

Achievements

1. Digital Display Board:

To promote transparency and accountability, easy access to information in the LB and to empower citizens and staffs in the LB, Biratnagar Inaruwa and Damak Municipality have started Digital Display Board, also known as "डिजिटल सूचना पाटी".

2. Social Media Outreach

Social Media Report of Eastern Region

Facebook: To encourage Right to Information to citizens, by posting Notices, Events, News and Pictures of different programs, all Local Body both now have Facebook Page to provide better service to citizens.

DDC: Before arrival of ICT Volunteer none of the LB had created FB Page, after the arrival of ICTV 100% of FB page has been created. Now 100% of the LB has FB Page, The Highest number of Likes is 2214 pertaining to DDC Ilam, and the lowest is of DDC Dhankuta with 80 likes.

Municipality: Before arrival of ICT Volunteers only 21% of the LB had created Facebook Page, but after the arrival of ICT Volunteers 79% of Facebook Page has been created and now all 100% of the LB in Eastern Region have Facebook page. The highest number of Likes is 3090 pertaining to Itahari Sub-metropolitan and the lowest is of Mechinagar Municipality with 223 Likes. Report on Social Media Pages on Municipality

Twitter: Only Biratnagar Sub-metropolitan has Twitter Account <https://twitter.com/BiratnagarMun>

YouTube: Only DDC Sunsari has Youtube Channel <https://www.youtube.com/c/ddcsunsari>

3. Group SMS

To provide information, notices of events, programs and meetings to Social Mobilizers, LB Staff, Local Politicians or citizens, 7 DDCs (Bhojpur, Dhankuta, Ilam, Morang, Panchthar, Saptari and Sunsari) and 3 MUNs (Khaandbari, Dharan and Inaruwa) have already implemented Group SMS, which were all started only after the arrival of ICT Volunteers and which is proving to be very beneficial for disseminating information and notices timely, with this none can deny receiving the message sent from LB.

4. Free Wi-Fi Zones

With internet, citizens can get information and services easily and fast. Most of the ICT Volunteers have initiated the process of creating a free wifi zones around the LB's premises and some have also stepped up to create a Free Wifi District Zones, most of them have already started the procedure, with Ilam tending to create Wifi Free District, Dharan and Damak have already created Free Wifi Zones around their LB. DDC Sunsary, Triyuga Municipality, DDC Dhankuta are working on the process.

5. Queue Management System

With large number of citizens coming in the LB to get services was getting out of reach, and citizens pouring in different departments every minute, ICT Volunteer from Damak Municipality put forward the idea of Queue Management System, which would help organize the crowd and work on First come first serve basis, due to which there would be less hassle and proper management of queue with all the citizens getting their services settled with equal priority. This system was approved from the EO and now it is fully functional and no one goes home deprived of services.

6. Online Suggestion Portal

To cater better services to citizens, ICT Volunteer in Triyuga Municipality has created Online Suggestion Portal Form, and has uploaded both in its Facebook Page and Website. With this form, citizens can directly fill the form and get information from citizens on ways to give better services to the citizens. This has been fruitful and hence other LB have also initiated the process to get the details, which will soon be uploaded in FB and Websites of their LB.

7. NGO Record Database (MS-ACCESS)

For proper Details of NGO in the District, the LB had been using Paper/ Excel sheet, but now after creation of MS-Access Database by ICT Volunteer in Udayapur DDC, the NGO Records are properly maintained and any information relating to any NGO can be shared effectively and easily. This database has information about the no. of Female, dalits, janajati etc, registration date, registration no#, working area, objective, annual budget, website, responsible person and contact detail of the NGO, and is updated as and when required.

8. Biometric Attendance

Though after various retaliation of the staff in the LB ICT Volunteers have successfully installed and implemented Biometric Attendance in Inaruwa MUN to encourage LB staff members to attend the LB in time and provide services to Citizens on time. Though Damak, Tryiuga and Jhapa DDC already have the tools, hardware and Software for Biometric Attendance, due to various factors such as budget, and staff members, the services has not been started in those LB.

9. New Software

After the arrival of ICT Volunteers, and after proper survey of the LB's needs, the ICT Volunteers have initiated the installment of required software in the LB, they have even listed out the software required in various other sections, where there is no provision of software. The complete list of the survey conducted which includes the current status of Uses of Software that were bought from GoN or External Vendor and the Software currently required in the LB has been listed in the reports which can be found In the [Eastern Region Software Detail Reports](#) .

10. Social Mobilizer Database (MS-ACCESS)

In order to keep track of the Social Mobilizers in the District ICT Volunteer in Bhojpur DDC, created SM Database in MS-Access, this database has information relating to SM, name, permanent address, working VDC, photo, date of birth, date of agreement, current ward, Education qualification information and Mobile number of the Social mobilizer.

