



E-Municipality

Nablus Municipality (NM)

An ongoing process aimed to transform NM into e-municipality that uses ICT in efficient and sustainable ways on the basis of justice and transparency in the Service delivery



Approach

- Gradual development of the infrastructure of devices and networks (Network & its equipment's, Data Center, Peripherals, ...)
- Building a public service center (OSS)
- Replacing old major systems
- Building a central database and enhance system integration
- Development of administrative and financial programs such as RMIS, Archiving system...
- Start building e-Services (Phases).



Output

- Good infrastructure.
- Municipal facilities are interconnected.
- Good Key systems (Centralized database, Integrated systems and programs, Archiving System,...)
- Customer Services (OSS).
- A team able to develop new systems (Six Developers and System Administrator in addition to Help desk).
- Ready to launch e-services (Phase-1).

<http://www.Emun.Nablus.org>



E-Services (Phase -1)

- Included services
 - CS Applications
 - Billing Services
 - Guidebook for Services
 - Water Department functions
 - Public Notifications
 - Complaints & Suggestions
 - Other Revenues(Projects)



- To start using e-Services citizen need single record represent all of his/her Services.
- IT Staff Develop Program to help staff.
- By Program, user can search using Name Or ID Number to get all citizen records in database and select related records, then choose one of them to be Approved.
- Approved Record Must have Name as in ID.

سجل الوحيد

الاسم المعتمد
٤٧٦٦٦

رقم الوثيقة
٩٨٦٧٥٧١٦٦

الموظف
٩٦

رقم الحركة
١٦

التاريخ
٢٠١٨/٧/٩

عبدالرضا صالح بعيش

نوع الوثيقة
شوية

المحمود البشايوي

إضافة سجل مواطن

المواطنين ذوي العلاقة
بيانات سجل الوحيد

الرقم	المواطن	نوع الوثيقة	رقم الوثيقة
٤٧٦٦٦	عبدالرضا صالح بعيش	شوية	٩٨٦٧٥٧١٦٦
٤٥١٤	عبدالرضا صالح بعيش وشركه	شوية	
٧١٠٨٤	عبدالرضا بعيش وعاسي محمد حسن ...	شوية	
٧١١٠٥	عبدالرضا بعيش	شوية	
١٦٤٠٩	عبدالرضا بعيش سليمان عرفات ارضي	شوية	
٨٦٢٢	عبدالرضا صالح بعيش وشركه علي ...	شوية	

رقم الخدمة	نوع الخدمة	الصنوان
٥٨٦٦٦	الزيرية والتعليم	
٥٨٦٦٦	الزيرية والتعليم	
٥٨٦٦٦	الزيرية والتعليم	بالس
٥٢٠٤٤	مياه	من عمصرة قرب الاكاديمية القران
٥٢٠٩٢	مياه	من عمصرة قرب اكااديمية القران
٢٣٥١	الزيرية والتعليم	
٤١٥٥٩	الزيرية والتعليم	

طباعة

طباعة كشف ارصدة

عبدالرضا صالح بعيش

عبدالرضا صالح ... فرد

رقم الوثيقة
٩٨٦٧٥٧١٦٦

رقم الحركة
١٦

إعادة إرسال كود المفضل
تعديل البيانات



Expected Outcomes

- Access to Citizen Satisfaction
- Correct, Update Municipality Data
- Build better communication Channel With citizen.
- Feedback needed to enhance services.
- Increase revenue.
- Experience necessary for Phase-2.



Lessons

- The e-municipality is management system not only techniques, equipment and computerized systems.
- The transition to an e-municipality is a strategic decision adopted by senior management.
- The need for continuous administrative support.
- The transition is an ongoing process that needs patience and a lot of perseverance.
- The presence of trained staff (IT) contributed to the success of the process.



Lessons

- The transformation process must be adopted by the municipal departments.
- At all stages of the work should focus on the needs of the citizen.
- Progressive development and repeated feedback gives the best results.

