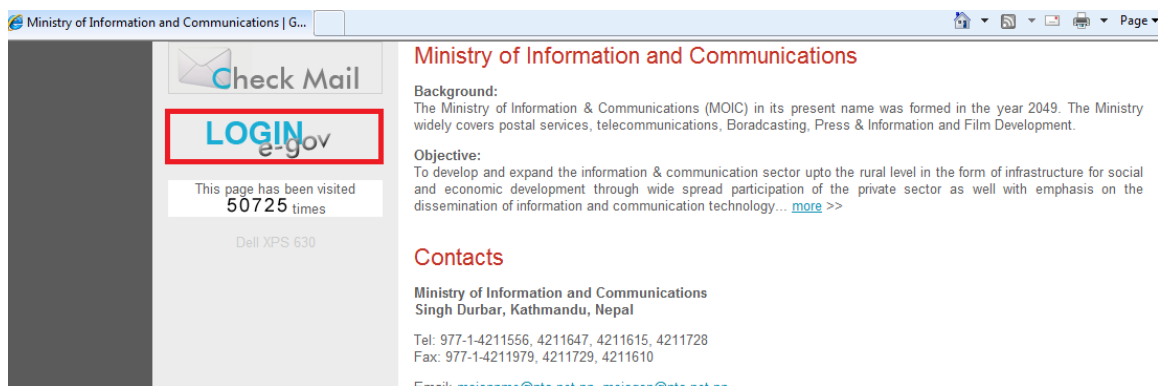
नेपाल सरकार
सूचना तथा सञ्चार मन्त्रालय
नागरिक बडापत्र (Citizen Charter)

क्र.सं.	सेवा सुविधाहरुको विवरण	आवश्यक पर्ने कागजपत्रहरु/प्रमाणपत्रहरु	लाग्ने समय	लाग्ने शुल्क	जिम्मेवार कर्मचारी/शाखा/उपशाखा/इ कार्ड	गुनासो सुन्ने अधिकारी	कैफियत
१	भंसार छुटको लागि सिफारिश गर्ने ।	<ul style="list-style-type: none"> ➤ नेपाल दूरसञ्चार प्राधिकरणको सिफारिश पत्र । ➤ सम्बन्धित संस्थाले पेश गरेको Invoice 	३ घण्टा	निशुल्क	उपसचिव शाखा अधिकृत प्रशासन प्रमुख	सहसचिव प्रशासन महाशाखा	
२	परिवर्त्य विदेशी मुद्रा सटही सुविधाका लागि सिफारिश गर्ने ।	<ul style="list-style-type: none"> ➤ नेपाल दूरसञ्चार प्राधिकरणबाट सेवा सञ्चालनको अनुमति प्राप्त संस्थाको हकमा प्राधिकरणको सिफारिश पत्र । ➤ सम्बन्धित संस्थाको विदेशी मुद्रा सटही सुविधा उपलब्ध गराउँदने सम्बन्धी पत्र ➤ सम्झौताको प्रतिलिपि ➤ सम्बन्धित संस्थाले पेश गरेको Invoice पत्र । 	२ दिन (१ लाख डलर भन्दा कमको सोही दिन)	निशुल्क	उपसचिव शाखा अधिकृत प्रशासन शाखा	सहसचिव प्रशासन महाशाखा	

