

# Connecting Citizens with Service Providers through Crowdsourced Civictech Platform in Kathmandu

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# Civic tech, me, and Kathmandu

[www.galligalli.org](http://www.galligalli.org) | [www.nalibeli.org](http://www.nalibeli.org)

How to get a  
passport??



# What is GalliGalli?

GalliGalli is a not-for-profit Civic-tech organization that works online and on-the-ground to gather, package, and disseminate information on how to access public services in urban areas.

## Our Values

- Be small. Collaborate. Crowsource.
- Be experimental. Admit mistakes. Learn from failures. Start over.
- Be self-sufficient. Vend services to fund core operations.



# What does GalliGalli do?

## Two Initiatives

- **Nalibeli.org:** Online initiative to crowdsource information on public services through the nalibeli.org wiki.
- **Citizen Led Assessments:** On-the-ground survey and research to map urban government services mobilizing local youths.



- New constitution and New Arrangements
- Significant responsibilities of public offices that will impact the lives of millions of Nepali citizens
- A strong democracy is, of course, about having **fundamental rights and principles in place**. But it is equally about **having accessible institutions**.
- It is about **providing services**, about **building infrastructure(Both Online Offline)**.
- It is the small institutions – the license office, the passport office, the ward office – that citizens engage with most in the urban centers.
- And it is through these that **they judge how just, how inclusive, and how efficient the democracy** in which they exist is.

- Very little in institution building since 2006
- Focus on reforming & restructuring overhaul politic
- Nepal's cities expanded rapidly [1971-1981, urban **Popn** growth 108%]
- World Bank (2013): Nepal the fastest urbanizing country in South Asia
- Kathmandu grown rapidly [Ap. **1.6 million in 2001 to 2.5 million in 2011**]
- Unexpected and Unplanned growth as a challenge to city life
- Pressure on physical infrastructure such as roads, water supply, and garbage collection.
- Influx of migrants changes the nature of social dynamics, ties & interaction patterns
- The systems by which residents communicate, organize themselves, and negotiate with each other and the state has altered.
- Key obstacle in Nepali bureaucracy is not a lack of know-how or technical expertise.
- But the culture of rent-seeking, information hoarding, and patronage.
- Such a culture can only be reformed by a the new technological innovations.
- Cities also require urgent attention where we all focusing rural Nepal

Two Years Ago

**My Thinking was in line with**

**nalibeli.org**

**A tool which**

**Gathers, packages, and disseminate information on  
how to access government services.**



# Initiative I: nalibeli.org?

English: [www.nalibeli.org/eng](http://www.nalibeli.org/eng)

