



Assessing E-Governance in Nepal: Global Practices, Analysis and Implementation Challenges

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Abstract

The assessment of Nepal's e-government condition, including its current systems, historical evolution, and primary implementation challenges. The study concludes that while Nepal has made great strides in remote digital initiatives and foundational policy frameworks, such as the Nagarik App and online passport services, its e-governance landscape is still fragmented and in its early stages. This conclusion is reached using a mixed-methods approach that includes document analysis, case studies, and comparative evaluation. There are still a lot of problems, including a large digital gap between urban and rural areas, inadequate digital infrastructure, and low digital literacy. The study concludes that in order for Nepal to fully realize the transformative potential of e-governance for transparency, efficiency, and digital service delivery, infrastructure must be strengthened, digital inclusion must be promoted, political commitment must be ensured, and a citizen-centric approach must be adopted.

Keywords: E-Governance, Digital Government, ICT in Nepal, Public Service Delivery, E-Government Development Index(EGDI)

Introduction

The use of ICT in government operations for effective governance is known as e-governance. In other words, e-governance is the use of ICTs by the public sector to enhance the delivery of information and services, promote citizen participation in decision-making, and increase the accountability, transparency, and efficiency of government. Therefore, e-governance is essentially the use of ICT in government operations to implement SMART governance, which stands for simple, moral, accountable, responsive, and transparent governance.

- **Simple:**IT refers to the use of ICTs to streamline governmental laws, regulations, and procedures in order to create a more user-friendly government.
 - **Moral:** The introduction of a completely new set of moral principles into the political and administrative mechanism. Technology interventions increase the effectiveness of law enforcement, the court, anticorruption agencies, etc.
 - **Accountable:** enabling the creation, development, and execution of efficient management information systems and performance evaluation systems, hence guaranteeing public servants' accountability.
 - **Responsive:** simplifying procedures to improve system responsiveness and expedite service delivery.
- Transparent: making procedures and functions transparent and releasing information previously restricted to government records, which would apply the rule of law and equality to the administrative agencies' answers (Prabhu, 2013).

Therefore, SMART governance assistances in:

- Enhancing government internal organizational procedures.
 - Improving information and service delivery
 - Increasing government openness to combat corruption
 - Strengthening political credibility and responsibility; and encouraging democratic practices by including and consulting the public.
- E-government is about providing services to residents and businesses, not about computers and websites. Additionally, the goal of e-government is to modify processes rather than translate them. People, procedure, technology, and resources are the four pillars of e-government. The following are the main factors to take into account while e-governance:
- Process:** cost-effectiveness, sustainability, citizen-centricity, efficiency, and simplicity.
- People:** commitment, competence, vision, leadership, and change.
- Technology** includes architecture, open standards, scalability, security, and dependability.
- Resources:** comprehensive, effective, service-oriented, long-lasting, sufficient.

The United Nations Educational, Scientific, and Cultural Organization (UNESCO) defines governance as "the exercise of political, economic, and administrative authority in the management of a country's affairs, including citizens' articulation of their interests and exercise of their legal rights and obligations." According to the Second Administrative Reforms Commission (2008), e-governance can be defined as the execution of this governance through electronic means in order to enable an effective, quick, and transparent process of distributing information to the public and other agencies as well as for carrying out government administration tasks.

Four phases of e-government have been identified by the Organization for Economic Cooperation and Development. These are:

1. Information: posting data on websites.
2. Interaction: enabling citizens to fill out and submit online forms, as well as inquire about services, procedures, etc.
3. Transaction: enabling online payments.
4. Transformation: combining the aforementioned elements with enabling citizens to use information and communications technologies to engage in governance.

A key component of contemporary public administration is e-governance, which is the use of information and communication technologies (ICTs) to improve service delivery, accountability, and involvement while transforming government processes. It offers developing nations like Nepal a vital chance to promote inclusive growth, lessen corruption, and advance bureaucratic inefficiencies. However, socio-technical obstacles hinder the transition from policy to reality.

People are become more conscious of their right to have the services they require delivered directly to their door. Both the federal and municipal governments recognize the need to give the regular individual faster and more efficient services.