11. GIS Training and Digitized Manual and GIS Maps

GIS Training to Phase 1 and Phase 3 were completed successfully, whereas ICT V from Mechinagar and Ilam Municipality have not received any GIS Training. After completing of GIS Training, the ICT Volunteers have effectively created Updated Digitized Maps on DAG, CAC, Male/Female Population, LSP Clustering, ODF, and Political Boundary which includes new Municipality as well. To view the Digitized Maps please go to [GIS MAPS](#) . More maps on Landuse, Roads, and Rivers etc will soon be created.

The knowledge on how to use GIS Device and how to check GIS Maps has been imparted to the interested staff of RCU, also RCU Specific GIS map has also been created and shared.

12. Networking

All the ICT Volunteers who have been placed in different LB have already started Printer, File Sharing among computers on network with this, there will be less use of emails for sending files, and less procurement of Printers in the LB. This will effectively lower the budget for tools to be bought for the LB, Printer sharing also encourages to print in any printer in the network, hence if one printer is turned off, and the other among various ones can easily print the required document. This encourages effective and efficient use of the resources in the LB.

File Sharing and Printer Sharing has been effectively used and created in the RCU as well.

13. Trainings Conducted by ICT

Out of available 24 ICT Volunteers 7 of them have not given any training in their LB yet, but have already planned for it, due to proper time management of the staff, budget requirements by some the trainings by 7 ICTV had been postponed. Also, the list of the training conducted can be found in the [Training conducted by ICTV of Eastern Region](#) . The trainings conducted by ICTVs range from the importance of ICT in LB, MS Office package, Google Drive/Cloud Sharing, how to use internet, DPMAS, ArcGIS, Unicode and etc. Also, some of them have given trainings to the students of nearby Schools as well, with an aim to create ICT Friendly District/ Municipality.

Training on MS Office Package, Google Drive has been given conducted in RCU. Future plans include ArcGIS and Excel Advanced Mode Training.

14. Digitally Printed Cheque

With the arrival of ICT Volunteer the Account section in Dhankuta Municipality prints and issues digitally printed cheques instead of hand-written cheques to be more precise and transparent.

15. Separate budget for Information Technology

Due to the importance of ICT in their daily activities to provide better services to citizens of LB, Inaruwa Municipality has for the first time allocated separate budget with the heading “सूचना प्रविधि व्यवस्थापन” Effective from Financial Year 2072/073.

16. Effective Monitoring and communication between LB and RCU

Two way communication and horizontal learning is shared among ICT Volunteers, ICT Experts, RCU Staff and DGE and UGE via Google Groups that has been created for DGE/UGE, ICT Volunteers and RCU staff

separately. With the help of these Groups, information is retained in one repository so that even if new staff is recruited he/she will be able to view the information/notices/required documents within one repository and will not need to ask others for documents/ files. He/She will have access to all the files and can start working right away.

Also, with the initiation of timely survey based on various activities and factors has been conducted via Google Drive tools, which helps in getting information both qualitatively and quantitatively easily and effectively. Due to which reports can be created timely, and information is disseminated in time.

Issues & Challenges

- Lack of proper budget allocation for ICT Trainings in the Local Body.
- Most of the ICT Volunteers are from Electronics and Communication Background, they have very limited knowledge on software, due to which they initially had problems coping with understanding the use of software.
- Proper and timely training on capacity building to ICT Volunteers should be given, only then can we expect good outcome for the project, they all fresher and have limited knowledge on practical issues and programs, with effective training, they can positively change the working environment of the LB, but proper training is lacking.
- Procurement of Laptop was very slow, due to which ICTVs capacity could not be properly monitored.
- Lack of participation for Biometric attendance has left 3 different LBs without proper implementation of Bio-metric attendance, even though they have all the required tools.

Way Ahead for ICT

- To increase transparency and Accountability of LB, 3 more LBs have started the process of acquiring Digital Display Board.
- Group SMS procurement has already started in all remaining LB, budget allocation is pending.
- To initiate the process of Free Wi-Fi Zone so that citizens have easy access to notices and informations, DDC Sunsary, Triyuga Municipality, DDC Dhankuta are working on the process.
- Online Suggestion Forms will soon be created and updated in Websites and Facebook Pages of all LB's.
- After monitoring the effectiveness of the MS-Access Database created for NGO Records, it will be shared among other LB's too.
- Empower and educate the Staff in the LB to utilize the already existing Bio-metric attendance with proper policy.
- Since we already have the list of software required in the LB, and the list has been shared to MoFALD too, expecting more information on how to provide the software to the LB, without involvement of External Vendor.
- More GIS Resource Maps on Landuse, Roads, and Rivers etc will soon be created.
- Encourage the ICT Volunteers who have not given training to LB staff yet, Recently, Triyuga and Bhadrapur has given training, this week (whose detail has not been given in the sheet shared above, because they had not provided training in the required date as mentioned in the sheet).
- For RCU staff, training on Advanced Excel formulas and ArcGIS will be given, so that they can prepare a powerful report easily and also, with ArcGIS, they can mark all the required CAC, WCF etc, and search via Google Earth.