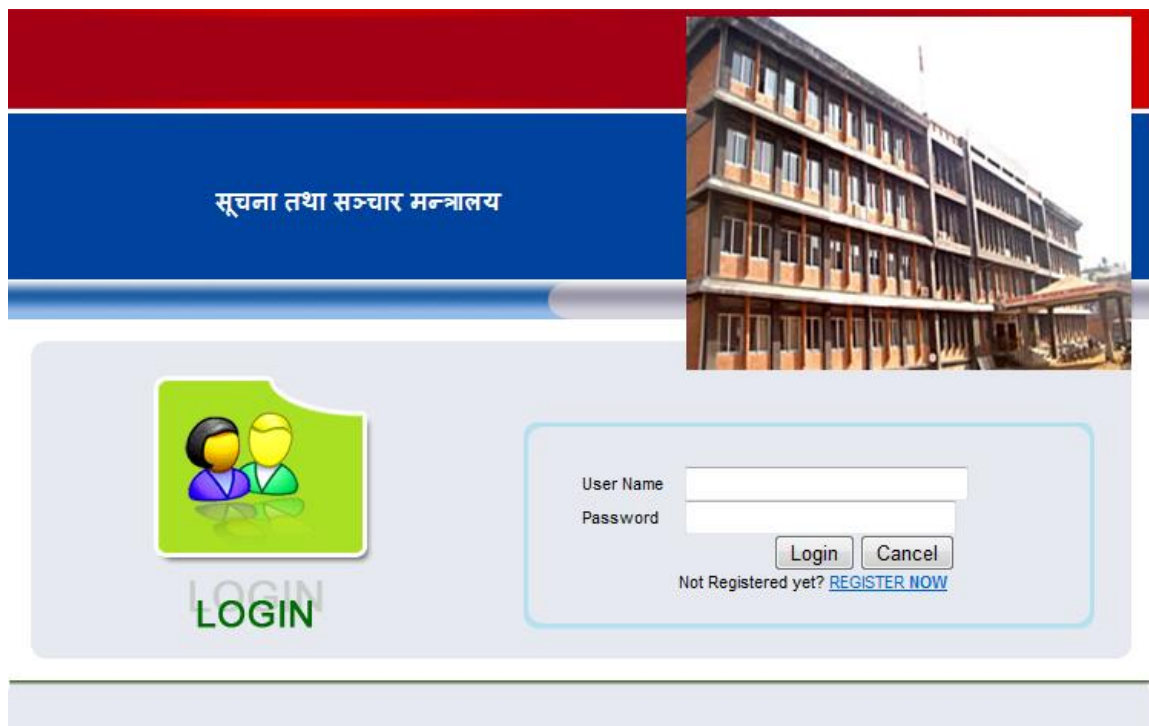
can be viewed as below:

Fig: Citizen Charter

Actual E-governance services are applied for the employees working on different departments. Link named login egov has been provided for the officials only. The internal employees can login and can view the status of letters.



As we login into e-gov as pointed in above figure the following page will open:



After entering user name and password by the particular government official, the status of the letters received by the ministries can be viewed. When the letter is received by any ministry, the employee who has the authority to log in can enter the registration no of the received letter, sender's name or organization's name, priority of the letter, subject of the letter etc on the particular fields. After entering the data, the letter will be sent to the other departments for further processing. By the

electronic transaction the letters circulates within the ministries. It is the responsibility of the particular department or official to update the status of the letters. The particular authority can track the letters at any time.

The letter registration form is shown below:

The screenshot shows a web browser window with the address bar displaying 'Member's Page'. The website header includes the logo of the Ministry of Information and Public Relations and the text 'सूचना तथा सञ्चार मन्त्रालय'. The main content area is titled 'पत्र दर्ता प्रणाली' (Letter Registration System). The form contains several input fields and dropdown menus for registering a letter. The fields include 'पत्र दर्ता नं.' (Letter No.) with the value '7821', 'दर्ता नं.' (Registration No.), 'पत्रमा उल्लिखित अभिलेख नं.' (Document No.), 'पत्रकाको विवरण' (Letter Details), 'पत्रको विवरण' (Letter Details), 'पत्रको स्थिति' (Letter Status), 'पत्रको विवरण' (Letter Details), 'पत्रको स्थिति' (Letter Status), and 'पत्रको विवरण' (Letter Details). The form is in Nepali and includes a 'Register' button at the bottom.

Fig: Form for registration of letters

After the letter registration process it will be updated in the main page of received letters. There is one facility for the officials that they can view the letters by their type. For e. g: if they want the information on letters which is sent outside in the particular date, then they have that authority. The form shown below will open after that particular transaction.