One helpful administrative tool is e-governance. Nepal's e-governance and ICT projects have shown remarkable effectiveness in boosting accessibility, ensuring timely delivery, reducing costs, reducing corruption, improving transparency, and offering support. The National ICT Policy was introduced in 2015 with the intention of advancing the objective of transforming Nepali society into a knowledge and information-based society. In a similar manner, the National Broadband Policy, which was introduced in 2016, provides a framework for improving broadband availability and access nationwide. The policy's emphasis on using Universal Service Connectivity Funds to close the digital divide will, among other things, provide a strong mechanism for expanding broadband connectivity to communities outside of urban regions if it is successfully implemented (Buddhacarya & Chatterjee, 2019)

The Government of Nepal has the chance to change things by approving and using ICT as a tool on the market to lessen the digital divide and increase the possibility of enhancing the standard of living for voters. (Ministry of Information and Communications, 2015)

The program's objective was to improve information access for all Nepalese residents living in the terai, hilly, and mountainous regions as part of the E-governance Master Plan. Everyone now has access to information on the market, job opportunities, health, education, and policies thanks to the establishment of suitable ICT facilities and internet connectivity across the country (Adhikari 2012).

History and Progress of E-Governance Initiatives in Nepal

Year	Achievement/ Commencements
1971	First use of computers in Nepal for the national census (IBM 1401)
1974	Establishment of Electronic Data Processing Centre and later named as National Computer Centre.
1982	DSI Pvt. Ltd. First Private Overseas company established
1992	Establishment of Computer Association of Nepal
1996	Establishment of the Ministry of Science & Technology
2000	First IT policy, "IT Policy 2000"
2001	National Information Technology Center (NITC)
2003	High Level Commission for Information Technology (HLCIT)
2004	Electronic Transactions Act
2007-2010	E-Governance Master Plan (eGMP) (first phase)
2008	Government Integrated Data Center (GIDC) established to host central government computing infrastructure.
2010	Revised IT Policy replaces the 2000 policy to push IT adoption, human resource development, and digital service delivery
2015	eGMP Phase II / updated Master Plan
2019	Launch of the Digital Nepal Framework (DNF)
2019	Dec 21, 2019 Nagarik App (Citizen App) officially released as a unified mobile and web platform providing multiple government services to citizens
2021	2021 – Nagarik App widely deployed and recognized as milestone in simplifying citizen access to services like police clearances, PAN registration, and ID linkages.
2022	Integration of services like E-Chalan (digital traffic fines) into the Nagarik App
2024	E-Governance Blueprint

(Source: MoCIT, Nepal)

Problem Statement

The development of digital infrastructure is still unequal, especially in rural and isolated areas. Limitations on internet access, bandwidth, and connectivity make it difficult for residents to efficiently use online government services. A significant section of the public lacks adequate digital literacy and awareness, which impairs the disparity in e-service utilization between urban and rural areas and lowers the inclusivity of e-governance initiatives. Even though Nepal has implemented a number of ICT policies, the adoption of safe and smooth e-governance is vulnerable by gaps in legal frameworks, particularly with regard to cybersecurity, data protection, and interoperability.

Despite two decades of policy discourse and sporadic initiatives, e-governance in Nepal is highly unequal, underutilized, and unable to provide seamless, integrated digital services to the majority of its populations. The suggested digital revolution is very different from the reality on the ground, which is characterized by low public trust, unequal access, and unsustainable projects. Nepal's difficult topography, scarce resources, and unstable political climate continue to hamper steady advancements in the transformation of digital administration.

Objectives:

1. To examine how e-governance developments have changed over time in Nepal.
2. To evaluate the present status of digital service delivery and e-governance procedures.
3. To determine the key hurdles in implementation of e-governance.
4. To evaluate and suggest good international best practices.

Research Questions

1. How has the e-governance framework evolved in Nepal historically?
2. What are the prominent e-governance practices and their level of citizen adoption?
3. What are the main obstacles to successful implementation of e-governance?
4. What are the best practices of e-governance around the world?

4.What strategies can Nepal adopt to overcome these challenges?

