Tribhuvan University

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Patandhoka Patan

E-Governance

Report on: Smart Nagarpalika

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ABSTRACT

Urban local bodies in the nation's towns and cities are independent and are run by elected officials. These organizations, usually referred to as municipalities, are in charge of running and maintaining the town's or city's public spaces. They collect taxes for this reason, including those on water and property, which help a local government or municipality make money. The local authority is also in charge of issuing construction permits, trade licenses, and the registration of births and deaths. The full list of duties carried out by the municipality or local body is as follows:

- Birth and deaths registrations

- property tax

- water tap connections and charges

- advertisement tax

- financial accounting

-building permissions

- grievance redressal

- project and works monitoring system (proms)

- dangerous and offensive trade license

- assets and inventory

- court cases monitoring

The NIC has taken the lead in creating a national level project called "smart nagarpalika" where all of the aforementioned topics have been thoroughly discussed with Andhra Pradesh serving as the pilot state. This project is run by the department of technology under the ministry of communications and information technology of the government of India. The development of the software on the aforementioned topics was based on a comprehensive systems requirements specifications (SRS) report that had been created.

ACKNOWLEDGEMENT

As we express our thanks to all who assisted us in finishing the project, our hearts pound with joy. The opportunity to thank individuals who contributed is the most enjoyable aspect of giving a report. Have had an impact on it.

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INTRODUCTION

1.1 BACKGROUND

Every country, organization, and company are looking for methods to minimize resource consumption while maximizing benefits to its residents, clients, customers, and other stakeholders. We may now live more comfortably in both our personal and professional lives thanks to the use of information and technology. Many nations have adopted e-governance as their preferred model for providing services to their citizens after acknowledging the power of IT to revolutionize governance structures. Our reliance on information technology (IT) is growing as it occupies a vital place in both our personal and public spheres, and it has become a necessary component of our everyday life.

The digital revolution has changed the way governments interact with their citizens, business and other entities. Unlike conventional approach, e-government offers services at the fingertips. Accordingly, the development of e-government initiatives possibly leads to the construction of good governance that is free from corruption, strengthen existing relationships and create new partnerships within civil society. (Ali M,2012).

E-government is a transformation of government that enables all of the world's citizens to easily access government services. The mere purchase of cutting-edge technology cannot guarantee e-government until and unless it increases citizen participation and closes the participation gap between government service providers and service customers.

The goal of democratic governance is to make government entities more efficient while also reducing their administrative burden. Information and communication technology used properly can enhance public services, deepen public policy support, and promote greater democratic involvement. E-government offers transparent, responsible, efficient, and effective government. However, there are numerous barriers that make the adoption of e-government system challenging for both citizens and the government.

1.2 OBJECTIVE

- Help to create a free Wi-fi zone and mobile hotspot with fast internet access.

- General public can access all clerical work information which is related to municipality/wards easily through offline basis.

- Can operate 24hrs in a day /365 day in a year. In case of employee absentee, the general public can access information without any barrier

- The applications form like the form of citizenship, marriage certificate, passport, etc. can be easily fill up by downloading in offline basis from any devices like mobiles, laptops and so on.
- The new contents can be updated and changed as per the municipality/ward requirement.
- Information about holiday, tender, reports, budget plan.etc can reached to public and respective employee easily through posting E- notice in offline basis
- Help to keep detail record and make report for all official activities.
- Blacklisting of unnecessary or heavy data consuming websites
- Remote monitoring, management and maintenance services are also available in this system.
- Update information related to education, health, water supply, electricity, environment and sanitation, etc. can be easily accessed as well.
- Public will be aware about the new/update information about municipality/wards through one click.
- Documentation process will be easy and public query can be solved at the moment.
- More activities will be automatic so there is less paper work.
- Can view graphical and statistical representation of report for particular municipality or ward.
- Helps to identify as well as present all the list of total number of online and offline user.
- Provides detail information and help to create database about total Internet usage, total consumption of internet, last time internet usage, total flow of network, location of device, device properties, etc.
- Can show the report and monitor data uses on daily, monthly, and yearly basis.

