1. Institutional setting

Ramallah Municipality has a vision and it has been always in the center of it is plans, to create an environment for Ramallah to excel in its e-services and to provide a spirit of success and prosperity for its citizens:

- Enhance services quality to citizens and business

- Empowering city & society through technology

- Achieve complete electronic services

- Enhance transparency with citizens and other stakeholders
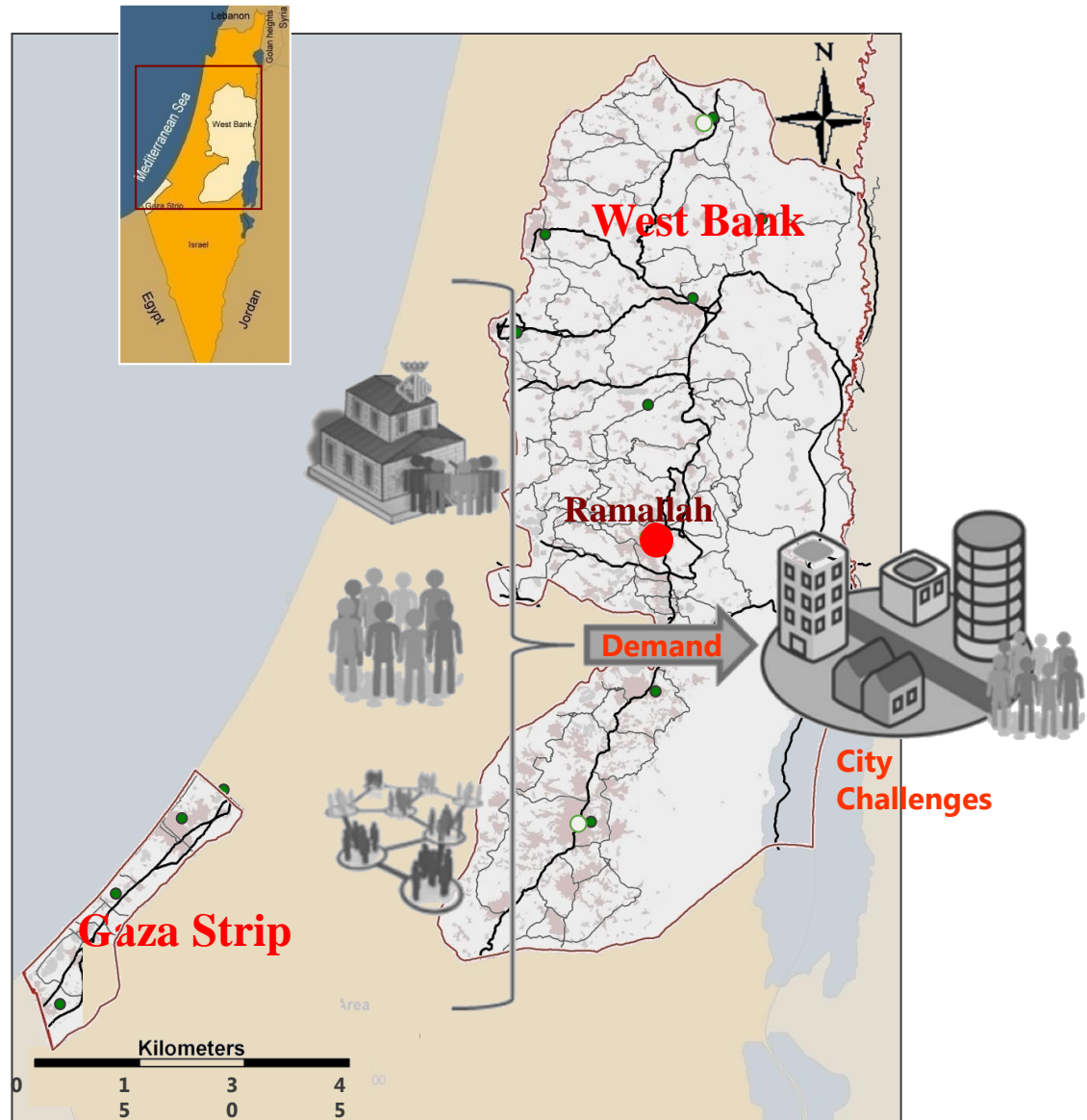
- Use ICT to overcome challenges and problems

Main Obstacles:

- Incapability of maximum utilization of technologies

- Limited Resources

- Absence of proper legal framework
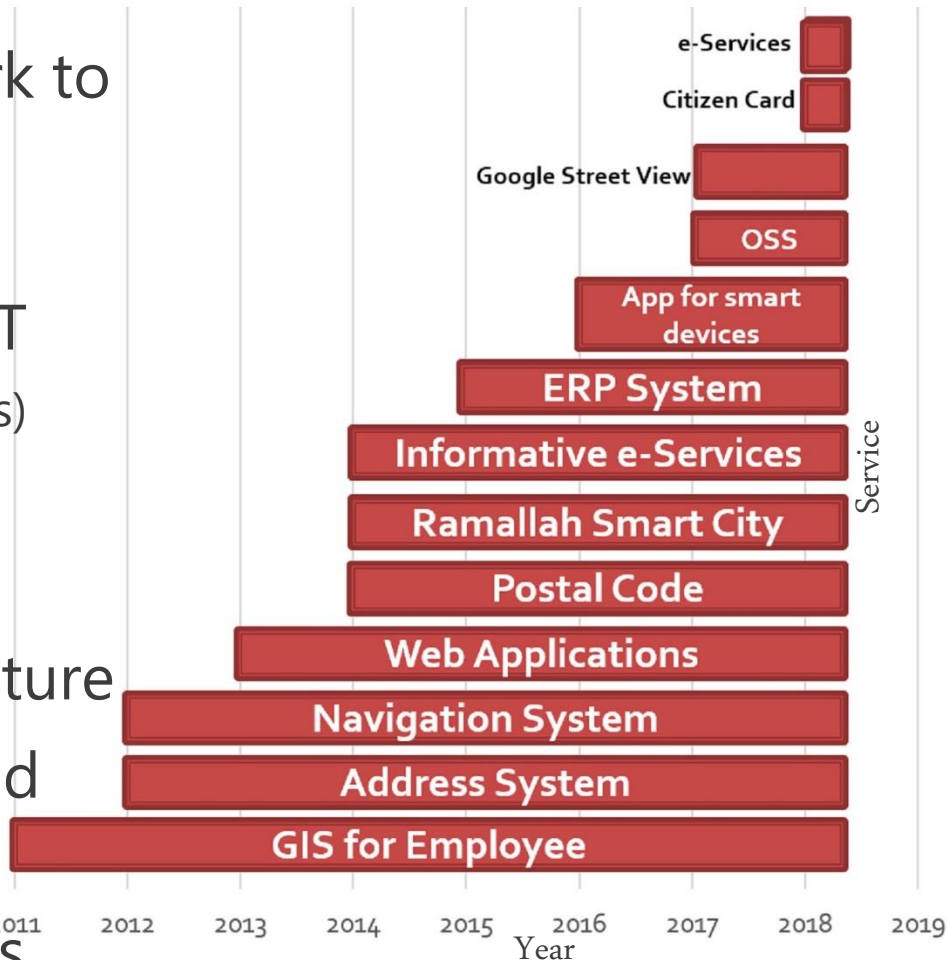
2. Starting point

The need to:

- serve Ramallah citizens anywhere and allow them to access municipal services & information anytime

- manage the city that functions as the main political, economic, and cultural acting capital with the highest internal migration rate at the nation level

3. Approach

- Where We Are!

- Improve the organizational, regulative and fiscal framework to support the development digitization

- Develop and implement an ICT action plan (infrastructure + Systems)

