

# Digital Service Center



Government of Nepal  
**Ministry of Communication and  
Information Technology**



## Background

Digital Divide is narrowing day by day. As per latest data, about 49% of the total population in Nepal use social media platform. However, limited population are in the ability to fill in the required forms electronically and perform digital actions through internet. Urban population are more digitally literate as compared to rural and remote population. We can observe long queue even in Kathmandu valley to fill the digital forms of passport, driving license, public service commission etc. Moreover, the digital services from the private sectors are also easily and seamlessly available in the rural areas.

People are not satisfied with the delivery and e-service currently provided by the private and public entities. Citizen who wants to create business PAN, Passport and driving license, open bank accounts, open an insurance policy etc. have to spend few days and have to visit multiple offices at multiple location to complete the whole task although these services are electronically available. In this context a Digital Service Center should be established at each local level to provide all sort of services provided by government at a single point. Similar practice has been adopted by India where 0.25 million common service centers has been established all over India in order to provide various types of digital services. Bangladesh has been implementing one stop shop approach in the name of Union Information and service center (UISC).



**Sector**  
ICT



**Location**  
Each Local Level



**Land Area**  
0.05 hectares  
(each)

### Salient Features:

- Fast, reliable, cost effective and hassle-free service to the citizen at a single point
- Effective operation and delivery of digital services

### Project Rationale:

- Accelerates public and private service at the doorstep of citizens
- Provides fast, reliable, cost effective and hassle-free service to the citizen at a single point
- Low ICT skills at rural level and High digital Divide in the country with single point and location
- Provides legalized brokerage and facilitation services

## Project Outcomes

- Effective implementation of the digital services and reduction of operational cost
- Offer rural residents all public and private services
- Accelerate digital transformation and hence contribute in the digital economy
- Interorganizational cooperation, interoperability, and data sharing
- Fast, reliable, cost effective and hassle-free service through single point of contact
- Providing services and information to be provided to individuals at their doorstep rather than forcing them to knock on people's doors

## Major Services

### Government Services provided by the digital service center are:

- Online birth and death registration
- Government forms and application (online)
- Life insurance
- Paying rural electricity bills
- Exam results
- Online university admission
- Agricultural services/information
- Health services/advice

### Private services provided by the Digital service center are:

- Mobile Banking
- Computer Training
- Photography
- Internet Browsing
- Email
- Job Information
- Visa Application and Tracking
- Conferencing in Video
- Printing

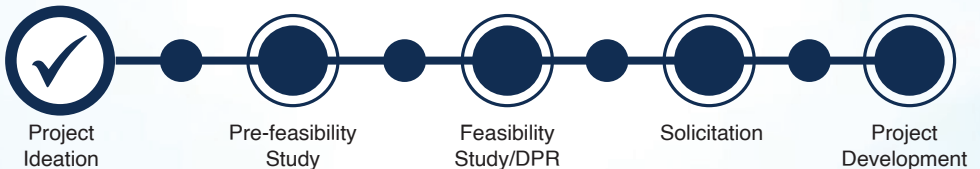
## Project Implementation Modality



Public Private Partnership  
(PPP)

Private Investment

## Project Implementation Timeline



## Additional Information

### The following can be the partner at the local level

- Bank (Public and Private)
- Telecommunication companies
- government agencies
- Life insurance companies etc.

## Relevant Agencies

- Ministry of Communications and Information Technology
- Department of Information Technology
- Ministry of Education, Science and Technology
- Investment Board Nepal
- Local Level
- Private Sector

## About the Agency

### Ministry of Communication and Information Technology

The Ministry of Communication and Information Technology (MoCIT) serves as a pivotal government agency in Nepal, established in 1992 AD (2049 BS). It widely covers postal services, telecommunications, broadcasting, press and information, and film development. MoCIT plays a crucial role in the nation's socio-economic advancement. The ministry is dedicated to promoting democratic culture by supporting freedom of expression and ensuring the right to information for all Nepalese. Central to its mission is the enhancement and expansion of the information and communication sector, including significant private sector involvement and extending infrastructure to rural areas, its long-term vision is centered on leveraging cutting-edge technology to foster national prosperity and continuous development, emphasizing universal connectivity & sustainable digital transformation.

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