1.3 SCOPE

With ICT, any government organization can make their work easier to happen by connecting to their all-social government bodies and public through ICT. Realizing the importance of ICT in daily life- in personal as well as social /government, cybernetics has come up with the smart fixed wireless internet terminal for rural/urban areas in association with Nepal telecom where

government bodies can easily translucent their information to desired or large no of people whenever they want at a click. (Cybernetics)

Following is the expected scope of smart nagarpalika:

- ➢ Help to update the information of Municipality activities and can access offline easily.
- ➢ Meeting call for public can be done through posting notice in offline.
- ➢ Update information related to education, health, water supply, electricity, environment and sanitation, etc. can be easily accessed.
- ➢ Public will be aware about the new /update information about municipality /wards through one click.
- ➢ Documentation process will be easy and public query can be solved at the moment.
- ➢ More activities will be automatic, so there is less paper work.

1.4 LIMITATION

The research work conducted has certain constraint; some of the limitations are as below:

- ➢ the sampling technique employed for the research purpose is convenient sampling. Hence, the data may not be representative of entire population.
- ➢ analysis is mainly based on primary as well as secondary data such as the website study, review of published documents and self-administered questionnaire. The website information, published documents and the personal information have their own limitations.
- ➢ due to geographical and time constraint, respondents were only taken from Kathmandu valley and some ministries within singadarbar premises.
- ➢ the time and resource constraint leads to relatively smaller sample size.

CHAPTER 2

FUNCTIONALITIES

1.1 BIRTHS AND DEATHS REGISTRATIONS

Registration of births and deaths is one of the major activities of municipality and is done in compliance with the ap registrations of births and deaths rules 1999, which are drawn from the registration of birth and deaths center act 1969. Registrar-general appointed by central or state government maintains the registers of births and deaths recorded.

Birth and death occurring within the geographical zone of a municipality has to be reported to that municipality within 14 days in case of births and 7 days in case of deaths. Hospitals are responsible for reporting the event of a birth or death occurred at their premises; if the event occurs at home, then head of the family or any neighbor is responsible for reporting.

For the birth or death which is not reported within the specified period, but reported within one month of its occurrence, late fee is applicable. In case birth and death reported after one month and within one year of its occurrence, late fee and affidavit have to be submitted. If the reporting is still delayed, then magisterial order and no non availability certificate have to be submitted along with the late fee.

OBJECTIVES

The following are the objectives of the births and deaths registration module:

- ➢ Registering of births and deaths
- ➢ Issuing of birth, death and non-availability certificates
- ➢ Generation of field verification report generation of birth and death registers
- ➢ Generation of monthly and yearly statistical report
- ➢ Closure of the registrars at the end of year provision for inclusion of name.

SALIENT FEATURES

The following are the salient features of births and deaths registration module:

- ➢ Maintaining the fee collections
- ➢ Standardization of master details
- ➢ Maintenance of statistical information
- ➢ Printing of acknowledgement/receipt

> ➤ Online status enquiry

1.2 PROPERTY TAX

Property tax is a tax paid on property owned by an individual or other legal entity, such as a corporation. Most commonly, property tax is a real estate ad-valorem tax, which can be considered a regressive tax. It is calculated by a local government where the property is located and paid by the owner of the property. Property tax is one of the prime revenue sources of the municipalities. Property tax is levied by all municipalities by a resolution of the municipal council. The tax companies' components such as tax for general purpose, water and drainage. Lighting and scavenging. Property tax aspect is handled by revenue section in the municipality, the various functions concerning to property tax are assessment of buildings/lands, current/arrear-demand collection, title transfers, revision petitions, appeal petitions etc.

