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

- 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