Scope of the Study:

The study focuses on assessing the existing status and performance of e-governance initiatives and does not involve primary data collection. The study relies on publicly available data; primary surveys of citizen perception would enhance future work.

Literature Review

1.E-Government Practices in Nepal

Over the past few decades, a worldwide culture focused on information access has formed. There are more and more information and communication technologies (ICT) accessible to improve convenience and productivity in a variety of spheres of life. ICT is especially promising when it comes to public involvement and governance. Proponents of open government, government 2.0, and e-government contend that governments in the digital era may use the data to improve government accountability, efficiency, openness, and citizen participation while also reducing corruption (Camille & Brair, 2015).

Despite reasonably priced internet and communications services, Nepal's ICT infrastructure is still lacking compared to wealthy nations. Effective digital service delivery has been hampered by a lack of ICT infrastructure, inadequate policy implementation, and delays in important e-government programs, such the National ID system. Private sector investment has also been deterred by the government's sluggish development. Additionally, ICT development in Nepal is not closely associated with the production sector, as seen by its low GDP contribution, where ICT is mostly utilized as a service rather than a catalyst for economic expansion. Nepal must encourage technology-led manufacturing and production in order to stay competitive in the face of global ICT-driven innovation. This would boost both economic growth and citizen-level ICT development (Sharma, 2016)

Information and communication technologies (ICT) are being used by numerous governments worldwide to establish more open, effective, and inclusive relationships with their constituents. The new open government paradigm, which is linked to e-government, varies by nation because of socioeconomic and technological factors. This article's objective is to investigate how ICT mediates the connection between open government and socioeconomic circumstances. Specifically, we question whether the advancement of ICT serves as an intervening factor that could impact the growth of open government in an affluent and inventive nation (Maria, 2018).

When it comes to offering services to the general public, local organizations are in the forefront. If and only if local authorities are capable of providing the e-service to the public, e-government can have a positive impact on the provision of public services. However, no municipality has successfully adopted e-based services projects. The Nepalese government recently established a number of municipalities in various districts. Improved service delivery quality will help local governments gain the respect and confidence of the public. The local government's issues with the abasing service will serve as a guide for others. Newly established municipalities will use the problems and difficulties encountered by successful municipalities in the implementation of e-government as a guide to achieve the national objective (Dhonju & Shakya, 2019). Electronic government (e-government) refers to the use of Information and Communication Technologies (ICT) to deliver government services, enhance administrative efficiency, promote public participation, and improve transparency and accountability (Sharma, 2020). In Nepal, e-government has been part of national development discourse for more than two decades, yet implementation remains a complex and uneven process (Shakya, 2022; Rajkarnikar, 2024).

Policy and Strategic Frameworks

The government has realized the importance and necessity of e-governance therefor IT policy, Cyber law and others related framework have been establishing and updating.

The Government of Nepal has articulated e-government goals through key policies such as the National ICT Policy and Digital Nepal Framework, aiming to modernize public administration and expand digital inclusion (Rajkarnikar, 2025). Strategic efforts include centralized service platforms (e.g., Nagarik App) have been used and becoming popular among the peoples. Nagaric App offering digital access to vital documents like Citizenship, Passports, PAN, and Police Clearance These frameworks reflect the gratitude of ICT's transformative potential in service delivery.

Citizen Centric Services

Studies show that e-government practices in Nepal aim to shift from traditional, paper-based transactions toward online processes. For example, the Department of Passport's online pre-enrollment system illustrates how specific services can be digitized to reduce administrative delays (Rai, 2024; Rai, 2024). Similarly, local governments are beginning to adopt ICT tools for routine tasks and service delivery (Sharma, 2024; Pandey & Malla, 2023). All the Ministry, departments has been offering their services through portal. Online services like Land Revenue, revenue, tax payment, renew of vehicle Tax. etc.

