E-Government and E-Governance

NASC, January 9, 2015

- Er. Sansar Jung Dewan
Defining e-Government

"The employment of the Internet and the www for delivering government information and services to the citizens." (United Nations, 2006; AOEMA, 2005)

“the use of ICT and its application by the government for the provision of information and public services to the people” (Global E-Government Readiness Report 2004)

e-Government:
- is more about government than about “e”
- improves efficiency
- improves services
- helps achieve specific outcomes
- can contribute to broad policy objectives
- can be a major contributor to reform
- can help build trust between government and citizens
- can open up the policy process …

E-government is the application of ICT to the system of governance to ensure a wider participation and deeper involvement of citizens, institutions as well as private firms in the decision making process.

Source: E-government Toolkit of Developing Nations

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**E-Government Features**

- Electronic service delivery
- Electronic workflow
- Electronic productivity

**E-Governance Features**

- Electronic consultation
- Electronic controllership
- Electronic engagement
- Network societal guidance

Source: Donald F. Kettl (2002), The Transformation of Governance
Delivery models of e-Government

- Government-to-Citizen/Customer (G2C)
- Government-to-Business (G2B)
- Government-to-Government (G2G)
- Government-to-Employee (G2E)
The three components of the E-Government Development Index (EGDI)

- OSI—Online Service Index
- TII—Telecommunication Infrastructure Index
- HCI—Human Capital Index

**HCI**
- Adult literacy
- Gross enrolment ratio
- Expected years of Schooling
- Mean years of Schooling

**TII**
- Individual using the Internet (%population)
- Fixed (wired) broadband subscriptions (per 100)
- Wireless broadband subscription (per 100)
- Fixed-telephone subscriptions (per 100)
- Mobile-cellular subscriptions (per 100)

Source: UN E-Government Survey 2014
The four stages of online service development

Source: UN E-Government Survey 2014
<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Emerging</td>
</tr>
<tr>
<td></td>
<td>- Provides policies, legal information, and documents to citizens online</td>
</tr>
<tr>
<td></td>
<td>- Provides links to other ministries, higher-level or affiliated institutions</td>
</tr>
<tr>
<td></td>
<td>- Provides news of government ministries and lists of information</td>
</tr>
<tr>
<td>2</td>
<td>Enhanced</td>
</tr>
<tr>
<td></td>
<td>- Provides advanced unilateral or simple bilateral online services to citizens</td>
</tr>
<tr>
<td></td>
<td>- Provides civil service application forms, audio/video services and multi-language services</td>
</tr>
<tr>
<td></td>
<td>- Partly provides services that enable online application for receiving paper forms or personal information by post</td>
</tr>
<tr>
<td>3</td>
<td>Transactional</td>
</tr>
<tr>
<td></td>
<td>- Provides bilateral services that enable online request and application for receiving information on government policies, programs and laws</td>
</tr>
<tr>
<td></td>
<td>- Provides electronic authentication forms for proving user identity to complete transactions</td>
</tr>
<tr>
<td></td>
<td>- Provides services enabling electronic voting, download/upload of forms, tax payment, online application of copies of certificates or licenses, etc.</td>
</tr>
<tr>
<td></td>
<td>- Enable financial transactions with the government through secure networks</td>
</tr>
<tr>
<td>4</td>
<td>Connected</td>
</tr>
<tr>
<td></td>
<td>- Performs active communication with the citizens using Web 2.0 and other interactive tools</td>
</tr>
<tr>
<td></td>
<td>- Provides services that integrate multiple ministries and are customized to citizens’ life cycle</td>
</tr>
<tr>
<td></td>
<td>- Create an online environment where citizens’ opinions can be applied to policy-making process</td>
</tr>
</tbody>
</table>

*Source: E-Government of Korea Best Practices*
## World e-government leaders (Very High EGDI) in 2014