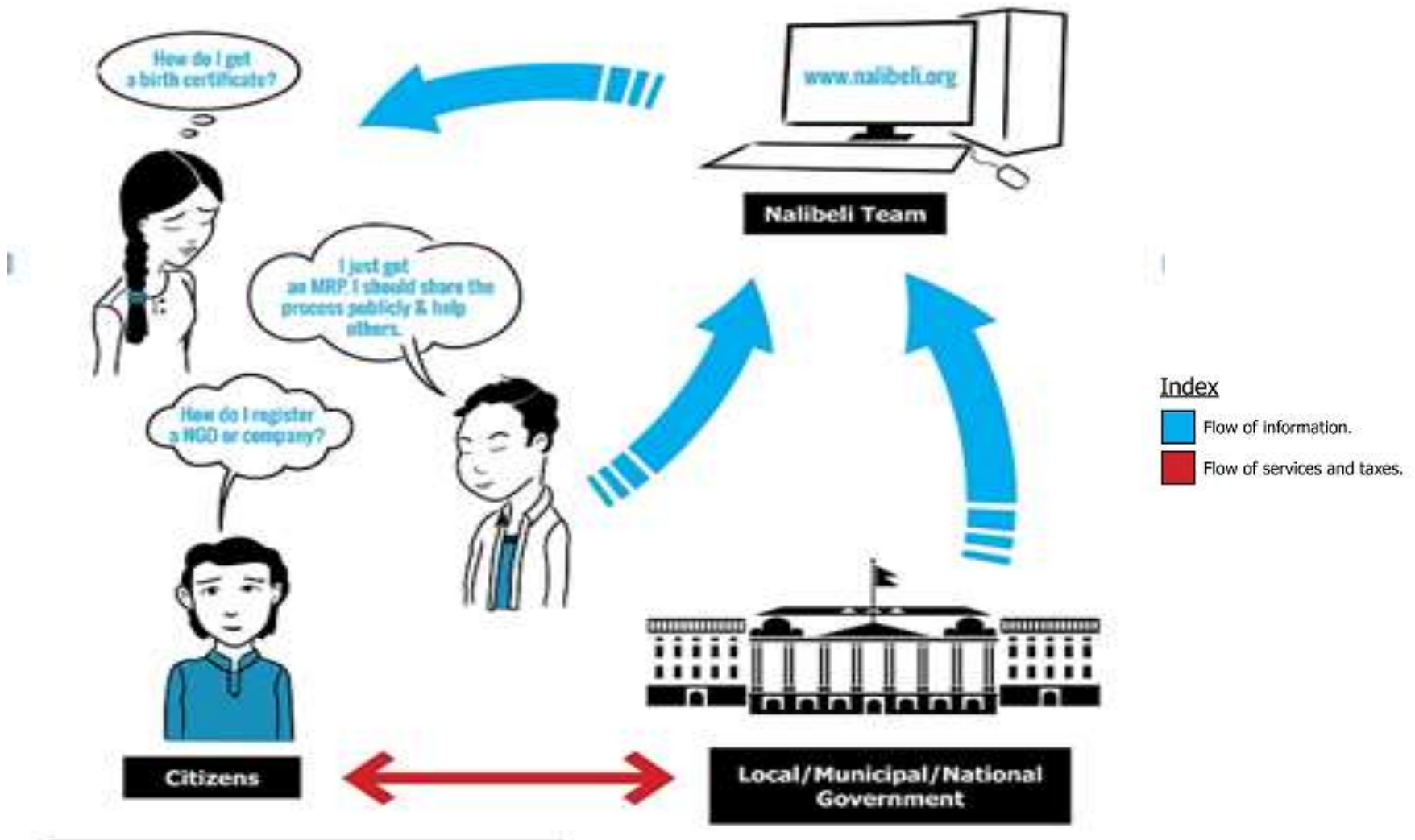
Nepali: [www.nalibeli.org](http://www.nalibeli.org)

**Nalibeli** /nah-lee-bay-lee/ *n.* An open platform with step-by-step information on how to access a range of government services. The platform runs on information shared by thousands of individual users. The usefulness of the platform increases as the number of active users grow.



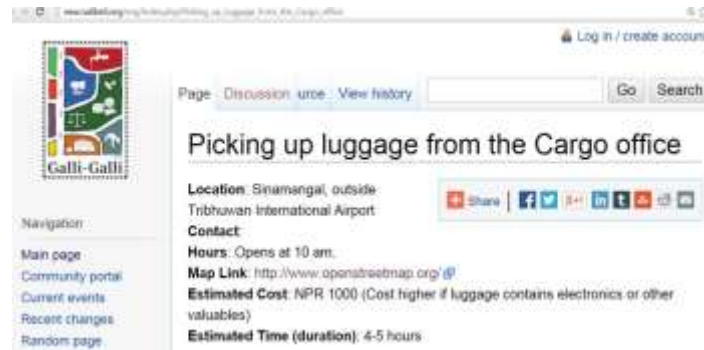
The screenshot shows the main page of the Nalibeli website. At the top left is the Gath-Gathi logo. Below it is a navigation menu with links like 'main page', 'community portal', 'current events', 'recent changes', and 'random page'. The main content area features a 'Welcome to Nalibeli!' heading, followed by the text 'A Gath-Gathi initiative'. Below this, there is a paragraph explaining the initiative's goal: 'Nalibeli is an initiative that gathers, packages, and disseminates information about government services. Our goal is to make it easier for the average citizen to access government services.' There are also links for 'For trustworthy, crowdsourced information about Nepal and beyond go to Wikipeedia in Nepali' and 'Consult the User's Guide for information on using the web software.' The page includes a search bar and social media sharing icons.

