

# INTRODUCTION OF THIMPHU MUNICIPALITY

- **WELCOME TO THIMPHU, THE CAPITAL CITY OF BHUTAN**
- Area cover up-26 sq. km with around 180,000 people living here
- Head of the Department -Mayor elected by citizen and he supported by Executive Secretary appointed by Royal Civil Servant Commission

# Over view of Thimphu city



NATIONAL  
REFERRAL  
HOSPITAL

HEAD OF GOVT OFFICE

NATIONAL STADIUM

THIMPHU  
MUNICIPAL  
OFFICE

## E-Governance system

### -Goal and Objective e-governance

- ❖ To enhance transparency, efficiency and effective public service delivery
- ❖ To enhance annual revenue for Thimphu Municipal and strive towards financial sustainability
- ❖ To enable effective and efficient ICT Service delivery

## Background of the policy project

### Municipal E-Service

- ❖ Water, Sewer, Vacuum Tanker, Construction Approval
- ❖ Municipal Water Billing Apps
- ❖ Revenue Management system (for LG pilot project)

# Challenges ahead

- ▶ Technology are at premature stage
- ▶ Lack of trained staff (user)
- ▶ Minimum awareness with general public



## Achievement



- Reduce the manual working
- Reduction of public service delivery time (Turn-Around Time)
- Cost effective
- Easy accessibly to the citizen
- Implemented Customer Service Center with Toll free number
- Online Grievance and redressal Mechanism
- Awareness and advocacy program through media

# Recommendation

- ▶ More consultation among the stakeholders
- ▶ Users feedback
- ▶ More awareness to the citizens
- ▶ Strengthening the man-power and their technical know-how about the system



**THANK YOU**