

Good Practices in
**Co-creating the public sector accountability
in Nepal**
2021



Co-creating the public sector accountability in Nepal



Geographical Focus

Nepal - 2 Provinces, 6 districts, and 12 Local Governments



Key Stakeholders

Local Government (LG) representatives, Gender Equality and Social Inclusion (GESI) focal person, Good governance personnel, Technology partner, and Partner NGOs



Target Population

Women and Marginalised Group (WMG), Local Governments (LGs), Citizens and Civil Societies

CONTEXT The restructuring of the government bodies after the promulgation of New Constitution 2015 of Nepal resulted in the creation of seven provinces and 753 local bodies. Such seismic changes in the structures warranted a robust public sector governance system in all three tiers of the governmental bodies. The technological co-creation process of the Susasan project implemented by Center for International Studies and Cooperation (CECI) and its local partners is what led to the desired outcomes for the key stakeholders: functionable governance tools that help bridge the citizen-state divide.



Preliminary Scoping of ICT needs



ICT Development



Co-creation Workshop I-IV

Co-creation process map

THE CO-CREATION PROCESS

Preliminary scoping of Information, Communication and Technology (ICT) needs for local government:

At the initial phase, the local government were newly constituted and lacked the skilled personnel in the domain of effective and efficient public service delivery. To address these issues, a preliminary scoping visit in the twelve local government was carried out by CECI and Young Innovations, the technical partner. This resulted in **a clear commitment** articulated by the locally elected representatives towards the **development of ICT tools to strengthen the efficiency, responsiveness, accountability and openness** at the municipality level. The visit

created a strong foundation for developing the right technological solutions by combining the expectations of the local level government with the key thematic areas of the project like open data, budget transparency, citizen reporting, and grievance reporting.

ICT development: The preliminary scoping visits clearly indicated the local needs of disseminating the key information to the general public by leveraging an easy to use technological platforms. The majority of the local representatives strongly expressed their desire to share the key information like decisions made by the local government, budgets and programmes, profile of the local government, and a robust system to communicate with the general public. The ICT development process entailed the digitisation of the government papers for an ease of access to the general public.



Digitisation of paper documents

Co-creating the public sector accountability in Nepal

The data portals for all 12 local governments were created with **human centred design philosophy** to reach-out to the targeted beneficiaries, particularly WMGs. The data portal comprised the general introduction of the local governments, demographic and geographic information along with the key government information and decisions like the **annual programmes and budget, local tax rates** and other key resources of public interests.

Co-creation workshop I

After capturing the key learnings from the year one of the project, the year 2018 focused on the business process reengineering at the local level. The four day long workshop explored the key topics like **creativity and innovation, design thinking, data process**, and research and design. The event leveraged the local know-how of the government IT officers of the respective local government and data focal person and equipped them with the relevant technical skills warranted by the project.



Co-creation workshop

Co-creation workshop II

The second workshop concentrated on the reiteration of tools development initiated in the first workshop. The same cohort presented the technologies they co-created and shared the challenges encountered during the process. At the first stage, the key obstacles faced whilst implementing the **Grievance Redressal Management Systems (GRMS)** with the help of technology were discussed and derived alternative solutions like the provision of Toll-Free numbers. Such solutions enabled the project to ensure the proactive engagements of the WMGs targeted by the interventions.

"We envisioned zero tolerance against corruption. But in practice, it was a challenging task. Thanks to IMS, I can monitor progresses made around development activities from my mobile!"

Mayor, Dhangadhi Sub-Metro

Co-creation workshop III

The third installment focused on the theme of development for improving critical service sectors of the local government and the use of data. The symposium revolved around the process of **integrating the use of ICT** for supporting the **delivery of services to the citizens** so that they can become more efficient.

Co-creation workshop IV

The representatives from the local government who were not directly supported by the project leveraged the workshop as an important platform to learn the tools and systems developed by the other local governments who have replicated from their counterparts during the project tenure. The interactive discussion amongst the IT team from the 24 local governments led to the brainstorming of ideas for the effective use of the newly developed tools and systems as well as the sustainable mechanisms to implement them and own them in the long run.

TECHNO-HUB: SNAPSHOT

Techno-hub is a physical platform equipped with ICT resources like computers and internet along with online and offline technological tools and mechanisms. Under the Susasan project, Techno-hub is considered as a powerful tool to ensure an increased use of technology by people especially women and marginalised groups, in the hand-picked local units to hold their governments accountable.



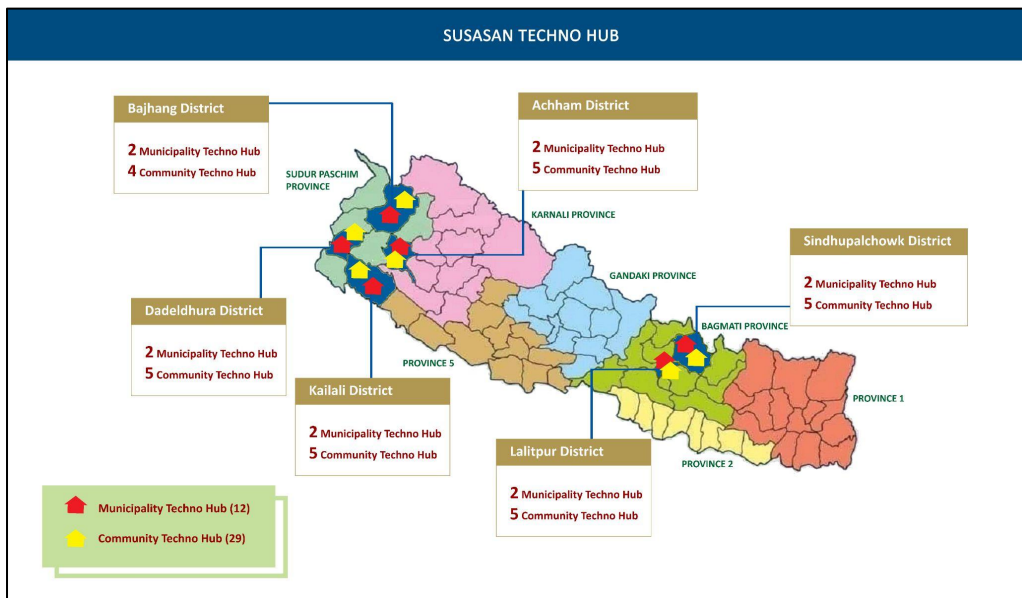
Techno-hub established in Dadeldhura district

KEY CHALLENGES

The major obstacles encountered was the lack of access to digital technology and knowledge of the women and marginalised groups. As a result, the **digital literacy classes** were conducted and the issues related to internet connectivity in the rural areas were addressed. The **offline version** of the techtools were created and key information was printed and disseminated.

KEY ACHIEVEMENTS

Citizens, particularly women and marginalised groups now have ease of access the key information related to their local government through the use of integrated technologies both online and offline. As a result, there has been a significant **surge in their participations** in the planning and budgeting process of the local government. Likewise, the local government witnessed an increased opportunity in the avenue of **citizen-state engagement**. Moreover, the service delivery mechanism of the local government units became significantly efficient. The co-creation and roll-out of Judicial Management System (JMS), Infrastructure Management System (IMS), e-recommendation systems, and other ICT development has significantly contributed the local governments in terms of improving the staff efficiency for the public service delivery.



Explore more about the co-creation process and Susasan project via our social media platforms:



www.susasan.org



support@susasan.org



<https://bit.ly/3gQKxBp>