



e-Governance in Nepal: Prospects and Challenges

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Contents

- Introduction
- Stages of development of ICT in Nepal
- Methodology
 - Data collection
 - Findings
- Analysis/Cultural Theory
- Recommendation
- Conclusion

Introduction

- e-Governance focuses on carrying out all the governmental activities electronically
- Requires
 - infrastructures
 - networks within the government
- It should focus on providing services that are
 - Accessible
 - Citizen focused
 - Inclusive
 - Managing Information

Stages of development of ICT in Nepal

- **Telecommunications Act 1997 and Regulation in 1998**
- **IT Policy 2000 and (Revised 2006 Process in the final approval)**
- **National Information Technology Center was established as ICT Implementation Body under**
- **IT policy 2000**
- **Establishment of NTA (Telecom-authority), 4 March, 1998**
- **Telecommunication Policy 2004**
- **Electronic Transaction ordinance 2004**
- **Electronic Transaction Act Oct, 2006**

Stages of development of ICT in Nepal

- **IT Policy 2000**
 - To make information technology accessible to the general public and increase employment through this means
 - To establish knowledge-based industries
 - To establish knowledge-based society
- **Electronic Transaction and Digital Signature Act 2006**
 - IT Tribunal Procedures, Electronic Transactions Regulation
 - Controller of Certification Authority &
 - Certification Authorities for Digital Certificates

ICT Vision

By the year **2015**, Nepal will have transformed itself into a knowledge-based society by becoming fully capable of harnessing information and communication technologies and through this means, achieving the goals of good governance, poverty reduction and social and economic development