# How does nalibeli.org operate?



# What data is on nalibeli.org?

- 1000 pages
- Diverse offices
- About 250,000 hits.
- Detailed information:
  - Location
  - Timings
  - Cost
  - Forms
  - Process



nalibeli.org

Log in / create account

Page: Discussion | [source](#) | [View history](#) |  |  |

## Picking up luggage from the Cargo office

**Location:** Sinamangal, outside Tribhuvan International Airport

**Contact:**

**Hours:** Opens at 10 am.

**Map Link:** <http://www.openstreetmap.org/> (P)

**Estimated Cost:** NPR 1000 (Cost higher if luggage contains electronics or other valuables)

**Estimated Time (duration):** 4-5 hours

Navigation: Main page, Community portal, Current events, Recent changes, Random page



nalibeli.org

Log in / create account

Page: Discussion | [Read](#) | [View source](#) | [View history](#) |  |  |

## Getting a Machine Readable Passport

**Location:** Your [CDO Office]; Ministry of Foreign Affairs (Department of Passport); Naraynthy Palace, Kathmandu.

**Contact:** Tel: 4418011, 4418012, 4418013, 4418014, 4418015; E-mail: [communication@dopmofa.gov.np](mailto:communication@dopmofa.gov.np)

**Hours:** The hours at your CDO office may vary; Department of Passport: 8am-

Navigation: Main page, Community portal, Current events, Recent changes



nalibeli.org

Log in / create account

Page: Discussion | [Read](#) | [View source](#) | [View history](#) |  |  |

## Nepal Eye Bank's Cornea Donation Service

**Contents (hide)**

- 1 Introduction
- 2 Contact
- 3 Required Documents
- 4 Procedure
- 5 Criteria for Cornea Donors

Navigation: Main page, Community portal, Current events, Recent changes

## सुचिकृत समूहहरू

- महत्वपूर्ण कामजातहरू
- घर/जग्गा
- अदालत
- प्रहरी/सुरक्षा
- शिक्षा
- कृषि तथा पशुपालन
- रोजगार
- आयोगहरू
- सामाजिक सुरक्षा तथा सुविधाहरू
- सम्बन्धित निकाय
- रोजगारी
- स्वास्थ्य
- उद्योग
- स्थानिय वडा/गाविसका सेवाहरू
- पर्यटन
- यातायात
- व्यवसाय तथा संस्था
- अध्यागम तथा यात्रा
- कर

## मोटरसाइकल सवारी दर्ता प्रमाणपत्रको (ब्लुबुक)प्रतिलिपि: यातायात व्यवस्थापन कार्यालय

### Contents

- [hide]
- १. परिचय
- २. सम्पर्क
- ३. आवश्यक कामजात
- ४. लागू शुल्क/समय
- ५. प्रक्रिया
- ६. नोट तथा सन्दर्भ सामग्री
- ७. टिप्पणी

### परिचय

सवारी साधन आरतौ हुँदा भन्ने प्रमाण र दावी भएका सवारी साधनमा लाग्ने कर वर्षै पिछे तिरौँ नविकरण गर्ने प्रमाण नै ब्लु बुक हो । यसमा सवारी धनीको परिचयको साथै सवारीको सम्पूर्ण जानकारी पनि हुन्छ ।



साथिको फोटो मोटरसाइकलको ब्लु बुक

लेख: Admin  
सम्पादक: Admin  
अन्तर्गतकालि: 21st Dec, 2015  
रचना संख्या: 3312



विकि कसरी चलाउने  
विकिबाट राम्रो बनाउन सक्ने  
प्रविधिको होर पछि नलाग्नु  
सिक्नुपर्छ ।



नालिबेली परामर्श  
ब्लु बुकमा सम्बन्धित लेखमा  
कमिन्टहरू लगाएर  
सम्बन्धित लेखमा  
सुझावहरू दिनु  
सकिन्छ । साथै  
सम्बन्धित लेखमा  
सुझावहरू दिनु  
सकिन्छ ।

