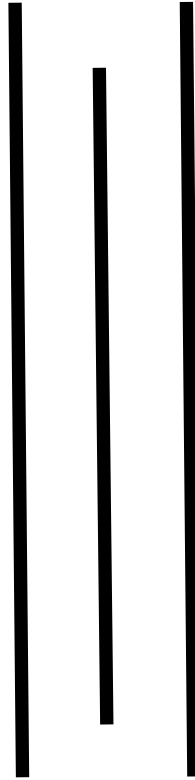


Unofficial English Translation



Immediate Relief Programme, 2011



Government of Nepal
Office of the Prime Minister and Council of Ministers
Singhadurbar, Kathmandu

Introduction

This is the fourth government constituted following the election of the constituent assembly intended for completing two central core tasks namely; for bringing the peace process to a logical conclusion and framing the constitution through constituent assembly. During this period, national politics could neither carry forward the aforesaid responsibilities nor did it focus adequate attention on the key aspects of the people's livelihoods on the shadow of political work agenda. People are facing hardship coupled with pervasive frustration, angst and resentment. The situation now is that it has all but eroded the public confidence towards the State. Government of Nepal has formulated this immediate relief programme and brought it into implementation against the backdrop of peace process and framing of constitution besides augmenting public confidence towards the State. This has remained another pivotal task of the Government.

As the country is undergoing the transitional phase, its administrative management has been quite daunting. On one hand, it is to accomplish the political responsibilities well on time, on the other, it is imperative to pay adequate heed to the socio-economic development of the country as also safeguarding the people's life and property. This Government is committed to exploring the "common economic development policy and programme announcement" for the country's perspective development. The Government is crystal clear that its expending capacity and people's living status will be ameliorated only by augmenting economic activities through enhanced confidence of private sectors and improvement in investment environment. Nonetheless, the Government understands well that people would never tolerate the State's disregard as to people's problems and their daily grind. The fact, that until people's self-respect and self-confidence together with self-reliance and independence is generated, no development policy and programme can command people's interest and participation. This sub-text deserves serious consideration.

Against this backdrop, the present relief programme makes provisions for special relief to the victims of different class and regions emanating from the genuine demands principally of the Maoist's People's War, People's Movement, and movements from the Madhes till to-date. This programme includes the programmes of direct or indirect economic benefits to people,

access to public services, expansion of scope and quality standard, simplification and easy way of receiving goods and services, control of price increase, promotion of good governance, frugality in public expenditure, guarantee of peace and security and allied matters relating to people's daily life. The state of good governance and peace and security in the country would play a decisive role in smooth delivery of public services. Not only for public services, the status of peace and security and good governance needs to be strengthened for beefing up effectiveness of administrative and monitoring agencies. This will, thus, reinforce a fair, competitive environment for price, quality standards, access and extension of services provided by private sectors as well.

This programme also includes concession to price of goods and services produced by some government agencies and public enterprises, control of illegal activities such as black-marketing, carteling, artificial scarcity, for overall price control and development of social sector and promotion of private sectors. In addition, this programme also covers the programmes to ensure food supplies to remote mountainous Himali districts, and to raise income level by generating employment opportunities at local level.

In conclusion, as this programme aims at making public services to be received from the State by Nepali people accessible, simple, easy and qualitative, and providing relief to people in their daily life, the Government of Nepal sincerely requests all political parties, civil societies, all consumers and the international community to extend their co-operation from their respective fields for the successful implementation of this programme.

Immediate Relief Programme, 2011

1. Transitional Arrangement

- 1.1 A manual shall be prepared and special relief shall be provided before Dashain for the families of those killed or martyred, disappeared and wounded or disabled during the Maoist People's War, People's Movement, Madhesh Movement, Ethnic Movement, Tharuhat Movement, Dalit and Backward Class Movement and other Community Movements carried out for just demands.
- 1.2 Efforts shall be made to pass the bills on Truth and Reconciliation Commission and Disappearing Persons (Crime and Punishment) through the Legislature-Parliament within 15 days and immediately thereafter related Commissions shall be constituted.
- 1.3 Instructions shall be given to local administration to act on handing over immediately of the remaining unreturned public and private homes and land seized during the armed conflict to respective parties. In case of any problems seen with regard to the return of homes and land, a high-level taskforce shall be constituted to study the issue and find solutions with appropriate alternatives, and this task shall be completed within 3 months according to the suggestions received.
- 1.4 In accordance with the constitutional provision of developing Nepal Army's democratic structure and national and inclusive character, recruitment process for certain number shall start immediately in the context of the demand of recruiting 10,000 in numbers for a separate unit to establish identity of the Madheshi community in the Nepal Army.
- 1.5 Nepalese Citizenship Certificate shall be issued without hindrance in accordance with the Interim Constitution of Nepal, 2063 (2007) and prevailing laws. And obstructions and difficulties remaining this matter shall be clarified immediately.