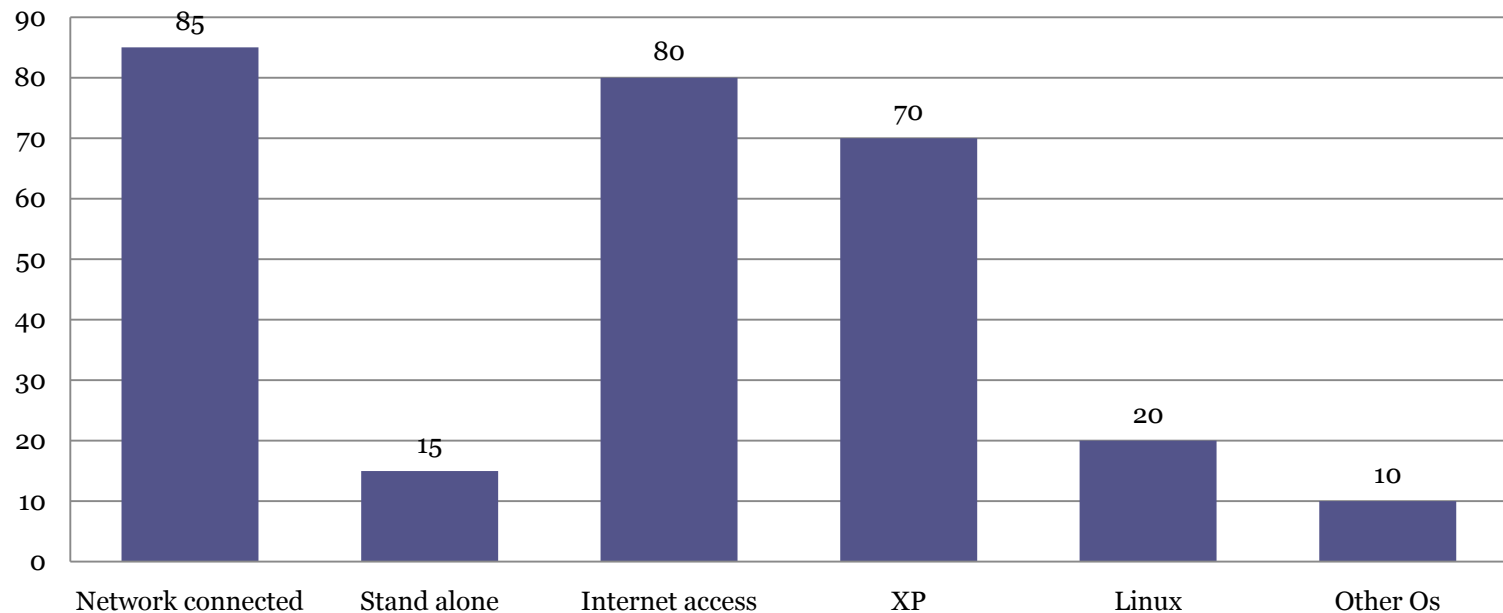
Methodology

- Data Collection
 - Questionnaire
 - Staffs
 - Customers
 - Direct Observation
 - Collection of related document from the ministries

Findings

1. Overview regarding Ministries

Overview of Ministries



Findings

1. Overview regarding Ministries

Ministry/Department	Program	Server	Server OS
General Administration	Oracle	HP	Linux
HLCIT	Java	Dell	Linux
Finance	Oracle	Dell	Win 2003 Server

Applications used in different ministries

Findings

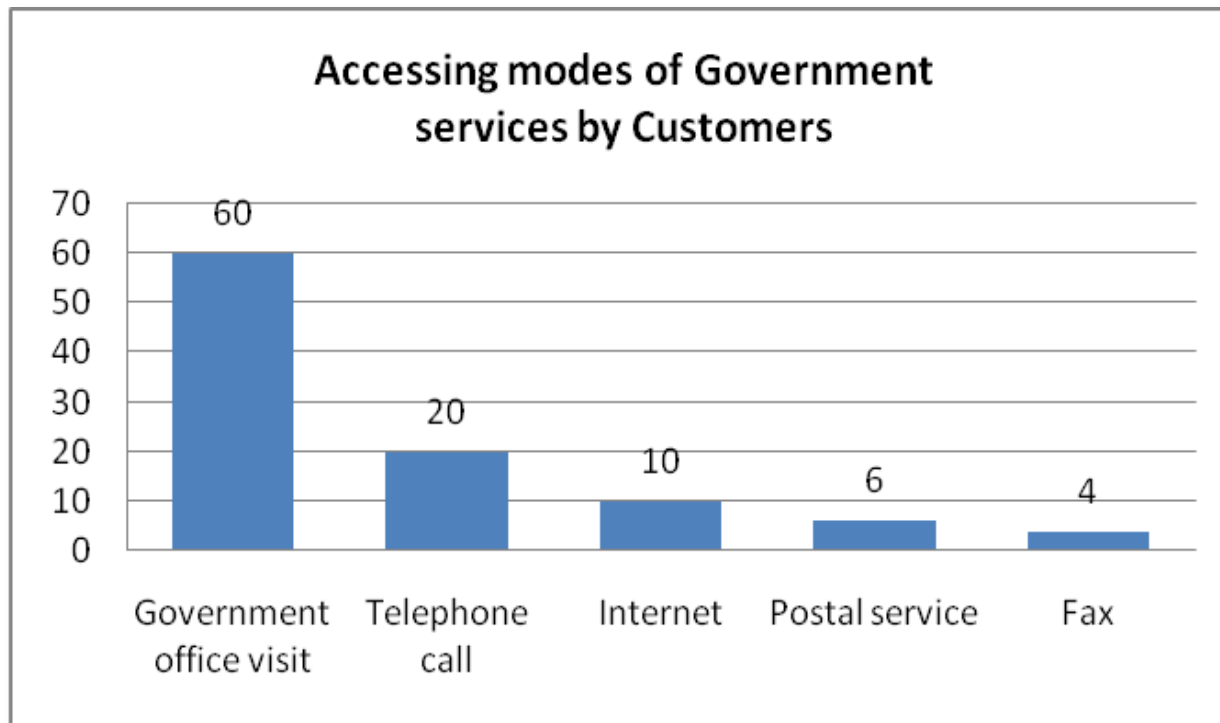
2. General view of staffs regarding Ministries