Local Initiatives and ICT Integration

At local governance levels, municipal levels, adoption of e-government systems varies widely. almost municipalities and rural municipalities have initiated ICT-based services at varying maturity levels, with information and interaction portals showing limited progress toward transactional and integrated service delivery (Dhonju & Shakya, 2019)

2.Implementation Status

Current Progress and Institutional Adoption

Recent research shows Nepal's e-government implementation remains in early stages. Although some services have transitioned online particularly during the COVID-19 period broad adoption across government agencies is inconsistent (Rajkarnikar, 2025). Online forms and pre-enrollment systems serve as isolated success cases rather than indicators of systemic transformation.

ICT Use and Public Administration

E-government initiatives extend beyond service delivery to include internal administrative practices. Database management and data security issues are emerging as critical components of Nepal's e-government implementation, underscoring the need for robust back-end systems and cybersecurity protocols (Giri & Shakya, 2019). Yet, evidence suggests that many local offices lack technical expertise to manage these systems effectively (Pandey & Malla, 2023).

Digitalization and Public Service Delivery

Some residents' accessibility is being improved by digitalization efforts, according to practical evaluations. However, the efficacy of e-government initiatives at the local level is reduced by gaps in digital literacy and inadequate infrastructure, particularly in rural regions (Rajkarnikar, 2025; Rai, 2024). Low citizen satisfaction and engagement rates with digital services are shown by survey data, indicating discrepancies between policy aims and actual experiences (Bagale, 2025).

3.Challenges in Implementation e-Governance

Infrastructure and Digital Divide

A significant digital divide exists both within and between countries in the region. The proportion of the population lagging in digital government access remains a challenge.

Consistent across Nepalese contexts is the challenge of inadequate ICT infrastructure. Low internet dispersion, unreliable connectivity, and lack of hardware at government offices hinder implementation and broad adoption (Dhonju & Shakya, 2019). This aligns with developing country, where infrastructure limitations are mentioned as a primary barrier to e-government success (Elgohary, 2017).

The digital divide specifically between urban and rural populations intensifies inequities in service access. Limited digital literacy and affordability issues restrict citizens' ability to engage with online government platforms.

Human Capital and Capacity Gaps

While online services have improved, challenges persist in developing robust telecommunications infrastructure and sufficiently skilled human resources, particularly in countries like Afghanistan and Nepal. Another persistent challenge in Nepal pertains to human resources. Government personnel often lack sufficient ICT skills, creating blocks in implementation and system management (Pandey & Malla, 2023; Giri et al., 2018).

Political and Administrative Instability

Issues such as a lack of consistent leadership and government, political instability, and resistance to change have been identified as major problems in implementing long-term e-government strategies. Frequent policy shifts, weak enforcement of ICT frameworks, and inconsistent funding allocations interrupt lucid implementation.

Financial Constraints

Budgetary constraints limit the deployment of ICT infrastructure and ongoing maintenance. Limited financial resources also restrict public awareness campaigns and capacity building efforts, reducing the uptake and sustainability of e-government systems (Rai, 2022; Elgohary, 2017).

Security, Data Management, and Privacy

Security concerns and weak data management practices are notable in Nepal's e-government context. Research highlights the need for improved database systems and cybersecurity practices to protect sensitive citizen data and ensure service integrity (Giri & Shakya, 2019).

Global study also ascertains security and privacy as key inhibitors to e-government adoption, where citizens' trust in digital platforms is contingent on robust protections

Citizen-Centricity and Public Participation

Effective e-government requires citizen-centric design and inclusive engagement. In Nepal, limited citizen involvement in system design and low awareness reduce user adoption and engagement rates (Rai, 2022; Sharma, Bao, & Peng, 2023). The study suggests that participatory approaches, supported by ethical considerations and transparency mechanisms, enhance e-government effectiveness (Sharma et al., 2023).

Organizational and Cultural Barriers

E-government implementation in government agencies often encounters confrontation due to fixed bureaucratic culture, hierarchical decision-making, and limited coordination across departments (Rai, 2018; Basyal & Seo, 2016). Organizational lack of interoperability further complicate data sharing and integrated service delivery.

Socio-economic Factors: As developing nations, SAARC countries often face with fundamental issues like poverty improvement and economic instability, which can sometimes relegate large-scale e-government initiatives to a lower priority.

E-Participation Lag: Many countries, like Nepal, continue to rank low on the E-Participation Index despite modest development in core e-government services, suggesting the need for more efficient citizen engagement tools.