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Republic of Korea</td>
<td>Asia</td>
<td>0.9462</td>
<td>1</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Australia</td>
<td>Oceania</td>
<td>0.9103</td>
<td>2</td>
<td>12</td>
<td>↑ 10</td>
</tr>
<tr>
<td>Singapore</td>
<td>Asia</td>
<td>0.9076</td>
<td>3</td>
<td>10</td>
<td>↑ 7</td>
</tr>
<tr>
<td>France</td>
<td>Europe</td>
<td>0.8938</td>
<td>4</td>
<td>6</td>
<td>↑ 2</td>
</tr>
<tr>
<td>Netherlands</td>
<td>Europe</td>
<td>0.8897</td>
<td>5</td>
<td>2</td>
<td>↓ 3</td>
</tr>
<tr>
<td>Japan</td>
<td>Asia</td>
<td>0.8874</td>
<td>6</td>
<td>18</td>
<td>↑ 12</td>
</tr>
<tr>
<td>United States of America</td>
<td>Americas</td>
<td>0.8748</td>
<td>7</td>
<td>5</td>
<td>↓ 2</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>Europe</td>
<td>0.8695</td>
<td>8</td>
<td>3</td>
<td>↓ 5</td>
</tr>
<tr>
<td>New Zealand</td>
<td>Oceania</td>
<td>0.8644</td>
<td>9</td>
<td>13</td>
<td>↑ 4</td>
</tr>
<tr>
<td>Finland</td>
<td>Europe</td>
<td>0.8449</td>
<td>10</td>
<td>9</td>
<td>↓ 1</td>
</tr>
</tbody>
</table>

*Source: UN E-Government Survey 2014*
<table>
<thead>
<tr>
<th>2014 Rank</th>
<th>Country</th>
<th>2014 EGDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>173</td>
<td>Afghanistan</td>
<td>0.19</td>
</tr>
<tr>
<td>148</td>
<td>Bangladesh</td>
<td>0.2757</td>
</tr>
<tr>
<td>143</td>
<td>Bhutan</td>
<td>0.2829</td>
</tr>
<tr>
<td>118</td>
<td>India</td>
<td>0.3834</td>
</tr>
<tr>
<td>94</td>
<td>Maldives</td>
<td>0.4813</td>
</tr>
<tr>
<td>165</td>
<td>Nepal</td>
<td>0.2344</td>
</tr>
<tr>
<td>158</td>
<td>Pakistan</td>
<td>0.258</td>
</tr>
<tr>
<td>74</td>
<td>Sri Lanka</td>
<td>0.5418</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Average</td>
<td>0.4951</td>
</tr>
<tr>
<td>World Average</td>
<td>0.4712</td>
</tr>
</tbody>
</table>

Source: UN E-Government Survey 2014
Emerging Trends Public Service Delivery Landscape

Source: UN E-Government Survey 2014
Channel use for each stage of the UN model of e-government development

Stages of e-government

Emerging presence:
Offering basic information online

Enhanced presence:
Greater sources of information, and e-tools and e-services

Coordinated Channels:
Web portal, SMS text, Mobile app, Mobile portal, Public kiosk, PPPs

Integrated Channels: ALL

Connected presence:
The way government operates fundamentally changes, and there is better coherence, integration and coordination of processes and systems within and across government agencies. Government transforms itself into a connected entity.

Source: UN E-Government Survey 2014
## IT Timeline in Nepal

<table>
<thead>
<tr>
<th>Application</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Use in National Census</td>
<td>1971</td>
</tr>
<tr>
<td>National Computer Center</td>
<td>1974</td>
</tr>
<tr>
<td>PC use in Private Sector</td>
<td>1980</td>
</tr>
<tr>
<td>E-mail use</td>
<td>1992</td>
</tr>
<tr>
<td>First ISP-Mercantile Communication</td>
<td>1995</td>
</tr>
</tbody>
</table>

## Application Software Use in Government Agencies (in exhaustive)

<table>
<thead>
<tr>
<th>Government Agency</th>
<th>System Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nepal Election Commission</td>
<td>Integrated Voter Registration Info. System</td>
</tr>
<tr>
<td>Financial Comptroller General Office</td>
<td>Financial Mgmt. Info. System</td>
</tr>
<tr>
<td>Supreme Court</td>
<td>Case Management, Avilekh Misil Mgmt. System</td>
</tr>
<tr>
<td>MoFA</td>
<td>Passport Info. System</td>
</tr>
<tr>
<td>MoF</td>
<td>LMBIS</td>
</tr>
<tr>
<td>DoC</td>
<td>ASYCUDA</td>
</tr>
<tr>
<td>DoCPR</td>
<td>PIS</td>
</tr>
<tr>
<td>IRD</td>
<td>Integrated Tax System, Revenue Accounting System</td>
</tr>
</tbody>
</table>
Policies & Legislations