## NALIBELI

योगदान खोजी लग-इन समुदाय

Search

## सुचिकृत समूहहरू

- महत्वपूर्ण कामजातहरू
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- उद्योग
- स्थानिय वडा/गाविसका सेवाहरू
- पर्यटन
- यातायात
- व्यवसाय तथा संस्था

## बंशजको आधारमा नेपाली नागरिकता : जिल्ला प्रशासन कार्यालय

### Contents

- [hide]
- १. परिचय
- २. सम्पर्क
- ३. आवश्यक कामजातहरू
- ४. लागू शुल्क/समय र जिम्मेवार अधिकृत
- ५. प्रक्रिया
- ६. क्षम जानकारी
- ७. नोट
- ८. नोट तथा सन्दर्भ सामग्री
- ९. टिप्पणी

### परिचय

नागरिकता एक व्यक्तिको बारेमा जानकारी भएको परिचयपत्र हो । नेपालमा जो सुकै व्यक्ति १५ वर्ष पुगेपछि नागरिकता प्राप्त गर्न व्यक्ति सक्षम हुन्छ । जग्गा जमिन किन्न, चुनावमा भोट हाल्नु, सरकारी सेवामा प्रवेश गर्नका साथै अन्य कामको लागि पनि नागरिकता चाहिने हुन्छ । नागरिकता जिनको लागि जन्म दर्ताको आधारमा आफ्नो जिल्लाको जिल्ला प्रशासन कार्यालय जानु पर्छ । त्यसको लागि आफ्नो वडा वा गाविसबाट सिफारिस अनिवार्य लिनु पर्छ ।

### सम्पर्क

लेख: Admin  
सम्पादक: Ambika-808358030762873  
अन्तर्गतकालि: 18th Dec, 2015  
रचना संख्या: 3151

## सम्बन्धित लेख

वेदाङ्कित अंगीकृत नागरिकता (नहुँलाको लागि) वा प्रतिनिधि सिन | जि प्र का  
अंगीकृत नेपाली नागरिकता प्रमाणपत्रको प्रतिनिधि | जिल्ला प्रशासन कार्यालय  
संघारण नागरिकताको प्रतिनिधि जि प्र का  
बसई काईको हुकमा नागरिकता | जिल्ला प्रशासन कार्यालय  
रहूदानी टयारिपको | सिनेको वा केनेट भरोको हुकमा | जि प्र का  
रहूदानी हाराका हुकमा | जि प्र का र रहूदानी विमान सेरिनेको पदत लने रहूदानी (map) नविकरण गर्न गरिका | जि प्र का  
नेपाली केटा र नेपाली केटीको विवाह दर्ता सम्बन्धमा | जिल्ला प्रशासन कार्यालय  
नेपाली र विदेशी बिचको विवाह दर्ता | जिल्ला प्रशासन कार्यालय  
विवाह दर्ता प्रमाणपत्रको प्रतिनिधि सम्बन्धमा | जि प्र का  
नागरिकता प्रमाणपत्रमा सुझावहरू दिनु | जिल्ला प्रशासन कार्यालय

# Why use nalibeli.org?

- Reduces time consumed in order to figure out the process to access services
- information transparent:
- Easy to use: Use search box on top right-hand corner.
- Dynamic: Use data others have shared, share information you have.



# Lessons learnt from nalibeli.org

- 125% Mobile Access----- Almost 63% Internet Penetration at national level

BUT

- Social media dominates internet usage in Nepal.
- Nepali as most content users than content generators
- Majority people couldn't read and write
- Very less Nepali contents are generated which can be consumed through internet
- Hopeful with coming Generation??
- Very less active in crowdfsource/ Ask call phones rather they edit themselves

# **Suggestions for Next steps for nalibeli.org**

- **Comprehensive redesign of nalibeli.org**
- **Focus on aesthetics, indexing, navigating, inputting, and social media integration.**
- **Target journalists and civil society for outreach and focus to increase young people to contribute**
- **For that, of course, More outreach !!!!**