OBJECTIVES

> ➤ Standardization of procedures and norms for assessment and collection leading to uniformity.
> ➤ Standardization of revenue zones, wards, blocks, locality, complex apartments, building age and depreciation.
> ➤ Ease in tracking demand and collection of assessments category-wise. Fixation of monthly rental values, tax standards, penalty rate and tax components.

1.3 WATER TAP CONNECTIONS AND CHARGES

The municipalities on request issue water tap connections to the owners of the buildings. Connections are sanctioned based on the category and availability of resources by the municipal commissioner. Connection charge and deposits are to be paid by the citizen. Water tap connections are of four types: domestic non-metered tap, domestic metered tap, commercial metered tap, industrial metered tap. The water tap connection may be disconnected by the municipality in case of long-standing dues from the user. The re-connection is possible by clearing the dues and paying the necessary re-connection charges. Illegal tap connections can be regularized by paying regulations charges.

The various functions concerning water tap connections and charge are issuing water tap connections, regulations of illegal tap connections, work order, demand/arrear raising and collection of tariffs, etc., all achieve the following objective.

1.4 FINANCIAL ACCOUNTING

The accounting system being followed in municipality flows from a system adopted in 1930s where the local bodies have control over all the activities being undertaken in their domain. The tax structure is also designed to meet the expenditure incurred in the fields of lighting, public. Health, preventive medicine, scavenging, education-elementary and secondary, water supply and drainage, town planning, maintenance of remunerative enterprise like markets, slaughter houses, etc. And endowments. The accounting system is so designed that income and expenditure in each of the areas can be ascertained at the end of the financial year and tax structure can be suitable modified. The general fund is meant for creation of new assets and improvements of facilities in the area under the municipality, based on the activities in municipality, the functions are assigned to various section for better monitoring and control. The major sections in the municipality are revenue, engineering, town planning, public health, accounting etc. The financial accounting module being developed will address the requirements of these sections by integrating the activities.

1.5 ASSETS AND INVENTORY

The web enabled assets and inventory module establishes assets and inventory management for the municipal administration. The asset will keep track of complete information of assets owned by the municipality right from age old till today. The inventory part will keep record of the item's procedure for the maintenance of the assets and serviceable goods.

The functional requirements are, recording right from the nature of the asset as and when it arises, its maintenance procedures and event of asset sale. The inventory of the materials used for the maintenance of the asset and serviceable goods such as medicines, engineering items, stationary, which are classified as consumable, are recorded. The stock position of the materials dealt in the municipality is taken care of.

CHAPTER 3

APPLICATION IN NEPAL

E-Governance is used to obtain the smart nagarpalika in Nepal where various palika and nagarpalika of Nepal uses various e-governance model to obtain good governance through e-governance. For e.g.: Kathmandu metropolitan city is one of the best examples of smart nagarpalika. Along with the integrated ward office website, Kathmandu metropolitan city provides various service to the local people.