Research Methods

This study is based exclusively on secondary data and adopts a descriptive and analytical research design to assess the current status of e-governance practices in Nepal.

Data

Secondary data were collected from official government publications, secondary data from government reports (NPC, MoCIT), policy documents (Digital Nepal Framework, IT Policy), academic journals, and credible news sources. Primary insights drawn from analysis of government portals and apps (Nagarik App, IRD Portal) and The 2024 United Nations E-Government Development Index (EGDI), World Bank publications, academic journals, and credible online sources related to e-governance. Relevant documents and reports were systematically reviewed to extract information on e-governance initiatives, implementation progress, and key challenges in Nepal.

Sources

Data

The collected data were analyzed using comparative and trend analysis, supported by descriptive statistics where applicable. Nepal's e-governance status was assessed by comparing national indicators with top-performing countries and SAARC nations based on internationally recognized indices. To place Nepal's accomplishments in perspective, a comparative analysis is carried out using the E-Government Development Index (EGDI) with Estonia, the world leader in e-residency, Singapore (Smart Nation program), and India (Aadhaar card system).

Analysis:

Results

Denmark, Estonia, and Singapore are at the top of the 2024 United Nations E-Government Development Index (EGDI) depicted in table 1. These nations lead the world in effective and transparent governance because of their comprehensive digital strategy, smooth internet services, strong infrastructure, and high levels of digital literacy. The EGDI is a composite indicator that evaluates the extent and caliber of human capital, telecommunications infrastructure, and online services. Europe and Asia account for the majority of the top performers for 2024 (with extremely high EGDI values of 0.75 to 1.00).

Table 1: EGDI top performer countries

Country	2024 Rank	EGDI 2024 Score
Denmark	1	0.9847
Estonia	2	0.9727
Singapore	3	0.9691
Republic of Korea	4	0.9679

Iceland	5	0.9671
Saudi Arabia	6	0.9602
United Kingdom	7	0.9577
Australia	8	0.9577
Finland	9	0.9575
Netherlands	10	0.9538

(Source: United Nations E-Government Development Index (EGDI 2024))

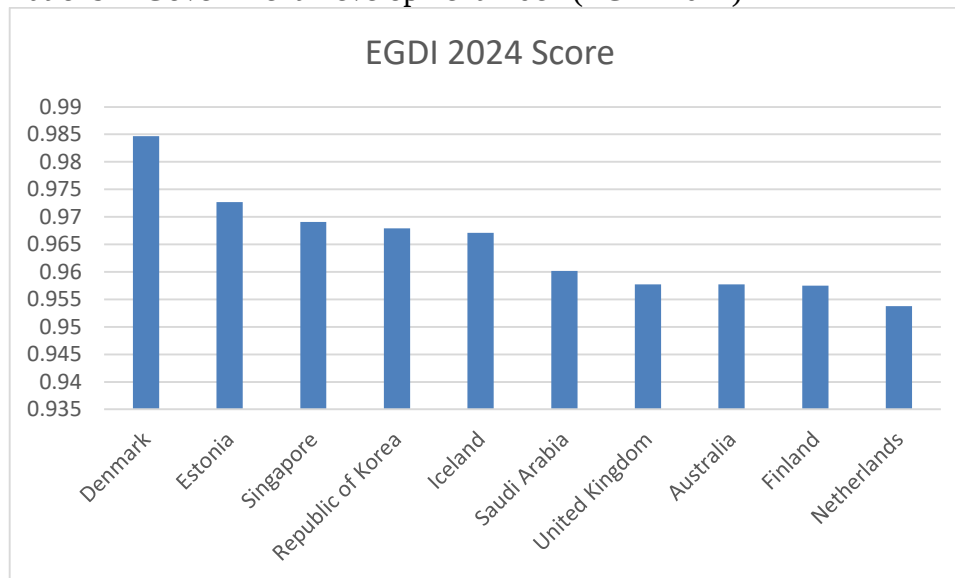


Figure 1: EGDI Score of Top Performer Country

SAARC countries have shown an overall upward trend in e-government development, with most nations falling into the "high" or "moderate" EGDI categories in the UN's 2024 survey. However, significant disparities in ranking and performance persist across the region, with the Maldives often leading and Afghanistan consistently trailing behind.