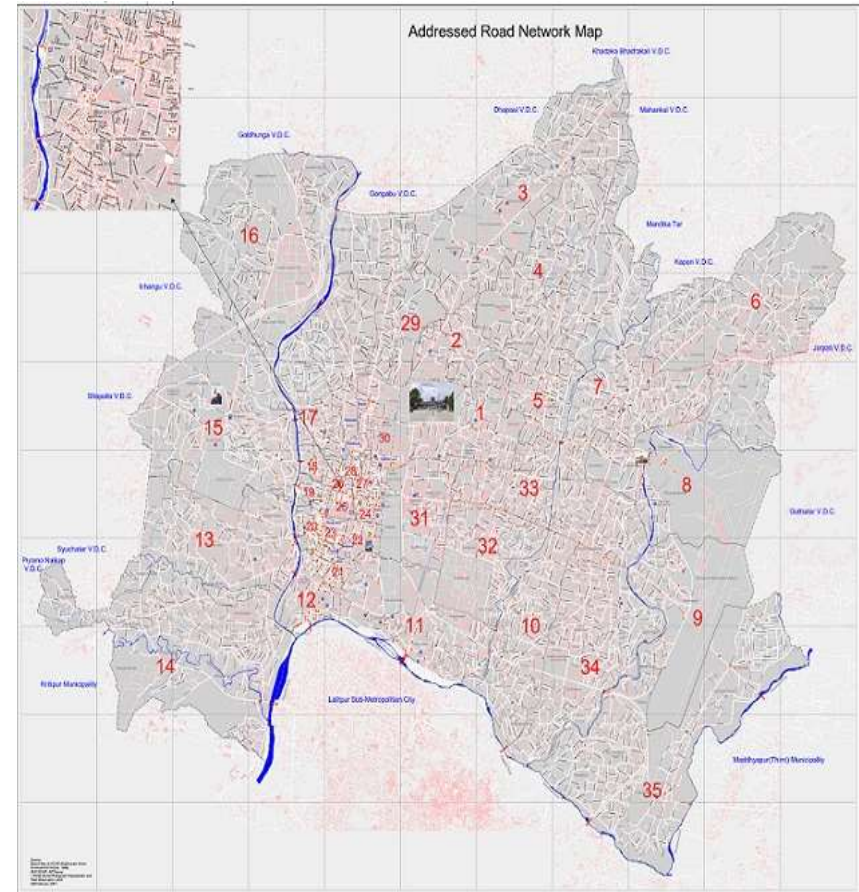
# Initiative II: Citizen Led Assessment in Budanilkantha

## Assessment

- Learning Outcomes of Children
- Nepali, English & Math (Grade 2 Level)
- Schools Infrastructures

## Research

- Household Information
- Status of public services





# Highlights from Budanilkantha, KTM

3900 HH Survey in December 2017.

- 84.3% HH have internet capable mobile phones
- 41.7% HH have computer
- 91.8% youth (17-24 years) have mobile phones, and 87.3% are internet capable.
- 36.3% youth (17-24 years) have bank accounts
  
- 40.8% youths (17-24) going school (Class 1-12)
- 32.3% youths (17-24) going bachelor level courses
- 1.4% youths (17-24) going Masters or above degree.
- 1% youths (17-24) enrolled in vocational or skill courses.
- 24.4% youth (17-24) Not enrolled currently.
  
- 55% children of age 0-4 have their birth officially registered.
- 99% children (5-16 years) enrolled in schools, 13.8% goes to government funded community schools.
- 86.2% children (5-16 years) going to private/non-profit schools
- 15.7% Households has newspaper subscriptions.
- 44.6% HH owns Motorbikes, 8.1% HH owns Car & 52.9% HH None

- **85.8% citizens above 24 years have mobile phones**
- **60.7% citizens above 24 years have mobile phones.**

**We HAVENOT Checked digital literacy, thinking about Assessment.**

- **62.3% citizens above 24 years have bank accounts**
- **52.5% citizens above 24 years have been employed at least in last 3 months**
- **0.7% of them have vocational or skills training**
- **51.2% have completed less than SLC/ Class 10 level & 17.3% have SLC**
- **84 % Schools have drinking water facilities. 91.75% Schools have hand washing points.**
- **Only 36.3% schools have soap at handwashing points.**

**So, here the problem is not only about the lack of resources, but mainly about the management and operations. We have well built handwashing points, but management is very poor for daily operation.**

**Thank you!**