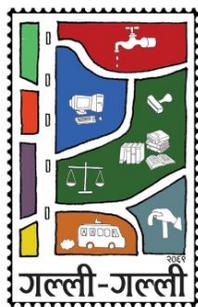


# GalliGalli's Progressive Report (2015-2016)



**GalliGalli**

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As agreed with NED, the current work is divided into three separate clusters, each intervening in the citizen-state relationship via a different medium/angle. The clusters, as noted in GalliGalli's original proposal to NED, are as follows:

- **To create a dedicated base of users and contributors for the nalibeli.org platform**
- **To identify, build relationships with, and promote local-level actors**
- **To build a platform that connects citizens, local activists/groups, and bureaucrats.**

To date, GalliGalli has submitted three narrative reports detailing our achievements and challenges in relation to what we set out to do. While the first two reports focused solely on activities completed, achievements, challenges, and way forward by cluster, the third report also provided a more reflective and analytical review of our work. As that report was submitted before the NED Board of Directors assessed our proposal for an additional year of collaboration and support, we were asked by our program officer to pre-poned the overall evaluation which would otherwise have been conducted in this final report. Therefore, in that report, we specifically assessed both the internal health of GalliGalli as well as the external environment in which we worked during the last year. As those realities have not shifted since that report was submitted on 20 April 2016, those areas of review and evaluation are not repeated here.

Instead, this report will focus on providing a detailed review of activities carried out, challenges faced, and lessons learnt in the final quarter of the project from April to June 2016. To that end, section II will focus on nalibeli.org; Section III on SukulBahas, and Section IV on demonstration of the mapping work we have completed through the relationship building work. The report will conclude with a summary of our achievements, and list of areas where we need to focus.

## **II. nalibeli.org**

In the project proposal, we had highlighted four key activity areas for nalibeli.org: Redesign, Content, Outreach and Launch. All of these activities were completed successfully, as is reflected in the growing numbers of users and activity on the platform. Since the launch of the redesign in February 2016, we have gone from having some 16 user accounts (mostly staff and friends) to 200 user accounts. Based on Google Analytics data, average page viewed jumped from 113 during September-October to 3505 in April. It has remained broadly at that rate in this

quarter as well. We have also seen significant improvements in the bounce rate, which we highlighted as a problem in the last report. From an alarmingly high bounce rate of 95% during September-October, the number dropped to 50% by April, and has subsequently dropped to 40% in this quarter. We intend to keep working on decreasing this rate in the coming months.

Specific activities in the last quarter from April to July are as follows:

**a. Official nalibeli.org Facebook page established**

As engagement with nalibeli.org grows rapidly, we established and promoted a Facebook page for the site. Previously, we had included nalibeli.org in the general GalliGalli page. The two months of activity since the page was established in May 2014 has demonstrated that there is potential to make this page a dynamic location to promote greater citizen engagement with nalibeli.org specifically and civic technology more broadly. The page can be accessed at: <https://www.facebook.com/Nalibeliorg-285209548482619/>

**b. Nalibeli Help Desk Pilot**

The Nalibeli Help Desk has been operating daily from 11:00-2:00, peak time at government offices, at Ward 9. The Ward 9 administrative chief, BimalaKoirala, has been very pleased with the Help Desk. Indeed, at her request, we have extended the duration of the Help Desk till August, though we originally intended to complete the pilot at the end of June. Also at Chief Koirala's request, we focus largely on assisting serving seekers in fulfilling the online processes required for vital registrations. The aim is to teach service seekers to use the online system, as opposed to simply complete the process for them. On an average day, amidst 5 to 7 people seek assistance from the help desk operators. Interestingly, though 90 percent of those seeking help are literate, they are not comfortable with the online processes, and seek help desk assistance. This statistic is problematic, and our intervention valuable, in a context where the Government of Nepal has pledged to take all of its services and offices online by 2025.