S.N.	Question	Old age		Young age	
		Yes	No	Yes	No
1	Is fund available?*	✓		✓	
2	Is there support of International agencies?	✓		✓	
3	Is Salary satisfied?		✓		✓
4	Is Training sufficient?	✓			✓
5	Are you trying for the new jobs outside?		✓	✓	
6	Is your capacity fully utilized? **	✓			✓
7	Is future of e-governance good? ***	✓		✓	

Questionnaires to staffs

Findings

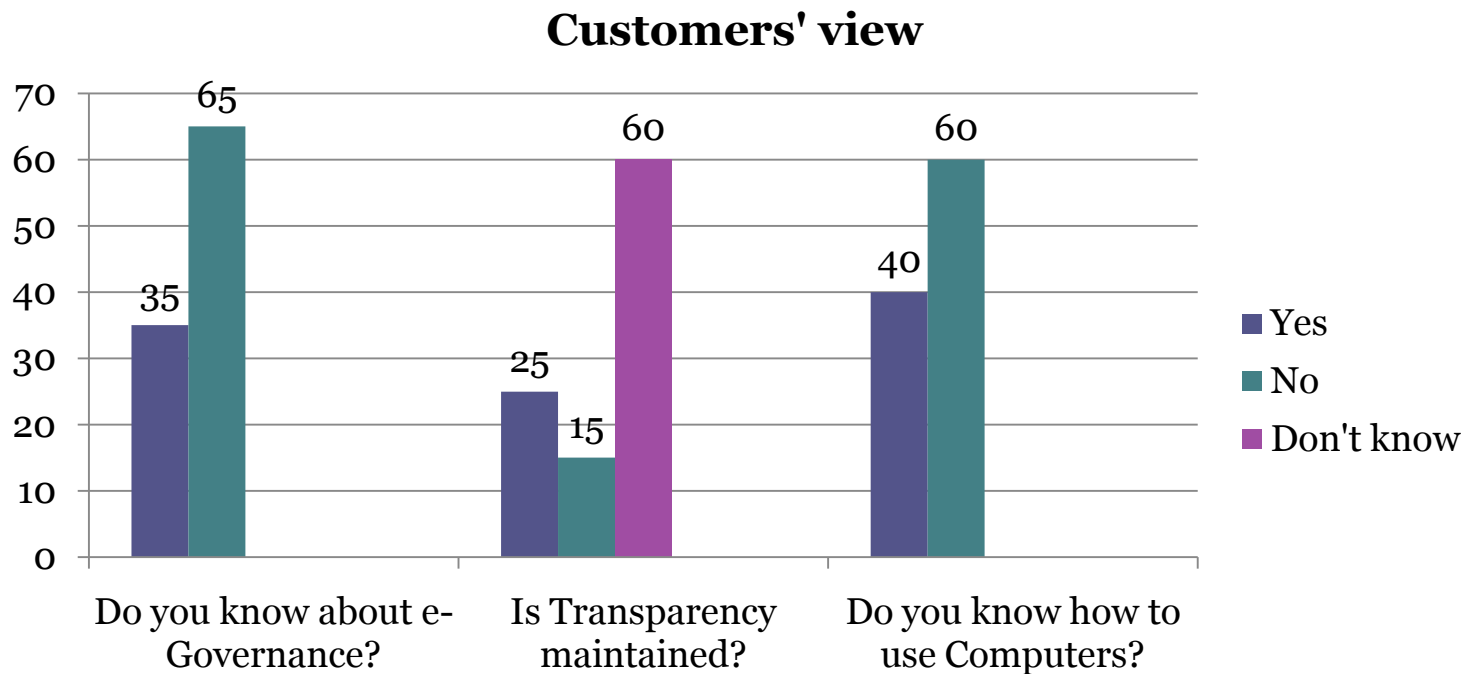
3. General view of customers regarding Ministries