The EGDI is a composite measure of three pillars: The Online Services Index (OSI), the Telecommunications Infrastructure Index (TII), and the Human Capital Index (HCI). The EGDI for SAARC nations was as shown in table 2 below.

Table 2: EGDI Global Rank of SAARC countries

Country	Global Rank (2024)	EGDI Score (2024)	EGDI Participation Rank
India	97	0.6678	61
Bangladesh	100	0.6570	70
Bhutan	103	0.6511	88
Nepal	119	0.5781	152
Pakistan	136	0.5096	88
Afghanistan	188	0.2083	177
Maldives	94	0.6745	92
Sri Lanka	98	0.6667	108
China (Non SAARC)	35	0.8718	12

(Source: United Nations E-Government Development Index (EGDI 2024))

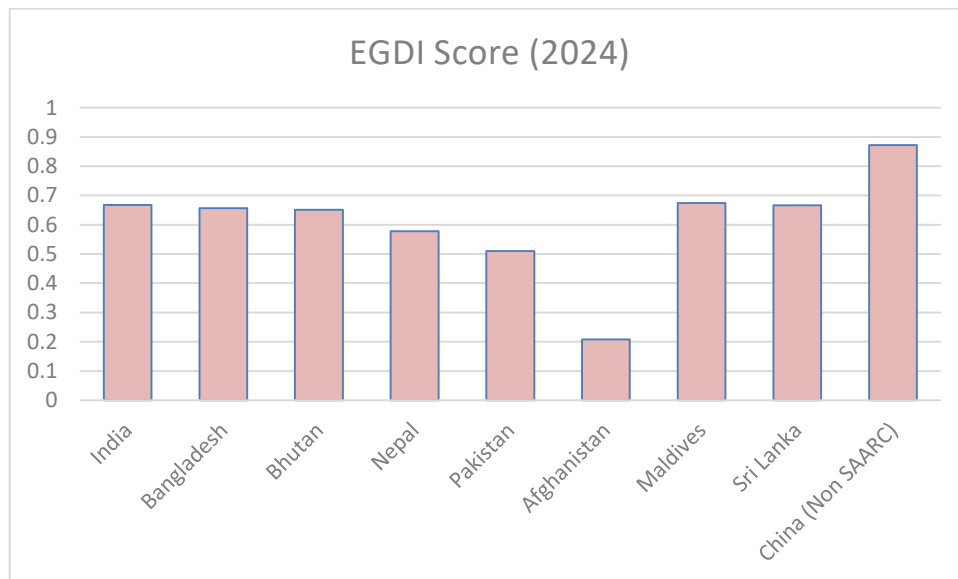


Figure 2: EGDI Score of SAARC Nations and China

E-Government Development Index	2024	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Nepal (Rank)	119	125	132	117	135	165	164	153	150	126	132	130
Nepal (Value)	0.57813	0.51170	0.46990	0.47480	0.34581	0.23442	0.26644	0.25677	0.27250	0.30211	0.28074	0.26839