**c. Help Desk Survey on Online Services**

As part of the Help Desk, GalliGalliin collaboration with Ward 9 conducted a simple survey to test service seekers' awareness of the vital registration process and nalibeli.org. Over the course of 30 days, we collected a total of 46 responses. That survey demonstrated that although 87% of service seekers use the internet daily, very few 12.8% use the internet to get information on accessing public services. With regard to the online vital registration system specifically, just 26% people were fully aware of the fact that an online registration system existed. According to them, generally they don't have work related to ward office so they are unknown and there were no any awareness regarding this as well. Nonetheless, 34.8% of those surveyed felt that having services online would make it more convenient to access them. This suggests that the current problem lies in the lack of proper outreach and information regarding available online services. Currently, we are conducting this survey only in ward 9 of Kathmandu Metropolitan City. Later

on we will conduct same survey in different offices and response from these different offices will allow us to shape the content and outreach of nalibeli.org on the basis of the actual need expressed by citizens.



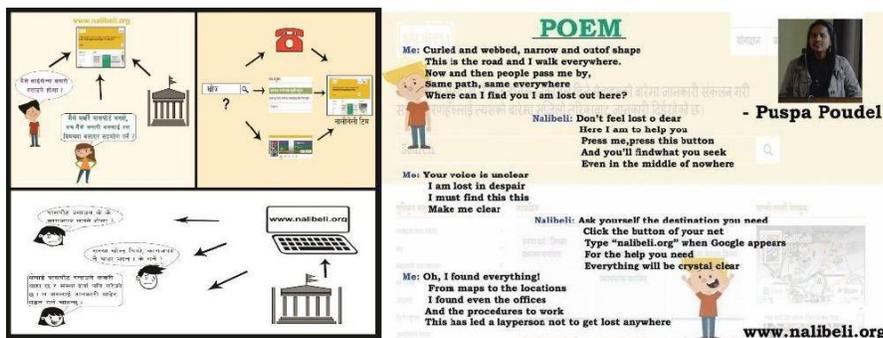
Help Desk at Ward 9, Gaushala, Kathmandu.

#### d. On-the-ground and Online Outreach

Extensive outreach meetings with individuals and groups is consistently ongoing. In this quarter, we have met personally with 8-10 individuals, representing four number of groups. Among these were youth clubs, bikers groups, social activist, and sports group. One critical meeting was held with Mr. Kul Prashad Karki, chairperson of the Prawashi Nepali Coordination Committee (PNCC).

PNCC is membership-based organization comprising of returnee migrant works and current migrant workers. Active since 2009, PNCC works to rescue distressed migrant worker as well as advocate for the promotion of migrant workers' rights at the national, regional and international levels. As nalibeli.org intends to focus on migrant workers in the coming months, a relationship with the PNCC is critical to our future work. It was, therefore, encouraging that Mr. Karki agreed to extend whatever support we required as well as was positive on establishing a more formal partnership in the future.

In addition to the on-the-ground outreach as demonstrated above, our social media outreach strategy has also continued. This strategy has focused on creating attractive graphics and blog posts, including creative content such as poems, to draw users' attention to nalibeli.org. The blog can be accessed at <http://bit.ly/29WKmIG>.



#### **e. nalibeli.org Promotional Video-**

As of this quarter, the nalibeli.org team created the first of what it intends will be many promotional videos to foster greater engagement with nalibeli.org. The video was widely shared by the group of 20 people and re-post of videos was viewed by over 500 people on GalliGalliFacebook page, Twitter and 37 views on YouTube. We also experienced an increase in the flow of people asking question regarding public service procedures in the immediate aftermath of the video going live. The video can be viewed at:<https://www.youtube.com/watch?v=bNqKUoNwq3Y>.

#### **f. Content**

In this quarter, we have focused on improving English-language pages on nalibeli.org. As a result,we were able to generate 15 new pages based on ward office and District Administration Office information this quarter. As of the upcoming quarter, we intend to produce at least 15 new pages per month. Links to some of the pages created this quarter are accessible below:

[Migration Registration: Municipality/Ward](#)

[Recommendation for Citizenship: Ward](#)

[Recommendation for Disabled Allowance: Ward](#)

[Recommendation for Old Age Allowance: Ward](#)

[Recommendation for Widow Women Allowance: Ward](#)

[Relationship Verification Certificate \(NataPramanit\) : VDC/Ward](#)

[Relationship Verification with Dead \(MritakSangaNataPramanit\) : Ward](#)

[Court marriage: CDO](#)