Accessing modes of Government services by customers

Findings

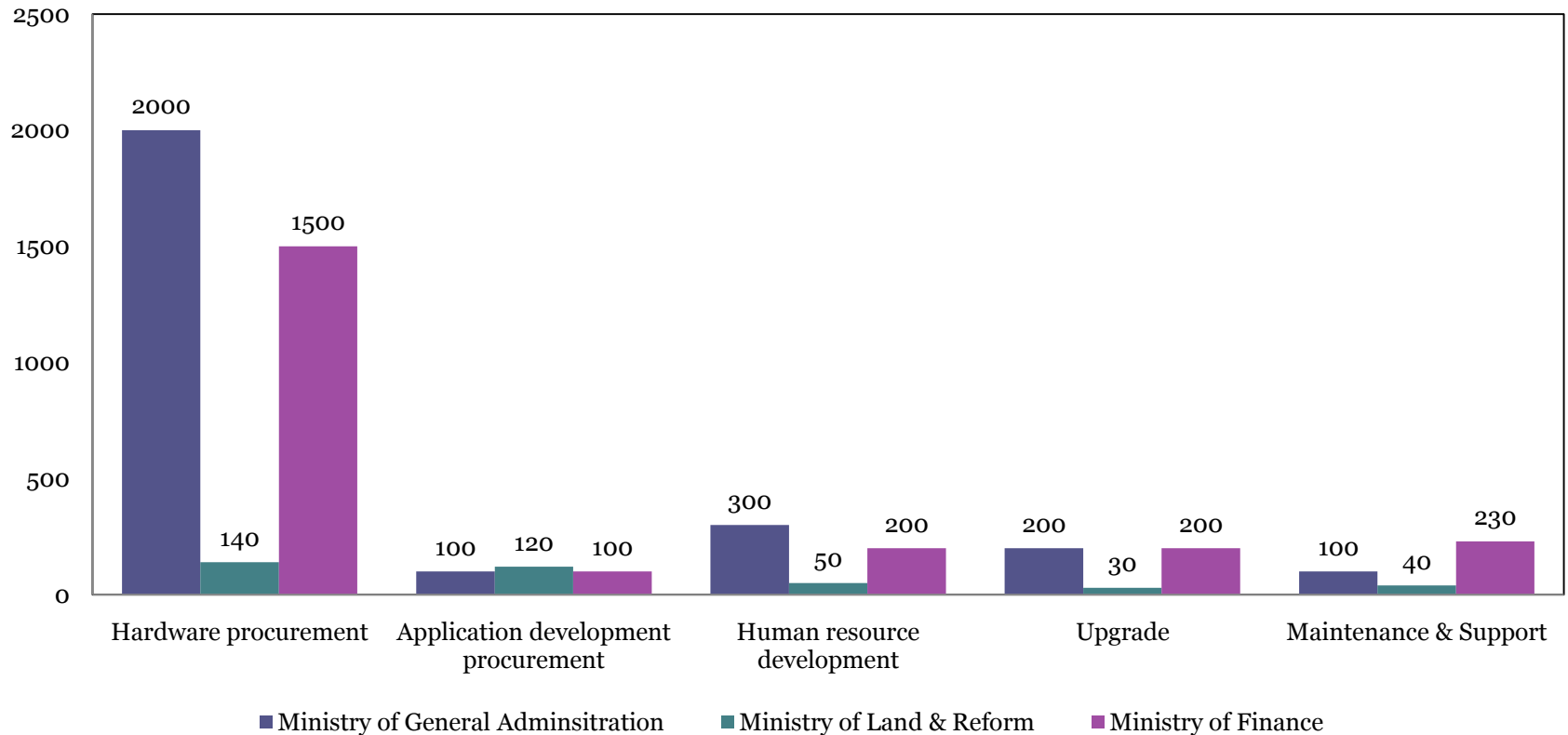
3. General view of customers regarding Ministries



Customers' view regarding e-Governance

Budget Allocation for different ministries

Budget Allocation: Year 2008-2009



Analysis

- Government offices equipped with necessary hardware
- Different servers installed with security like firewalls
- Lots of money invested in hardware purchase
- Very less invested in human resource training and buying application software

Analysis

- Staffs are not satisfied with the management side of government
- They are seeking job outside as well
- Customer not satisfied with the service of the Government
- Most of the customer are illiterate and don't know how to use computer