Figure 3: EGDI Score of Nepal over 20 years

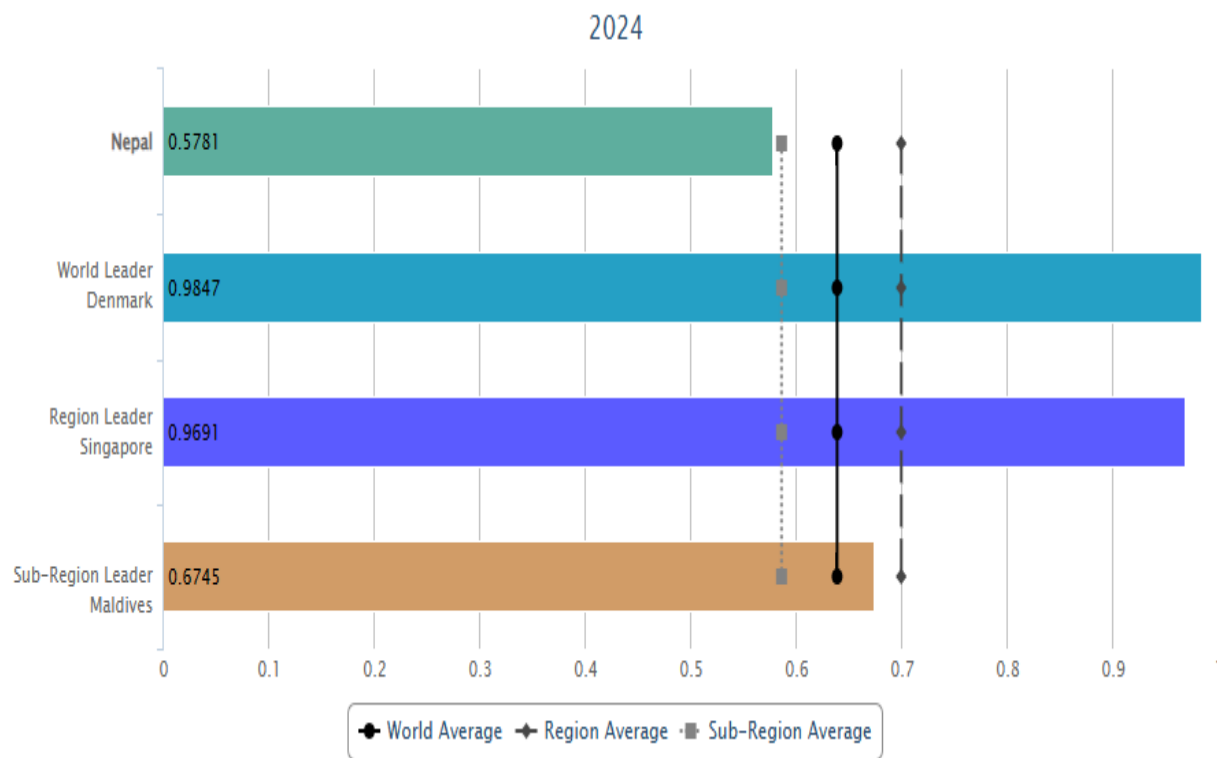


Figure 4: EGDI Score of Nepal and Sub-Region Leader and Top Leader

Discussion

E-governance in Nepal can be described in three phases, initially the majority of ministries and departments have official websites in the first phase that offer basic, usually static information at the information-providing level. Nevertheless, the public's access to these websites is restricted because many of them are not regularly updated. Forms for one-way communication can be downloaded from several government websites, such as the Ministry of Education's. This reduces the need for face-to-face encounters, although involvement is still minimal and primarily non-transactional.

Progress is evident in the two-way transaction phase. One noteworthy achievement is the online passport application system, which offers a rather efficient end-to-end digital service. The Inland Revenue Department's portal facilitates online tax filing and payment, and the Company Registrar's Office offers online company registration. An important turning point in this phase is the Nagarik App, a popular mobile application that allows citizens to locate government offices, pay utility bills, and access personal papers such as driver's licenses, PAN, citizenship certificates, police clearance certificate etc.

The app represents a major advancement in service integration and user-centric digital governance. The government is currently moving forward, though slowly and primarily in its early stages. Initiatives such as the Integrated Government Financial Management Information System (IGFMIS) are mostly focused on internal government procedures. The absence of extensive data interchange and interoperability among government entities (G2G integration) now limits Nepal's e-governance's full potential.

This comparison underscores that while South Asian neighbors have made varying advances in e-government development, Nepal's progress has not matched regional peers, particularly in areas like e-participation and inclusive digital access.

Discussion of Top Performers

United Nations E-Government Survey 2024 reveals, The EGDI measures how effectively governments deliver digital public services, supported by strong telecommunications infrastructure and human capital. The leading nations have successfully integrated digital initiatives into their core governance structures, demonstrating a strong political will and strategic investment.

Denmark

Denmark has been at the top for a number of years. Its government portals, including borger.dk, have received near-perfect ratings in the Telecommunication Infrastructure Index (TII) and Online Service Index (OSI) for their user-friendliness, accessibility, and wide range of services.