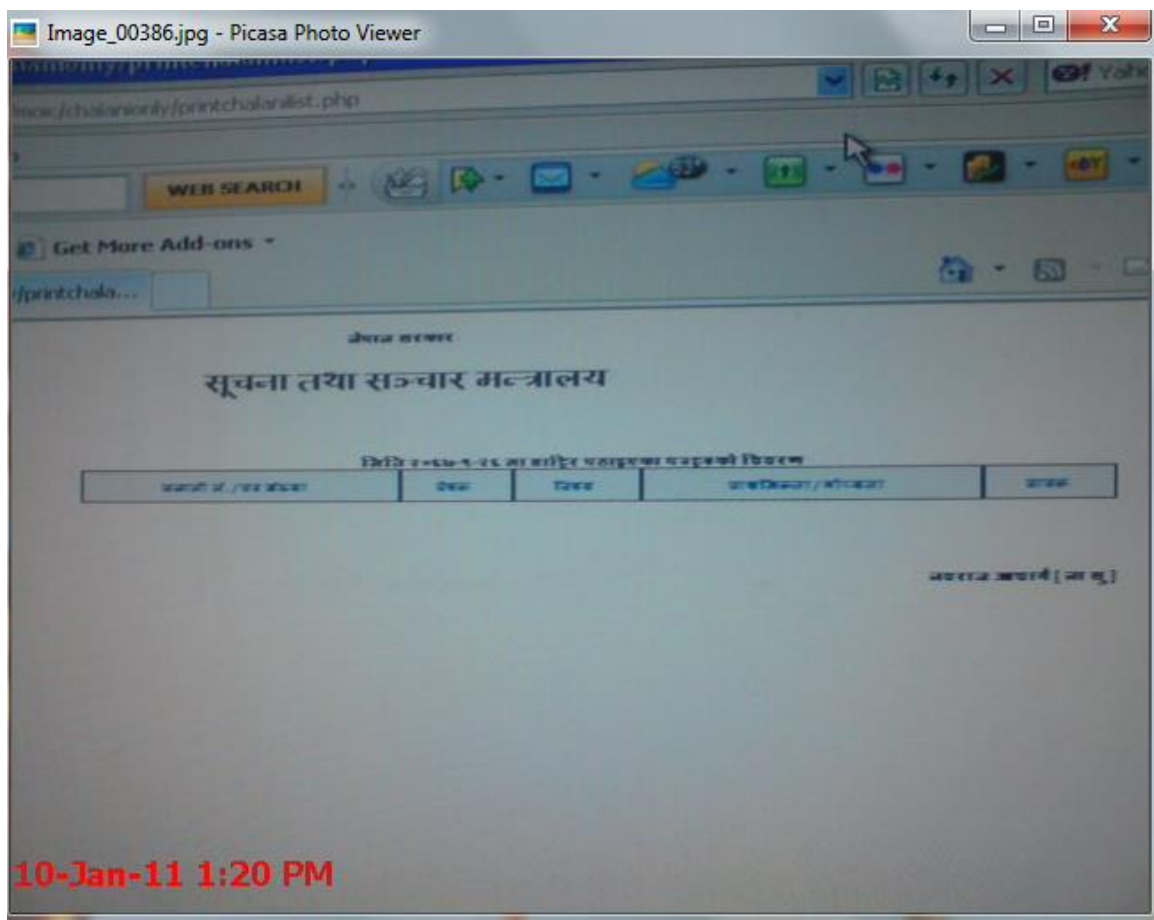


Fig: information of letters sent outside in the particular date

Not only this, the letters which are in the processing phase can also be viewed by the respective government official whose snapshot is shown in the following form.

Image_00385.jpg - Picasa Photo Viewer

कारवही प्रक्रियामा रहेका पत्रहरू

दर्ता नं	प्रकरण
3411/2067/2068	धुव प्रसाद न्यौपाने [हिमशिखर]
3410/2067/2068	[प्रधानमन्त्री तथा मन्त्रिपरिषद्]
3405/2067/2068	काभ्र प्रसाद शर्मा [शाखा अधिकारी]
3404/2067/2068	याम तारायण गौत्रि [कार्यलय प्रमुख]
3403/2067/2068	तिरा मानन्धर [प्रबन्धक CNS बबरमहल, काठमाडौं]
3402/2067/2068	रमेश महर्जन [elite solution]
3401/2067/2068	अपिराम न्यौपाने [किस्ट बैंक]
3400/2067/2068	सुजित ध्वज श्रेष्ठ [स्ट्याण्डर्ड चा]
3399/2067/2068	केशवप्रसाद सुन्देल [सेस लैपटप]
3398/2067/2068	सुमन श्रेष्ठ [स्काई पक्ष पत्र प्रकाश]

10-Jan-11 1:19 PM

Fig: information of letters in processing stage

The above examples show that; through the electronic means the responsible official can track the letters in effective and efficient manner.