- 4 stages framework for online services

- Improve the city ICT infrastructure

- Integrate related processes and services by smart technology
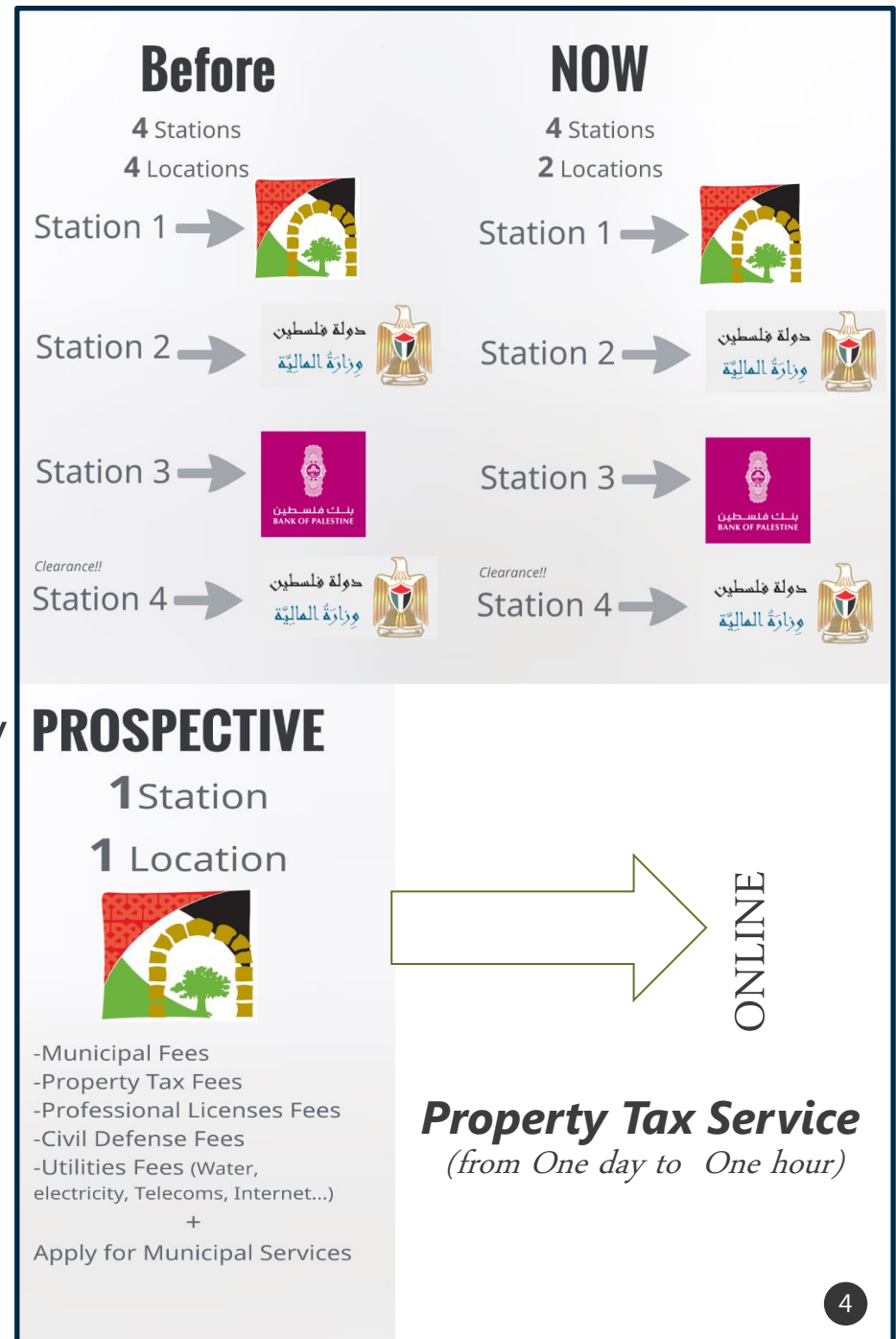
- (planned) B2B and B2C models

4. Outputs

- O ERP system: fully automated business needs/ one integrated platform/ availability of user driven, customizable report writer/ application usability

- OI E-services (stages I, II, III) www.ramallah.ps/eservices

- I GIS (apps for Municipal Use / apps for Public Use)

www.ramallah.ps/GIS

- PI Infrastructure Sustainability

- Effective partnership with stakeholders

- PI Smart infrastructure

Before
4 Stations
4 Locations
Station 1 →
Station 2 →
Station 3 →
Clearance!!
Station 4 →

NOW
4 Stations
2 Locations
Station 1 →
Station 2 →
Station 3 →
Clearance!!
Station 4 →

PROSPECTIVE
1 Station
1 Location

-Municipal Fees
-Property Tax Fees
-Professional Licenses Fees
-Civil Defense Fees
-Utilities Fees (Water, electricity, Telecoms, Internet…)
+
Apply for Municipal Services

ONLINE

Property Tax Service
(from One day to One hour)

5. Lessons

- ICTs provide services easy to access and use, while being timely, efficient, responsive, transparent and accountable,

- ICTs empower officials and municipal representatives,

- ICTs support decentralization, democratization and good governance,

- ICTs make municipality closer to citizens and improve the overall trust relationship

6. Follow up

How can the municipality increase citizens' trust in the new online approach of providing services?