### **III. Relationship Building and Stakeholder Mapping**

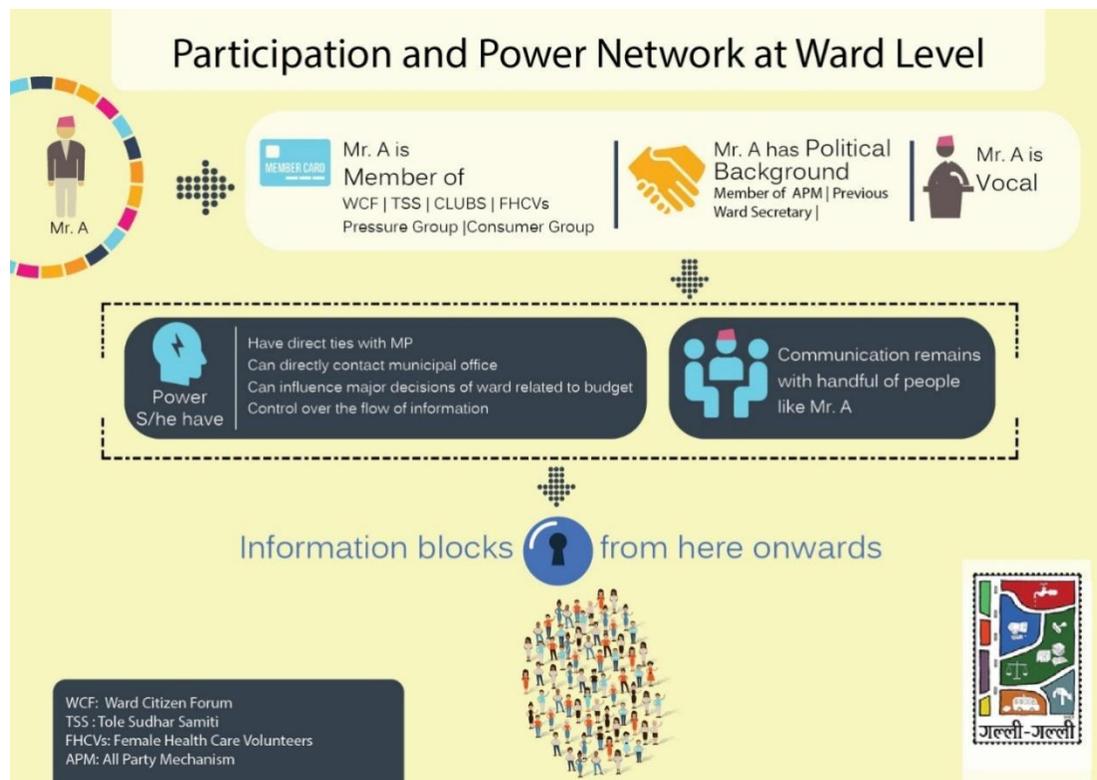
The state goal of this cluster of activity was to map local-level stakeholders and engage/build relationships with local-level stakeholders. As noted in the previous, Quarter 3, report submitted to NED, we had found that the resource to impact ratio for this cluster of activities was not sensible for a small and highly focused organization like GalliGalli. Having come to this conclusion, we stopped the intensive relationship building work in this quarter. Instead, we focused on graphically mapping the key findings around information flow and budget formation at the ward level.

These generalized findings are based on extensive relationships and participation at wards 33, 9, 10, 29 and 6. Ward 29 has a mixed settlement of old and new residents, and thus diverse key players ranging from pressure groups, new and old residents, and those with a stake in the tourist area. Wards 33, 9 and 10 are medium-sized wards, while ward 6 is a newer settlement. We conducted a total of 12interviews across five wards specific to the budget. Looking at these 5 wards in detail has given us a sense of the different dynamics that come into play in each locality around budget formation, especially communication with residents, public participation, and the

role of political actors. In addition to these five wards, we have a round of general information from wards 1, 2, 3, 4, 5, 14 and 23. The central purpose of this mapping is to make the existing dynamics transparent so that the power blocs are evident. Two distinct mapping projects, in beta form, are detailed below:

**a. Informational flow among stakeholders and participatory politics**

The infographics below shows the power block at ward level. We can see the presence of different stakeholders and how they come together. The picture also shows how the information are limited to the certain group of people only. It shows the communication channel presented at the ward level mechanisms and how it has been a ground of political activities limiting relatively less active and uninformed people in the shade. This is not only the picture of local level mechanism but our state bodies as a whole functions like this. The participatory politics also revolves around the political membership. We can see that the involvement of the people in different groups helps them to have access to powerful mechanisms without having trouble that a general citizen might felt.