Analysis

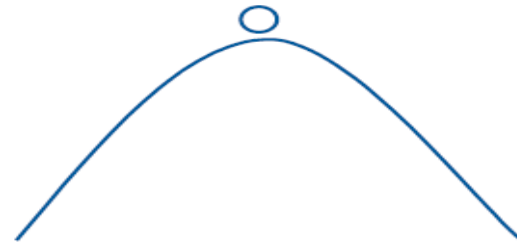
- Very limited facility provided by the government and that too is not utilized fully
- Customer are afraid of the transparency
- Funding highly politicized

Cultural Theory

Four myths of technology



1. Technology Benign



2. Technology Ephemeral



3. Technology Perverse/Tolerant



4. Technology Capricious

Cultural Theory

Technology Benign - which tells us that the technological

World is forgiving: no matter what knocks we deliver the ball will always return to the bottom of the basin. The managing institution can have a laissez-faire attitude. This myth encourages and justifies trial and error: 'bold experimentation in the face of uncertainty' (Thompson et al, 1990: 27).

Cultural Theory

Technology Ephemeral is the opposite - the technological world, it tells us, is a terrifyingly unforgiving place and the least jolt may trigger its complete collapse. The managing institution must treat technology with great care - it only takes a little jolt to push the ball off the peak.

Cultural Theory

Technology Perverse/Tolerant myth, technology is forgiving of most events but is vulnerable to an occasional knocking of the ball over the rim of the 'saucer' shape shown in the diagram. The managing institution must, therefore, regulate against unusual occurrences - neither the 'unbridled experimentation' nor 'tiptoe behavior' of the other two myths is appropriate: 'everything hinges upon mapping and managing the boundary line between these two states'. Technological experts are vital for this task.

Cultural Theory

Technology Capricious is a random world where the ball may slide to anywhere.

Institutions with this view of technology do not really manage or learn: they just cope with erratic events, suffering the by-products of continual technological innovation.

Cultural Theory

- These four myths can be given alternate names as Individualist, Egalitarian, Hierarchist, Fatalist.
- Government- Hierarchist
- Activist- Egalitarian
- Literate Customer – Individualist
- Illiterate Customer- Fatalist

IT Park and its consequences

Vision:

The IT Park will in essence serve as a catalyst for the development of ICT sector in the country by offering world class business environment grounded on a synergetic mix of conducive policy and regulatory regime, state-of-the-art communication infrastructure and a value proposition geared towards enhancing overall productivity, efficiency and competitiveness of its stakeholders and through this process, help Nepal position itself firmly on the global IT arena.

IT Park and its consequences

Objectives:

- To facilitate the promotion, development, and export of computer software and other ICT related products and services.
- To Prepare skilled human resources and help develop software-related expertise and create working environment in the field of IT.
- To attract national and international agencies to set up their information-based activities including foreign investment in IT sector.
- To create model IT Park to promote private entrepreneurs to invest on such parks in other areas of the countries.
- To Provide one-window service to entrepreneurs in the software and development field.
- To encourage Non Resident Nepali (NRN) investment in IT sector.
- To facilitate Research and development in IT sector.

IT Park and its consequences

Salient features of the park:

- Modern Infrastructures.
- Seismic resistance structures.
- Twenty four hour working environment.
- Provision of Individual workstation as office unit with privacy among the offices.
- Provision of land for future expansion, for business and recreation purpose.
- High Speed Data Communication Facilities that include internet and other related services.

IT Park and its consequences



But still IT Park closed

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Recommendation

- Human Resource should be trained.
- Literacy rate should be increased.
- Computer training should be given to customers.
- Awareness about the e-governance issues.
- Feasibility study is a must.

Recommendation (contd.)

- Funding should not be politicized.
- Cultural Theory should be well accounted.
- There should be a balance between Individualist, Egalitarian, Hierarchist for the solution.
- Customer should be fully assured of the transparency.

Conclusion

- e-Governance in Nepal is enhancing but still has not fully developed
- There are numerous non linear parameters influencing the initiation phase and implementation phase
- However according to the cultural theory if there would be balance between the three quadrants a solution in devising suitable strategy for implementation of e-Governance concept can be formulated.

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