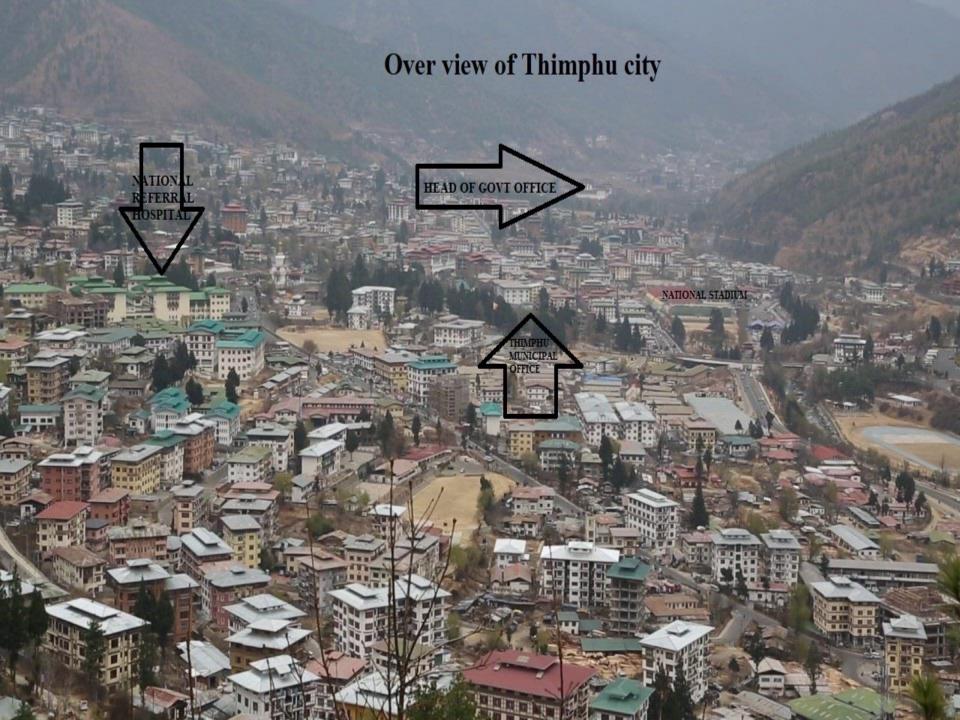
INTRODUCTION OF THIMPHU MUNICIPALITY

•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



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

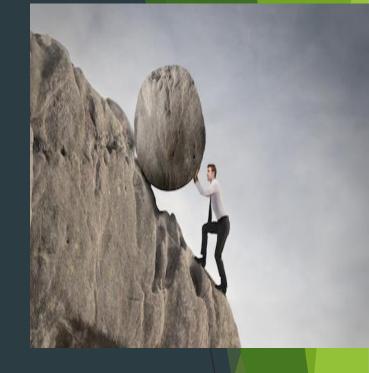
Background of the policy project

Municipal E-Service

- Water, Sewer, Vacum 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

POSSIBLE

- 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