- Telecommunication Policy, 2060
- Electronic Transaction Act, 2063
- Electronic Transaction Rule, 2063
- Good Governance (Management and Operation) Act, 2064
- Good Governance (Management and Operation) Rule, 2065
- E-Government Master Plan
- IT Policy, 2067
- 13th Plan – Information & Communication, Science & Information Technology
Projects identified in E-Governance Master Plan

- Government Representative Portal
- EA (Enterprise Architecture)
- GIDC (Government Integrated Data Centre)
- NID (National Identification)
- E-Education
- Village Network
- Land Record Management System
- Vehicle Registration System
- Government Network
- Public Service Recruitment Management System
- Groupware
<table>
<thead>
<tr>
<th>Organizations</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ministry of Science, Technology &amp; Environment</td>
</tr>
<tr>
<td>• Ministry of Information &amp; Communications</td>
</tr>
<tr>
<td>• Department of Information Technology</td>
</tr>
<tr>
<td>• NITC</td>
</tr>
<tr>
<td>• ICT Development Project</td>
</tr>
<tr>
<td>• IT Park</td>
</tr>
</tbody>
</table>
OCR Online Services

www.ocr.gov.np
Faster and Easier Online Services for Doing Businesses in Nepal
OCR Online Services timeline

- कातिक २४, २०६९
  Launch of “View Company Profile”

- माघ २५, २०६९
  Launch of new systems & e-Services

- माघ ८, २०६९
  Issuance of the Company (E-Filing) Directives, 2013

- कातिक ३, २०७०
  अनिवार्य विधुतीय सेवा
Partnerships with other Government Agencies

- Inland Revenue Dept.
- GIDC

Partnerships with business communities & professional organizations

- FNCCI
- Nepal Bar Association
- CAN

IT Infrastructure

- Virtual Infrastructure
- Business Continuity Plan
- Data Center & Data Recovery site

Components …
Online Services
- Name Availability Check
- Name Reserve
- Online Registration
- View Company Profile
- Online
- E-file company documents
- Companies’ info

Digitization of Companies files & database consolidation
- Electronic registries of 116,000 companies
- COBOL/Dbase IV & MS SQL 2005
How to register a company online?
1. Create Username

Enter details
2. Reserve Company Name

- Enter proposed name
- Choose NSIC
- Type Objectives in details
Dear preetishrestha123@gmail.com

This is an automated message confirming you that the Office of the Company Registrar has approved your requested company name which is: Pasa Company.

And your objective(s) is/are:
1. 1544 - चाँद चाँद, स्थायित्वशील, उत्पादन गर्ने क्षमतालाई प्राप्त कर्नुहोस्।
2. 1541 - पाक्रमण, चेक, डायरेक्ट, वित्तसुची आदि, उत्पादन गर्ने क्षमतालाई प्राप्त कर्नुहोस्।

Please visit http://www.cro.gov.np and login with your username and password to fill online registration form. Name will be reserved for 7 days. Thank you for using online services.

Visit Website: http://www.cro.gov.np

Best Regards,
Government of Nepal
Ministry of Industry
Office of the Company Registrar
Tripureshwor, Kathmandu, Nepal

THIS MESSAGE IS SYSTEM GENERATED - PLEASE DO NOT REPLY TO THIS EMAIL.
3. Fill web form & upload scanned documents

Enter other details
Receive OCR e-notification on registration decision

OCR e-Services

e-services@cro.gov.np <e-services@cro.gov.np>
To: "preetisresthat29@gmail.com" <preetisresthat29@gmail.com>

Dear Pasa Company

The Company Registration form has been successfully submitted.

Please visit the nearest Office of the Company Registrar with all the original Certificates and Documents for further verification of Registration Process.

Your Temporary Application No (अक्षमात्मा लिपिदेवी नंबर) : 36

Revenue Amount to be paid : Rs. 50,037.04

Thank you for using online services.

Visit Website : http://www.cro.gov.np

Best Regards,
Government of Nepal
Ministry of Industry
Office of the Company Registrar
Tripureshwor, Kathmandu, Nepal

THIS MESSAGE IS SYSTEM GENERATED - PLEASE DO NOT REPLY TO THIS EMAIL.
4. Pay/Deposit Revenue

- < NRs. 10,000 at OCR Counter
- >NRs. 10,000 at Rastriya Banijya Bank, Teku Branch
5. Submit hard copies & revenue receipt, & collect certificate
How to e-file documents?
1. Create Company User Account

- To establish a new Company User Account
- To get username and password
- All Nepali text should be ignored

Please input your Company Registration Number

Create e-Services User

Your Company Registration No.: [Enter registration number]

Please fill the form completely and click on 'Create User'.