E-government Services provided by Kathmandu Metropolitan City:
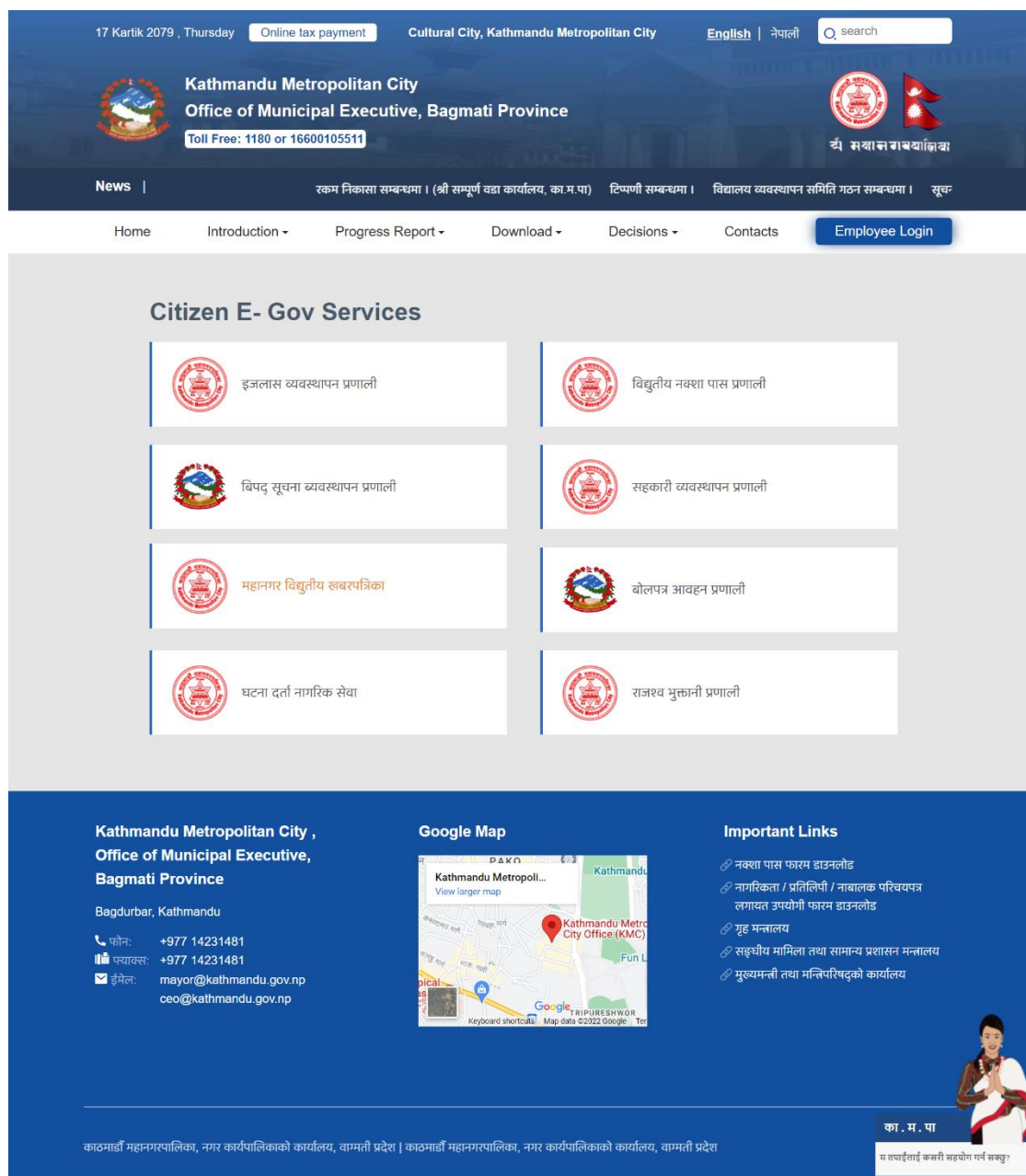
Figure 1 E-Gov Services of Kathmandu Metropolitan City
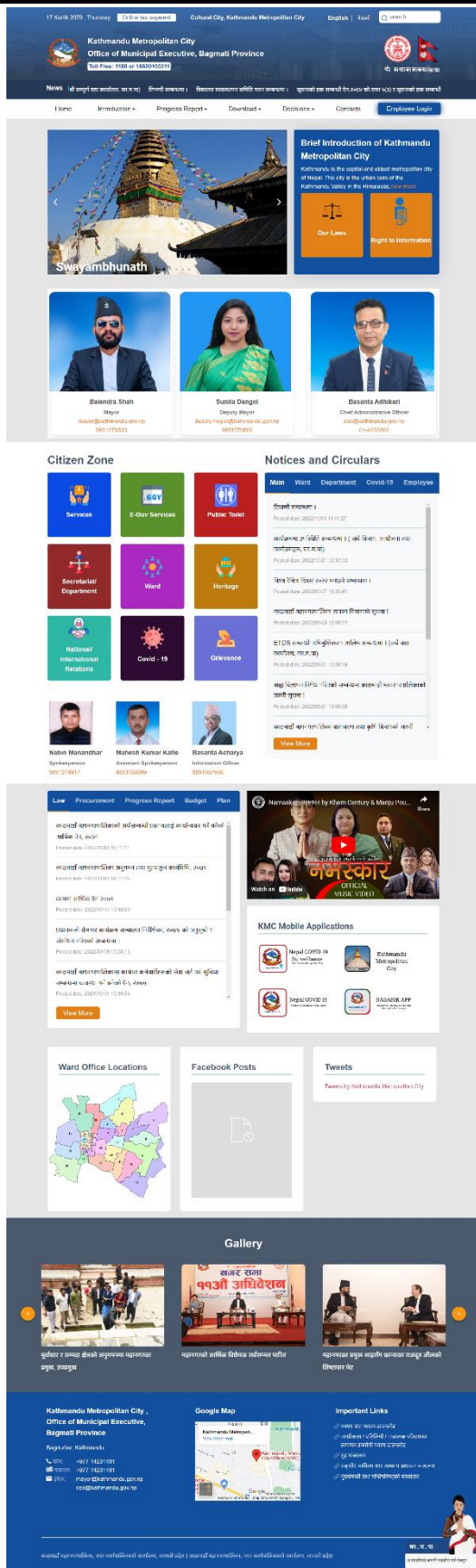
Figure 3 E-Gov Portal of Kathmandu Metropolitan City
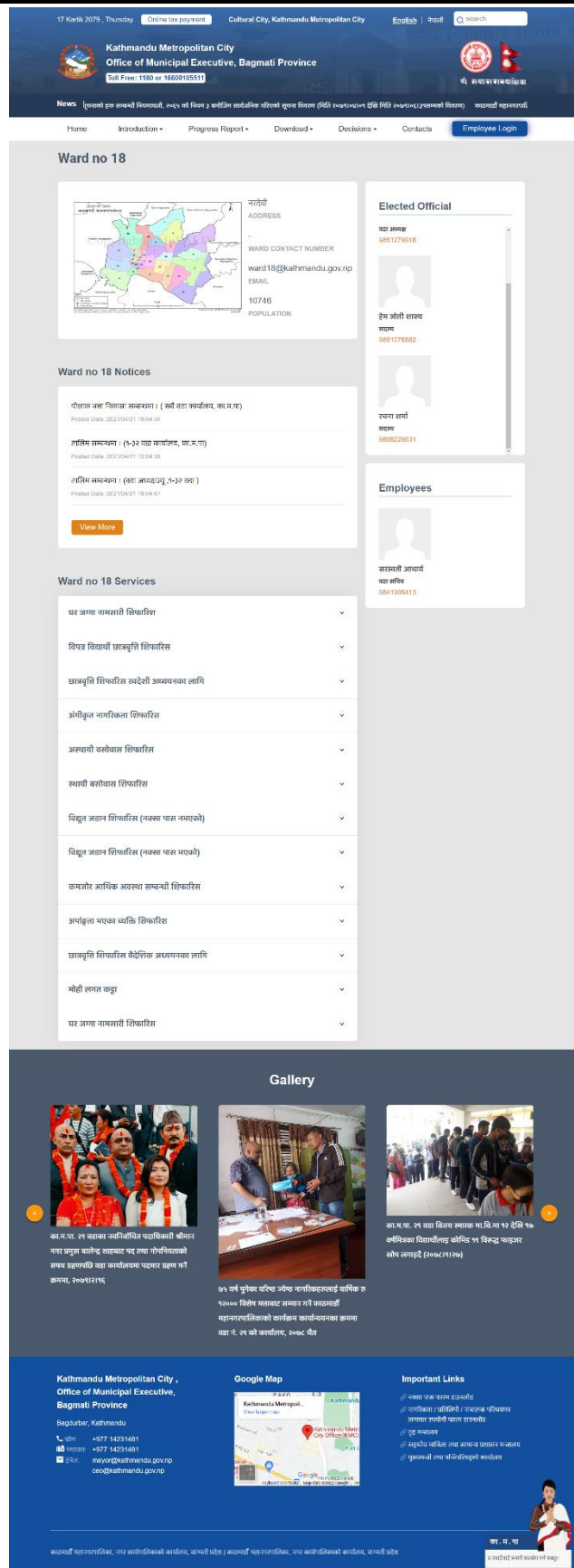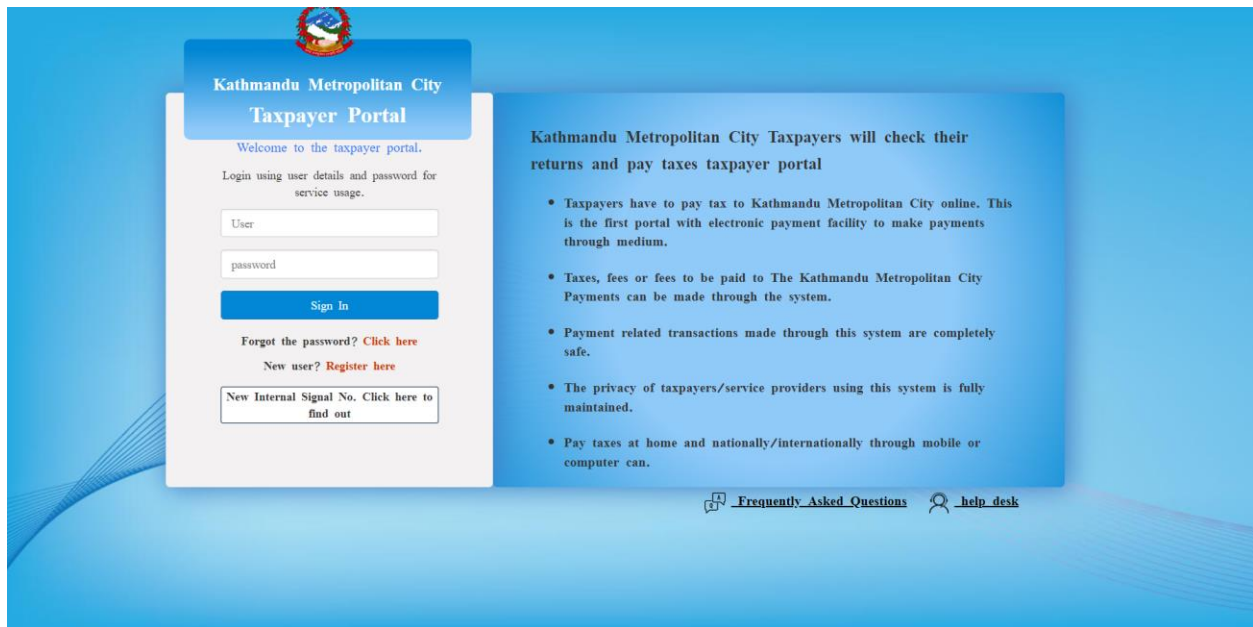
Figure 2 Ward no.18 Integration of Kathmandu Metropolitan City

Some of the smart nagarpalika features of Kathmandu metropolitan city are:

1. Tax payer portal

Figure 4 Tax Payer Portal

2. Employee E-Gov Service

Figure 5 Employee E-Gov Service Portal Products

CONCLUSION

This report surveys the software for computerization of urban local bodies (municipalities) under the title "smart nagarpalika-computerization of urban local bodies (municipalities)". Various subject such as births and deaths. Property tax, water tap connections and charges. Advertisement tax, financial accounting, etc. Are covered in details in terms of their software functionality and capabilities. This software is being implemented in many municipalities in the country. It is also being supported by the ministry of urban development.

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