

# Report on E-governance in Nepal

## 1. Introduction

E-governance or Electronic governance is the application of information technology for delivering government services, exchange of information, communication transactions, integration of various stand-alone systems between government to citizen(G2C), government-to-business(G2B), government-to-government(G2G), government-to-employees(G2E) as well as back-office processes and interactions within the entire government framework.

It is a development, deployment, and enforcement of the policies, laws, and regulations necessary for developing cooperation, networking and partnerships between government units, citizens and the business. Citizen will get government services using technology.

## 2. Objectives:

- I. The objectives of this report writing is to highlight the evolution of e-governance.
- II. To study the practices being implemented in Nepal related to e-governance.

## 3. Methodology

The collected data has been taken from various sources like textbooks, Wikipedia, ChatGPT and various other data collected by related personals.

## 4. Evolution

E-governance evolved from basic information websites in the 1990s to transactional services in the 2000s. The 2010s saw integration, interoperability, and mobile governance. Data analytics and citizen engagement gained prominence in the 2010s and 2020s. Emerging technologies like AI and block-chain are now being explored, marking the ongoing evolution towards more efficient and transparent government processes.

- ◆ **1990s - Informational Websites:** The initial phase involved the creation of government websites for information dissemination.
- ◆ **2000s - Transactional Services:** Basic online transactions, like form submissions and payments, were introduced to increase efficiency and reduce paperwork.
- ◆ **2010s - Integration and interoperability:** Governments focused on integrating various departments and systems for seamless data sharing, improving the overall effectiveness of e-governance.
- ◆ **2010s- Mobile Governance:** With the rise of smartphones, mobile applications became pivotal, providing citizens with convenient access to government services.
- ◆ **2010s-2020s-Data Analytics:** Governments embraced data analytics to gain insights, optimize services delivery, and make informed policy decisions.
- ◆ **2020s- Citizen Engagement:** Increased focus on involving citizens through social media and interactive platforms, encouraging feedback and participation in decision-making.
- ◆ **2020s onward- Emerging Technologies:** AI and block-chain are being explored to enhance security, transparency, and efficiency in government processes.
- ◆ **Ongoing- Smart Cities and IoT:** Some governments invest in smart city initiatives, incorporating the Internet of Things to improve infrastructure and public services.

## 5. Need and scope

The need for E-governance are:

- ❖ **Efficiency:** Boosts administrative efficiency through process automation and reduced paperwork.
- ❖ **Transparency:** Enhances transparency by providing easy access to information, reducing corruption tasks.
- ❖ **Accessibility:** Increases accessibility to government services, particularly for remote areas, promoting inclusivity.

- ❖ **Citizen Empowerment:** Empowers citizens by offering information, facilitating participation, and providing easy services access.
- ❖ **Cost Saving:** Leads to cost savings through automation and efficient resource allocation.
- ❖ **Data-Driven Decision Making:** Enables information decision-making through data analysis and strategic planning.

#### Scope of E-governance:

The scope of e-governance is vast and transformative, revolutionizing the way governments interact with citizens. At its core, e-governance extends beyond mere digitization, encompassing service delivery, administrative efficiency, and citizen engagement. It involves making government services easily accessible online, minimizing bureaucratic hurdles, and reducing manual errors through streamlined administrative processes. The digital era brings citizen closer to governance by providing platforms for active participation, feedback, and collaboration.

## 6. Challenges

E-governance, despite its various benefits, faces several challenges in its implementation.

- **Digital Divide:** Disparities in internet access and digital literacy hinder equal participation in e-governance.
- **Security Concerns:** Threats like data breaches and cyber attacks necessitate robust cybersecurity measures.
- **Bureaucratic Resistance:** Resistance to change within government structures can impede the adoption of digital systems.
- **Training Needs:** Extensive training for government officials is required to adapt to and effectively use e-governance tools.
- **Privacy Management:** Ensuring privacy and responsibly managing large volumes of data are critical challenges.
- **Interoperability Issues:** Lack of seamless integration between different systems and departments poses obstacles.
- **Financial Investment:** Developing and maintaining e-governance infrastructure requires significant financial resources.
- **Sustainability:** Ensuring the long-term success of e-governance initiatives demands careful planning and strategic measures.

## 7. Issue in the implementation

The issues faced during the implementation of e-governance are:

- **Resistance to change:** Bureaucratic inertia can impede e-governance implementation.
- **Digital Divide:** Disparities in internet access and digital skills limit inclusivity.
- **Security Concerns:** Data breaches and cyber threats require robust cybersecurity measures.
- **Interoperability issues:** Lack of system integration leads to inefficiencies and data silos.
- **Privacy Concerns:** Safeguarding citizen data and ensuring responsible management are challenges.
- **Training Needs:** Adequate training is essential for effective utilization of e-governance tools.
- **Lack of Standardization:** Inconsistent standards impede compatibility and collaboration.
- **Financial Constraints:** Limited budgets may hinder infrastructure development and maintenance.
- **Citizen Trust:** Building and maintaining trust in e-governance systems is crucial for public acceptance.

## 8. Present trend of e-government in Nepal

Almost two decades after the first initiative towards e-Governance through the IT policy of 2000, Nepal has so far struggled with implementation of e-Governance due to political instability and the digital divide caused by socioeconomic issues such as lack of infrastructure, low income level and low literacy rate among others. However, Nepal has seen a huge demand for communication resulting in improvement in the communication infrastructure. The evolution of e-government in Nepal has been a gradual process marked by several initiatives to enhance public services through technology. Some of them are:

- **E-Government Policies:** Nepal has formulated and implemented various e-government policies to promote the use of technology in public administration.
- **Online Services:** The government has introduced online platforms for citizens to access services more conveniently.
- **Digital Identity:** Efforts have been made to establish a digital identity system, facilitating secure online transactions and interactions with government services.
- **ICT Infrastructure:** Investments in ICT infrastructure have played a role in expanding the reach of e-government services.
- **Citizen Engagement:** There has been an emphasis on citizen engagement through digital channels.

## 9. Conclusions

From the collected information above we conclude that e-governance is the implementation of ICT for various governmental service to citizens. Nepal has seen drastic use of digital services and have been one of the most important field of study.