**b. Budget execution process at ward.**

The info graphics below break downs how budget are executed in the ward level in one fiscal year. However, as mentioned earlier, the whole process of the budget will be presented in a multimedia story that would be included in our GalliGalli's website.

These info graphics here shows the two different models of the budget execution process at the ward. It also shows each of the two approaches and break down according to the involvement of the people and shows how each of them are not without flaw. There are actually two most practiced processes at the ward level i.e. contract model and consumer model.

**i. Consumer Model:**

Kathmandu Metropolitan City has been recently focusing on promoting consumer model budget execution process at the ward level. The major objective behind this is to promote a sense of ownership among people for the infrastructures. The consumer model has to have certain criteria to be followed among this is the formation of consumer group. A consumer group has to have certain criteria regarding the number of members and inclusion of the members belonging to different strata. A separate bank account and the process of social audit has to be done. At the same time, a consumer group can only get its share of budget only after it collects the agreed percentage of budget in its account. The percentage basis is either 80-20%, 70-30% or 60-40% ratio where the 20, 30 or 40 percentage has to be collected by the consumer group while at the same time labor contribution can also be the part of the share. However, consumer group is also not without flaws. As talked earlier, the members have one or other political affiliation, there are chances of corruption. The important flaw of consumer group is that there are less attraction for the consumer group and one of the major reason for the budget freeze is also due to unwillingness of people to fulfill all the list of criteria for the consumer group. People hesitate to follow all of the tiresome organizational work of the consumer group. The major challenge is to collect the monetary sum the group has agreed upon from the people there are less chances of monetary contribution. Many of the project started from the consumer model has been incomplete due to this very reason also.

## Budget Implementation Process at Ward

### Consumer Model



Monetary contribution  
(20%-40%) from local  
consumer / people



Labor  
contribution



Sense of ownership  
over the project



Shared  
responsibility

### Consumer Model Criteria



The consumer  
group needs to be  
registered



After that, installment is given  
to the group. The engineer  
monitors the work & releases  
the installment they have  
agreed upon.



The consumer  
group needs to  
have bank account



First, the group needs to  
collect the money they  
have agreed to collect.



Social audit and public  
audit has to be done after  
the project is completed

THE CORE AREAS CAN'T FULFILL ALL OF THESE CRITERIA

### Loopholes



Political affiliation can  
influence Consumer  
groups



More chances of  
work/projects being  
incomplete



## ii. Contract Model:

Although contract model has been encouraged at the local level mechanisms, it still is the most practiced model for the budget execution at the local level. The infographics below shows how the contract model can be a major source of corruption considering the level of public participation and contribution it has. The level of transparency for this model is limited to the central level of the municipality. However, this model has been an important tool for the budget execution at some of the areas like core city area.

# Budget Implementation Process at Ward

## Contract Model



Between Contractor and Ward/Municipality



No/Less connection with local people



No/Less shared responsibility



No/Less sense of ownerships

## Why contract model?

### CONSIDERATIONS MADE FOR CORE AREAS



Older houses with unplanned drainage outlet



Narrow roads and congested housing, older settlement



Comparatively less initiatives from the people.