Estonia

Estonia is well-known for its cutting-edge e-residency program and digital infrastructure. Strong legal foundations for e-government and a populace with a high level of digital proficiency are the cornerstones of its success. According to reports, the country's digital services save significant working time annually, highlighting the efficiency of a fully digitalized administration.

Singapore

Singapore consistently receives high marks, exhibiting quick progress in e-governance. The nation is excellent at offering a variety of services via unified platforms, making good use of cutting-edge technologies.

SAARC Nations and Nepal

SAARC nations have made notable progress in e-government development, reflected in steadily improving global rankings. Nonetheless, achieving inclusive and fully integrated digital governance remains dependent on sustained political commitment, strategic infrastructure investment, and effective measures to reduce the digital divide. Most SAARC countries have demonstrated consistent improvement in EGDI scores, The Maldives, India, Bangladesh, and Sri Lanka have demonstrated more advanced e-government systems, often scoring above the global or regional average and leading the sub-region as shown in table 2.

Initiatives like Nepal's "Digital Nepal Framework", "Nagarik App", e-passport have been recognized as positive steps toward digital governance, indicating a growing commitment to leveraging technology for public services.

Best Practices around the world

Several international e-governance best practices demonstrate how digital systems can effectively address challenges such as corruption, service inefficiency, and unequal resource distribution.

Estonia's digital identity system provides secure online authentication and seamless access to public services, substantially reducing bureaucratic processes.

Dubai's Smart Dubai Initiative integrates urban services and data to enhance city management, optimize resource use, and improve overall quality of life.

Singapore's SingPass single sign-on platform simplifies access to multiple government services, thereby

improving efficiency and user experience.

South Korea's online voting system has increased electoral participation by enhancing accessibility and voter engagement.

India's Aadhaar system enables accurate identity verification, strengthening the targeting of social benefits, reducing fraud, and promoting financial inclusion. Likewise,

New Zealand's govt.nz portal offers a centralized and user-friendly platform that improves citizen engagement and simplifies access to government information and services.

Nepal can improve e-governance by strengthening digital infrastructure, especially in rural areas, and adopting interoperable, secure government platforms. Developing a national digital identity system, enhancing ICT capacity of civil servants, and ensuring robust legal frameworks for data protection and cybersecurity are equally important. Promoting user-friendly services and citizen awareness will increase trust, efficiency, and transparency in public service delivery.

Conclusion

The problem study illustrates that Nepal's e-governance implementation is challenged by multi-dimensional barriers, from infrastructure and digital literacy to institutional fragmentation and policy weaknesses. When benchmarked against global leaders like Denmark and regional peers, Nepal's comparatively lower EGDI score points to strategic gaps that need evidence-based solutions making this assessment timely and critical for informed policy planning and reform.

Research on e-government in Nepal reveals that while policy frameworks and isolated service digitization efforts show promise, systemic challenges including infrastructure deficits, capacity gaps, political instability, and digital divides continue to limit effective implementation. Bridging these challenges requires sustained investment, institutional leadership, capacity building, and citizen-centric design. Comparative analysis of international study confirms that successful e-government in developing nations depends on thorough socio-institutional alignment rather than just technological deployment.

According to the United Nations E-Government Survey 2024, Denmark holds the top and Denmark's digital government excellence is built on robust online service delivery, advanced ICT infrastructure, and a highly skilled citizenry capable of interacting with digital public. Other countries such as Estonia and Singapore also rank among the global leaders, combining user centric digital services with strong infrastructure and human capital performance.

India is the highest-ranked SAARC member 61nd globally indicating comparatively stronger digital governance efforts in online service platforms and infrastructure. Maldives, Sri Lanka, Bangladesh, and Bhutan follow, each with differing strengths in e-service delivery and ICT readiness. Nepal, positioned at 119th, trails several of its SAARC counterparts, indicating relative underperformance in ICT adoption, service quality, and citizen engagement. Countries such as Pakistan and Afghanistan are ranked below Nepal, reflecting broader regional disparities in digital governance readiness.

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