

Welcome to the 19th **Citizen Insider**! Citizen Helpdesks is a campaign led by local Community Frontline Associates (CFAs) in Nepal with the objective to support open, transparent and accountable local governance. This campaign prioritizes participatory activities, peer learning and information sharing to enhance the trust between government and citizens. Alongside collaborating with citizens and local government, the campaign also supports government decision making based on the needs and expectations of citizens.

## Questions



### Khajura, Banke

“How to participate in the Prime Minister Employment Program?”

### Jwalamukhi, Dhading

“Who are the beneficiaries of the recently formulated Prime Minister Employment Program?”

### Panauti, Kavrepalanchowk

“How will the Prime Minister Employment Program help those citizens who receive its beneficiary identity card but physically unable to do any work?”

## Answers

Those citizens aged 18 to 59 years who haven't been engaged in any employment for a minimum of 100 days in one fiscal year or those who haven't been engaged in self-employment activities which can help them generate an equivalent amount to minimum wage will be given employment opportunities through the Prime Minister Employment Program.

Those who want to be listed in the beneficiary list should submit an application for registration at ward office or employment service center at their local level units [permanent address]. Within 15 days of receiving the application, the employment service center evaluates and verifies the applicant's employment status before updating their name in the employment management listing system.

To create the employment opportunities in Nepal, both Federal government and Province governments' concerned ministries, departments along with the local level government units must allocate a certain percentage from the total development budget for the workers' wages. Moreover, unless the use of technology is recommended as a must, proposals valued up to one crore rupees must be labor intensive.

The Prime Minister Employment program provides jobs for minimum 100 days in one fiscal year to the verified unemployed member of a family which has none of its members employed at that particular time. And if the government is unable to provide the promised '100 days' job to the beneficiary, then the family will receive a 50% of the minimum wage level that the person would receive in a 100 days working time period.

Furthermore, if those registered in the unemployed list are physically unable to work, disabled or are pregnant for 6 months or more and none of their family members are employed or eligible for being employed, they will receive an unemployment allowance equal to that of a single individual.

### Source

Prime Minister's employment Programme Operation Directory 2075

# Concerns

## Damauli, Tanahu

“Can someone like me, a victim of foreign employment, get justice by calling and registering complaint at the call centre of the Labour ministry?”

## Melamchi, Sindhupalchowk

“How can I register my complaint to the call centre from abroad? It is expensive to make the calls; are there any other alternatives to register my complaints?”

## Nepalgunj, Banke

“It has been heard that Nepal Government’s Ministry of Labour, Employment and Social security has started operating a call centre. In real, what type of complaints does the call centre address?”

## Answers

The victims of the foreign employment can now directly contact the call centre at Ministry of Labour, Employment and Social Security to request for support.

The call center also provides official information about foreign employment to any interested citizens. For instance, the information could be about pre-departure orientation program, awareness on safer migration process or the list of government authorized private institutes recruiting the migrant workers pursuing foreign employment. Further, they also support in providing justice to the migrant workers who are stranded abroad, families who are finding difficulties to get the dead body of migrant workers back, workers trapped in false cases legally abroad, the ones in need of free legal support and any other related issues. In addition, the citizens can also directly call to receive information and/or submit a complaint regarding the process to participate in the contribution based social security program.

Citizens can also receive information or register complaints regarding the service dissemination of the ministry and other related major departments/sections such as Department of Foreign employment and that of service provided by the Foreign Employment Board Secretariat.

The call centre communicates and lobby with related stakeholders to address and/or inform about the daily complaints received. Regular monitoring and follow up with the minister and secretary along with concerned officials are also managed to see if the concerned authority has addressed those complaints.

Those seeking to register complaints, provide suggestions or receive information from within the country can contact to the call centre by dialing 1141 or 16600150005. Similarly, those from abroad can contact the call centre through online networks such as E-mail, Facebook, Messenger, EMO, Viber, etc. in its contact number +977 15970008 (there is a charge for a direct phone call). For its testing phase, the service is being provided free to NTC users. However, the service will be soon made free for Ncell users as well. The call centre's service is available every day from 7am to 8pm. Depending on the number of service users and demand, the service will be made available for 24 hours and for free in near future.



# Questions

## Bheriganga, Surkhet

“For the proposal of how much amount is the public audit compulsory at the local level?”

## Bidur, Nuwakot

“Which programs are given more preference when the local government selects plans?”

## Nepalgunj, Banke

“What is the priority of the present local government; social development or infrastructure development?”

# Answers

The local government have classified five fundamental areas for the allocation of budget. They are Economic Development; Social Development; Infrastructure Development; Forest, Environment and Disaster Management; and Good governance and Institutional development.

Previously, there was a provision to allocate budget separately for the infrastructure development and social development. However, the infrastructure development and social development haven't been classified separately in the current provision. Nevertheless, concerned plans and strategies for social development have been included in the above mentioned budget allocation areas.

The local government are found to primarily seek for infrastructure development because the outputs have visible impact in a short time period and it is also the priority of many local citizens.

However, Nepal Government has set a standard grading framework to prioritize the proposals. According to this framework

- 20 points is given to proposals that provides immediate contribution towards poverty reduction.
- 15 points is given to plans that provides efficient manufacture/production, speedy returns on investment, income and employment generation, and public contribution.
- 10 points is given to plans that include the use of local resources, tools and skills, and contribute towards sustainable development along with environmental conservation, and
- 5 points is given to those plans which address the development of local language and culture.

Therefore, those plans receiving more points out of total 100 will be prioritized during the budget allocation.

## Source

Local Government Operation Act, 2074



### Ajay Pathak

Nepalgunj, Banke

The locals were excited and optimistic toward development for finally having their elected representatives in place after a long period. In most of the places, the unclear plans and strategies along with the political disagreements have led to disappointments amongst the locals. However, the story is not the same across Nepal. Some representatives have not left any stone unturned to bring about the expected development.

One such example is Mr Ajay Pathak, a chairperson of ward number 17, Nepalgunj's Sub-Metropolitan city. Under his leadership, the face of villages under his ward like Thukaula, Nadaipur, Paraspur and Dhodegau have completely changed within these recent two years. The villages now have access to the roads unlike before, making it convenient for the locals to walk during the monsoon season. The villages also have accessibility to the ambulance if anyone needs immediate health care. The poor have been provided toilets at their homes now, which means they will not have to use public space. The ward has also provided with dustbins in the communities now, which have made it easier for waste management.

Jabeda Indrisi from Ward no. 17 is amazed to see an 8 meters wide road being constructed in front of her house. The construction company which has taken the responsibility of the road construction have committed to finish the work by coming Asadh 15. As the local representative have been going personally to each household in collaboration with Citizen Helpdesks to listen to their complains and advices, and accordingly implement them, this has given even higher hopes to the locals from him. There is change in the mentality that the local representatives only reach the doors of the locals to request votes during election but not actually do anything in action for development. The locals are now actively participating in the development activities, and also determined to support the local government. All in all, ward no 17 of Nepalgunj Sub-Metropolitan city has proved that it is possible for local representatives to earn trust of the citizens if they show it through action, and not merely by words.

## Know Before You Go - the latest Government Decisions

- Budget Speech of Fiscal Year 2018/19 ([Link](#))
- Notice from Department of Foreign Employment regarding the dismissal of 'agent' ([Link](#))

The sources of information, rumors and issues presented here are collected from CFAs, community meetings, development agencies and face-to-face discussions in communities with over 1200 people in 7 districts between 1st May – 15th June 2019. The issues highlighted are chosen on the basis of prevalence and relevance. The information presented here is correct at the time of issue.

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