## Loopholes



Influence of Political Party upon Contractor



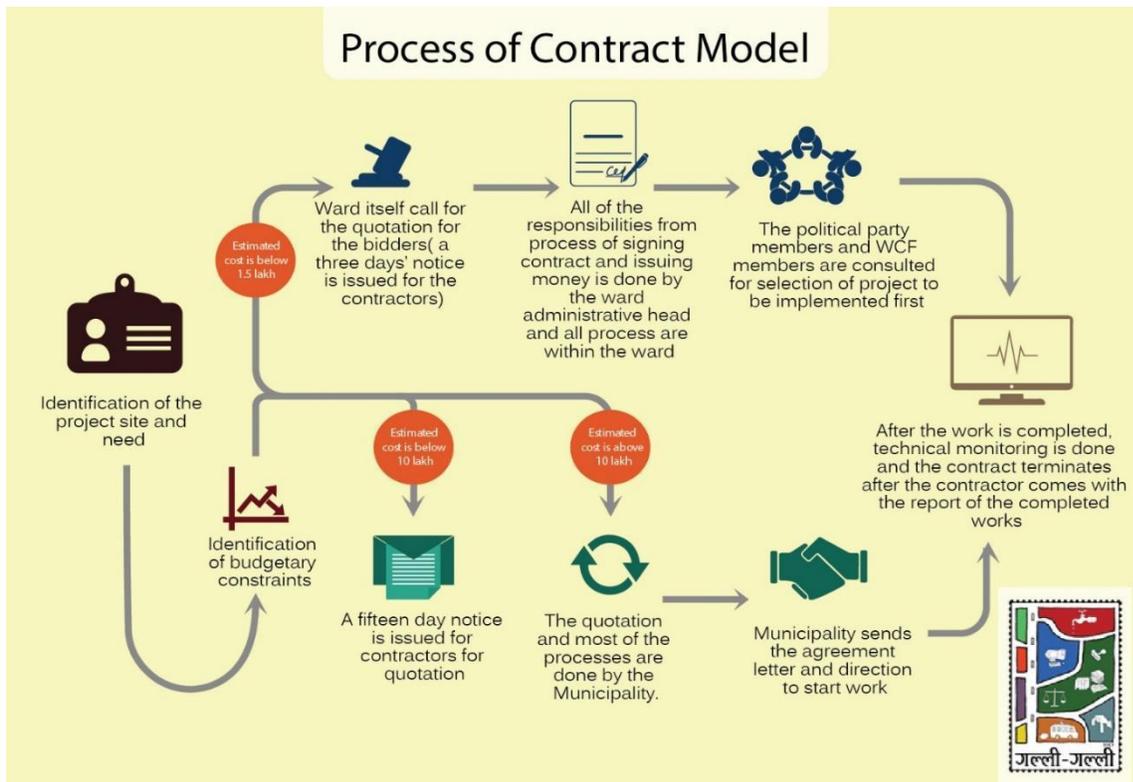
More chances of Corruption



Kathmandu Metropolitan City has prioritize the contract model at the core city areas. By core areas it means those areas where there are older settlement patterns with old houses and drainage system, congested roads and houses, narrow space. It is also unlikely that monetary contribution happens as it is needed for the consumer model.

These kind of projects are directly conducted according to the contract formed between the contractors and the municipality. So, local participation is missing over here. The infrastructures

constructed are directly handled by the local governance institution from the selection of the contractors to the monitoring and evaluation. However, the ward is little responsible for all of the contract model budget which is more than 1.5 lakh and most of the processes are done by the Municipality itself with little involvement of the ward. The info graphics below shows the processes involved at contract model.



Once these graphics are finalized, we will merge these graphics and some key findings in text form into an interactive online story. The mapping effort will be set up in the form of a multimedia story on the [www.galligalli.org](http://www.galligalli.org) website. The mapping with begin will a concise introduction, laying out the scope of the work and why it is important. Subsequently, each of the five sections will have one or more graphics, a number of blog post, excerpts from interviews, and audio/video where possible.

This story will be launched online with coverage from key media partners. For a sense of what the story will look like, please refer to our previous interactive story based on Grievance Mapping at <http://galligalli.org/survey-page/>. It is our intention that these accessible stories can be used to further conversations at the local and national level on the all-important issues of information flow and transparency, especially with regards budget formation, at the local level.

#### **IV. Sukul Bahas Discussion Platform**

Through this course of this year, the Sukul Bahas series was able to both cover a diverse range of issues as well as bring local level stakeholder such as activists and ward officials' together. Over the course of the year, we have paid specific attention to and experiment with different models for the program so as it make it more effective. In this, we have been receiving considerable support and feedback from the people who regularly attend the discussions. Some key findings based on these collaborative experimentations have been as follows:

- Take the discussion to the community rather than expect people to come to the GalliGalli office.
- Don't use a speech followed by question and answer format. Instead, let the community speak, and compel decision-makers to sit throughout the session and listen. They should speak only if they have some specific points or commitments to make.
- Consciously and deliberately create space for residents who are not regularly involved in public life, and therefore apprehensive of public speaking, to air their opinions.
- Consistently work to foster relationships between community groups across geographic areas and issues.