The facility of transaction is only provided to the government officials but the citizens have no right for it. It would be better if the concerned citizen can view the status of their letters as well as the processing stages.

The overall activities that the users can perform with the MOIC website can be viewed in the following block diagram as:

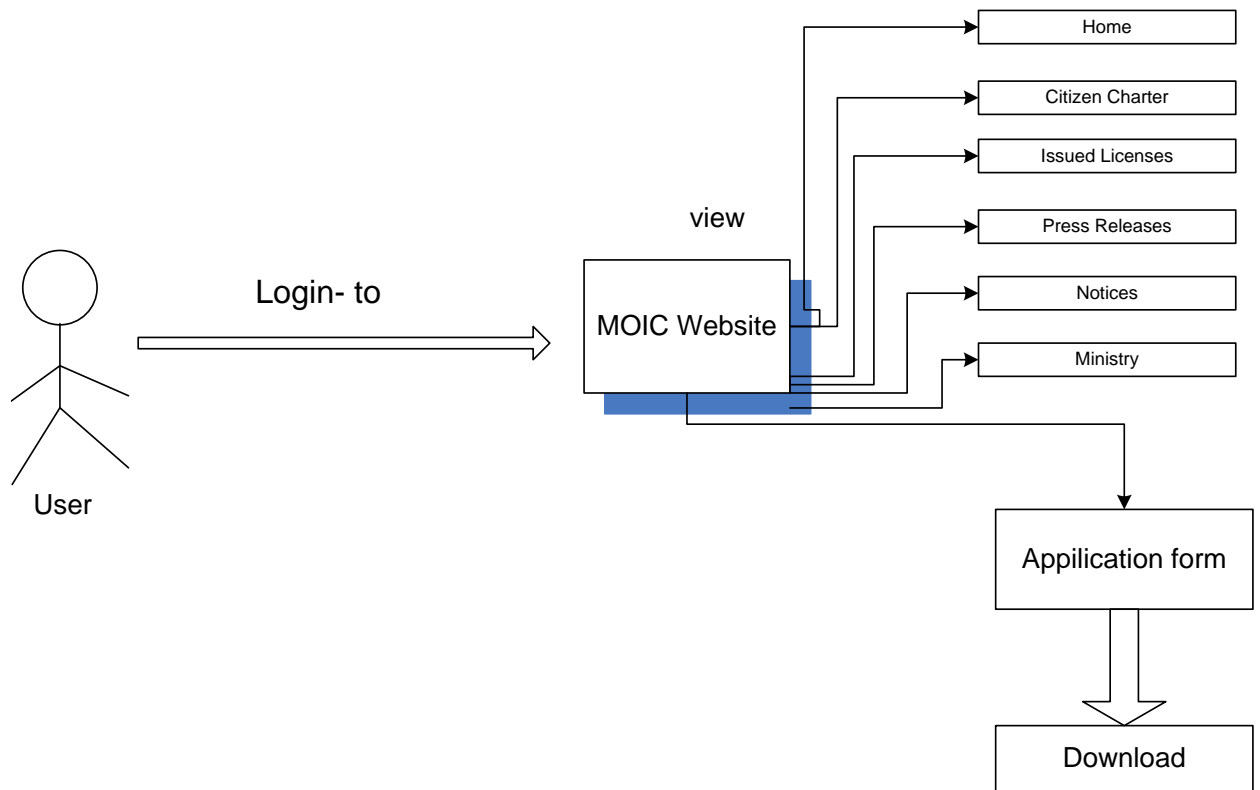


Fig: activities of users

CHALLENGES IN IMPLEMENTATION:

Factors identified that influence the challenges of implementation of e-Governance are:

- i. Technical factor:
 - Internet infrastructure and bandwidth
 - Privacy and security concerns
 - Digital divide
 - E-readiness
 - Supply of electricity
- ii. Education and Citizens Concerns:

- Insufficient Education and Low ICT Literacy
- Citizens Expectations prior to e-Governance
- iii. Cultural Factors
 - Employee Resistance to Change
 - Corruption
- iv. Political Factors
 - Regulations and Legislation
 - Lack of Government's will and stand due to Political Instability
 - Government's priority
 - Frequent Changing of Ministries and high level officials
- v. Institutional factors:
 - Limited information sharing and transparency
 - Public sector weaknesses
 - Lack of training and awareness programs
- vi. Human resource factor:
 - Lack of e-governance awareness
 - Inadequate skilled human resource capacity
- vii. Financial factor
 - Funding issues
 - sustainability

RECOMMENDATIONS:

From our study; we get that the ministry of information and communications (MOIC) has been partially automated that means the full capability of ICT is not achieved. There is one software which we have already discussed about contains a lot of contents which gives the information on different sectors but if it had included some facility for citizens as well as for the organizations like Nepal telecom, television corporation, fm/ radio stations, it will become more effective. At least, if the ministry provides them the user name and password for each users who wants the services

from ministry then they have right to access the information on where is their letters??? How it is proceeding and how long it may take to implement?? Particularly they will know the status of their letters.

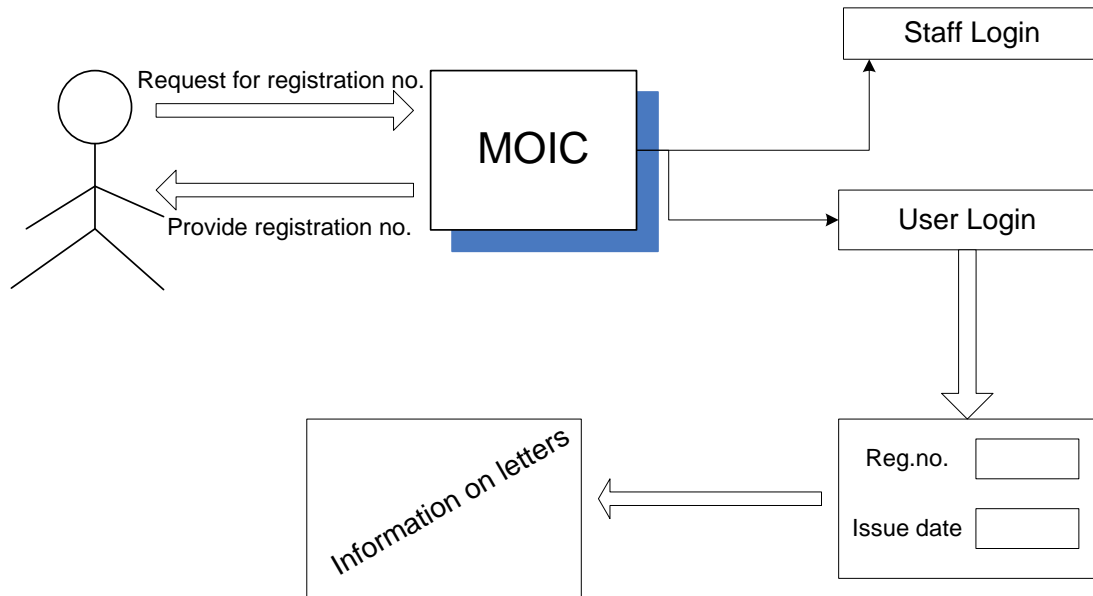


Fig: User Login

In addition to this, the other factors can also improve the performance of their services which are as follows:

- Government should change their focus of attention
- Evaluate E-government Master Plan and develop new Vision/Strategies/Leadership for e-governance
- Advancing ICT infrastructure
- Government Process Reengineering
- Create and Retain adequate skilled IT human resource
- Increasing training to improve IT literacy to government officials
- Organize public awareness program on ICT
- Develop a mechanism to quick monitor, and track the progress of the report
- Ensure reliability, privacy and security

- Develop sustainable models for e-governance

CONCLUSION:

In spite of the promises of e-governance, many of the e-governance initiatives in Nepal have not been able to deliver them. Often this is because the implementation of e governance applications suffers from the common drawback of treating it as a techno-centric project and loosing track of the ‘governance’ (or excellence) focus. This report has included e-governance in ministry of information and communications, its initiatives, implementation and challenges too. This report has also proposed some recommendations for developing and delivering excellent e-governance applications.

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