

UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

ACTIVITY BRIEF

Bhutan eGovernment Workshop *“eImmigration and the Korean eGovernment Experience”* 14-15 January 2010; Thimphu, Bhutan

The United Nations Project Office on Governance (UNPOG) will organize an eGovernment workshop on the theme “eImmigration and the Korean eGovernment Experience” in Bhutan on 14-15 January 2010.

The workshop is being held in response to a request to UNPOG by the Ministry of Home Affairs of the Kingdom of Bhutan, through the Honorary Consulate of the Kingdom of Bhutan to Korea, to provide assistance to the Government in increasing the knowledge and improving the capacities of Bhutanese officials for eGovernment.

The Workshop will discuss and demonstrate how state-of-the-art information and communication technologies can be utilized to equip public institutions with better solutions for more efficient and effective service delivery and administration, develop the appropriate government strategies to adopt this new approach, and to extrapolate from the experiences of Korea on ICT for development and eGovernment.

Specific attention will be given to immigration reform and Bhutan’s border control system. Today, eImmigration system such as biometrics border control system is being used by some 10 countries and is increasingly accepted as the most secure and accurate way to manage immigration service. This system usually scans people’s finger or face to identify their biological information. To a small and land-locked country like Bhutan bordering China, India and Nepal, this ICT-enabled immigration system can be cost-effective, as well as efficient.

The activity in Bhutan will also be an opportunity for UNPOG to engage in information gathering on public administration practices of the Government, thereby contributing to the development of DESA/DPADM’s public administration knowledge base. In addition to the workshop, UNPOG will meet with representatives of the Government for collecting data on national development strategies, regulations, public administration reforms at the national and local levels, eGovernment, citizen engagement, etc.

The activity is in line with UNPOG’s mission to promote governance innovations in UN Member States and developing countries, in particular those which integrate information and communication technologies for more effective public administration and service delivery.

The Workshop will be attended by around 30 working-level immigration officers of the Department of Immigration of the Ministry of Home & Cultural Affairs of the Kingdom of Bhutan.

The specific objectives of the Workshop are the following:

- To discuss and examine the potential benefits and opportunities afforded by ICT in improving Bhutan's immigration system;
- To fill the gap of knowledge on ICT for development by introducing how ICT can be integrated into border control system;
- To impart and showcase e-government strategy and best practice of Korea, including the Korean Immigration Smart Service (KISS, 2007 UNPSA winner) for possible replication in Bhutan;
- To foster the sharing of best practices and lessons learned on eGovernment and eImmigration.

Methodology

The Workshop will be held from 14 to 15 January 2009, and will feature the following presentations and activities:

- Presentations by an international expert on eGovernment development and strategy and how it can help improve public administration;
- Presentations by an international expert Korean Immigration Services and best practices using ICT;
- A presentation by the Department of Immigration of the Ministry of Home & Cultural Affairs of the Kingdom of Bhutan on its status and future plan toward the development of its immigration service;
- Interactive discussions among participants and experts throughout the whole workshop proceedings;
- Technical visit to Bhutan Immigration Service.

Output

- Customized capacity-building in the area of eGovernment and eImmigration in response to a request from the Government of Bhutan;
- Case-study/background document on the use of ICT in immigration service in Korea to be uploaded onto UNPAN for wider dissemination

- Relevant documents on national development strategies, regulations, public administration reforms at the national and local levels, eGovernmen, citizen engagement, etc. which will be contributed to the Public Administration Knowledge Base.

Budget

Staff Travel	\$3000
Consultant Travel	\$6000