We have incorporated these learnings into the two discussions held in the last quarter, details of which are included below:

**a. The Uses of Public Land: Roles of Citizen and Government, 22April 2016** <https://www.youtube.com/watch?v=0-Jc815TMUg>

Speakers: Suresh Sahu Shrestha, Administrative Head, KMC Ward No 33.  
HajariYadav, Officer, Department of Land Revenue

As a part of our ongoing discussion series on the different dimensions of the urban squatter settlements, this SukulBahas was conducted to foster discussion regarding public land, its conservation, and its many different uses in Kathmandu. Key issues emerging from the discussion were as following`

i. Understandings of the Concept of Public Land

While different types of land is called ‘public land’ in common usage, by legal definition there are three types of public land in Nepal: ‘government occupied land’, ‘community land’ and ‘public land’. This means that either the government, public trust, or community can be the owner of such land. Some participants raised the issue that due to confusion in understanding the different categories of public land ownership, there has been massive misuse of the public land.

ii. Record vs. Field

All the participants agree that the amount of public land in Kathmandu is decreasing day-by-day while the speakers emphasizing that already registered public land cannot be converted into privately owned or other categories of land. Consequently, there was heated debate over how it is that land visible as public in the records are not found at the actual field site.

iii. Squatter Settlements and Land Mafias

While the last SukulBahas discussion focused on the question of squatter settlements occupying public land in Kathmandu Valley, most participants in this discussion agreed that in fact most occupied public land has been captured by land mafias who have strong political connections. Necessarily, then, a large number of people including bureaucrats and politicians are involved in the process. In this context, participants agreed that the proper management of squatter settlements, clear devolution of key powers to local stakeholders, and the strict enforcement of rules are key for protecting public land.

This SukulBahas was one of the interesting we have ever hosted. There were a diverse range of participants, and strong arguments on the issues took place.



**b. Dimensions of Stakeholders Reactions to Increases in Traffic Fines, 3 June 2016**

<https://www.youtube.com/watch?v=66Ij9WHe4jw>

Speakers: Dharmaraj Rimal, Nepal Transport Entrepreneurs

Association Arjun Gautam, Nepal Taxi Entrepreneurs Association

From 14 May 2016, the Cabinet announced increases in fines for traffic violations, with strict implementation beginning immediately. The decision and the following consequences felt on the ground were massively criticized by unions/associations of drivers and transport entrepreneurs. Indeed, these associations even imposed a day-long nationwide transport strike to protest the decision. It was against this background that GalliGalli organized this discussion, with the intention of bringing the different stakeholders to the same platform for discussion. Some of the major issues raised in the discussion program were:

i. Lack of Coordination and Transparency

One of the important issues raised was how the decision to increase the fine was implemented without discussions with the concerned authorities. The departments like Transport Management Department, Transport Association and even traffic police were not consulted according to a speaker. One of the speakers noted that the Cabinet passed the bill under the Women and Children Act, with only a few bureaucrats involved. The protests emerged from lack of transparency and explanation according to one of the transport entrepreneurs.

ii. Infrastructure vs. Rules

The speaker emphasized that rules cannot be followed considering the condition of infrastructure. For example, there are no proper parking areas, bus or vehicle stop booths, and poor roads. Consequently, the entrepreneurs argued, these rules create extra burden among

the transport workers and even on the general people. Considering the massive road construction going on in Kathmandu and the narrow roads inside the core city area, these rules can only be followed in a very few, limited parts of the city.

### iii. Key Issues Discussed

The key issues discussed were as follow:

- How to foster better coordination among traffic police and transport workers on a day to day basis.
- The transport entrepreneurs hold a strong position regarding the amount of tax they pay to the government and the employment opportunities they provide. The need to increase the transport fare when fines are increased was also discussed.
- It must be noted that the discussion was one-sided as the traffic police representative, who had confirmed his attendance, cancelled at the last minute.