Company Registration No.: [Enter number]
Company Name (Nepali): [Enter name]
Company Name (English): [Enter name]
Address: [Enter address]
Company Phone No. *
Company E-mail *
P.O. Box No.
Applicant's Name *
Gender: Male
Intermediary:
Code: [Enter code] * (Note: The code displayed is for demonstration purposes and should not be used)
Type the Code shown above: *
Create User Back

Enter details
2. Receive ANNEX 1 in an email

M/S NEPAL INVESTMENT BANK (Ltd)

Thank you for requesting to create an online user account for the Office of the Company Registrar online services.

Please download the attached ANNEX 1.
Download and sign the ANNEX 1 by authorized person. Also, stamp with the company seal.

Submit the signed ANNEX 1 at the Office of the Company Registrar along with the photocopy of company registration certificate and the Board of Director's decision on the authorized person to sign the ANNEX 1, obtain and use the company username and password.

Best Regards,
Office of the Company Registrar
Ministry of Industry
Government of Nepal
Tripureshwor, Kathmandu, Nepal

P.S. Unicode support and 'Mangal' font is required to properly view this document.

THIS MESSAGE IS SYSTEM GENERATED - PLEASE DO NOT REPLY TO THIS EMAIL.
3. Submit documents

**What docs to submit?**

- Signed & stamped ANNEX 1
- Board of Directors decision on authority to sign on the ANNEX 1, obtain and use OCR eservice username & password
- Photocopy of Certificate of Company Registration
- Photocopy of Identification of person submitting all the docs.

**Where to Submit?**

- OCR Service Center, Tripureshwor, KTM
- FNCCI District Chambers
  - Chitwan
  - Pokhara
  - Birgunj
  - Biratnagar
- CAN
  - Kavre
  - …
4. Receive temporary password in an email

M/S NEPAL INVESTMENT BANK (Ltd)

This is an automated message confirming your creation of login account: demoocr@gmail.com at the Office of the Company Registrar (OCR) eServices.

Your temporary Office of the Company Registrar (OCR) web access password is: GAU4aDBKZ. You can change it immediately at 'Change Password'.

You can use the User ID: demoocr@gmail.com to access services offered by the Office of the Company Registrar (OCR) such as to view companies detail information, submit mails, request for name changes, address changes etc.

Please note that your user ID and password are case sensitive, so if your user ID is 'info@mail.com' entering 'INFO@mail.com' will not work.

Please keep your password in a secure place to prevent others from accessing your information.

Enforced
The password must contain alphanumerical characters and must:

1. be at least 6 characters
2. be a mixture of upper and lower case
3. contain at least one numeric character
4. not repeat any character more than three times
5. not be a password you have used in the past five times
E-File annual returns and documents event wise
M/S demoocr@gmail.com

Congratulations! This is an automated message confirming that your online application has been accepted by the Office of the Company Registrar.

Remarks: युक्तानुम संख्याको ३०० सालको वार्षिक साधारण सभाको माईन्युट र वार्षिक प्रतिवेदन तथा लेख(अडिट रिपोर्ट) पूर्ण छ।

Please visit the Office of the Company Registrar website

Website: [http://www.ocr.gov.np](http://www.ocr.gov.np)

Best Regards,
Office of the Company Registrar
Ministry of Industry
Government of Nepal
Tripureshwor, Kathmandu, Nepal

THIS MESSAGE IS SYSTEM GENERATED - PLEASE DO NOT REPLY TO THIS EMAIL.
M/S NEPAL INVESTMENT BANK (Ltd.)

Thank you for submitting Post Registration details online via Office of the Company Registrar online service.

OCR has successfully received your submitted documents. Your company profile has been updated. Please verify in logdement section.
ENRICH ONLINE SERVICES

WORKING TOGETHER

Is it BETTER/ SIMPLER FOR CUSTOMERS?

MAKING A DIFFERENCE

BENEFIT TO NEPALI BUSINESS
Thank you!