2. Good Governance and Control of Corruption

- 2.1 In order to make public service inclusive, the previous bill shall be revised, keeping in mind demands of Madhesi, Janajati, Tharu, Dalit, women and other communities concerned. The revised bill shall be submitted to the Legislature-Parliament within 15 days.
- 2.2 The meeting of the Constitutional Council shall be called within 15 days to fill posts vacant long time in various constitutional bodies, and diplomatic and other important positions of public interest.
- 2.3 The Code of Conduct for all agencies, including members of the cabinet, shall be prepared and enforced immediately. Those misusing government means and resources and dillydallying in duties shall be closely watched and punished sternly.
- 2.4 In order to economize government spending, frugality directives shall be adopted and implemented immediately.
- 2.5 The tendency of capturing roadways or walkways for storing construction materials, creating unauthorized parking lots and raising parking fees, collecting money by erecting unauthorized road barriers and leaving domestic animals unattended in the urban areas and along the highways shall be controlled and legal action shall be taken against the trespassers.
- 2.6 To make contracts and public purchase process fair and competitive, and free from hooliganism, an e-bidding system shall be adopted.
- 2.7 An effective monitoring arrangement shall be made through the Public Purchase and Monitoring Office in order for strong control over irregularities in public purchase and construction works.
- 2.8 A separate unit shall be created within the Office of the Prime Minister and Council of Ministers, to hear public grievances in pursuance of the policy of "Zero Tolerance" to corruption. The concerned agencies shall be made active to initiate actions

pertaining to the complaints received in writing or electronically. A quality circle shall be set up in all ministries/agencies with responsibility of implementing the plan of action for corruption control.

3. Subsidized Rates and Supply Management

- 3.1 To ensure the smooth supply of essential consumer goods, at least one subsidized shop will immediately be opened in every constituency. For this, cooperatives will be mobilized as per the necessity.
- 3.2 At least five mobile subsidized shops dealing in essential consumer goods will start their service from Asoj 6 (September 23) in both urban and rural areas of Kathmandu valley. One mobile shop each for inside and outside the ring road will be established in the valley by involving Nepal Food Corporation, Salt Trading Corporation and Dairy Development Corporation.
- 3.3 The essential consumer goods sold or distributed by public enterprises will be made available at subsidized prices during the festival. There will be reduction of Rs. 5 and Rs. 3 respectively in the retail prices of each kilogram of sugar and salt distributed by National Trading and Salt Trading Corporation. There will be reduction of Rs. 5 and Rs. 3 per kilogram of coarse rice and fine rice sold by Nepal Food Corporation. Similarly, the price of ghee sold or distributed by Dairy Development Corporation will be reduced by Rs. 10 per kilogram.
- 3.4 The quality and level inspection of food items such as ghee, spices, oil, food grains, pulse and etc. that are high on demand during the festivals like Dashain, Tihar, Chhath, Bakr-Eid and Lhosar will be conducted on the basis of the maximum number of samples. Such inspection will be carried out in four days a week.
- 3.5 Nepal Food Corporation will be activated to manage the sale and distribution of meat items during the festivals like Dashain, Tihar, Chhath, Bakr-Eid, Lhosar etc. There will be a reduction

of Rs. 10 in the marked prices of meat item sold by the Corporation itself.

- 3.6 To make the distribution of firewood to the general public convenient, its supply from all district forests offices, district forests products supply committees, branch offices of Timber Corporation, forest products development committee, community forests, partnership forests, and other areas to the local level will be managed effectively.
- 3.7 The landless, freed and bonded laborers, Dalits, Haliya (ploughers), laborers, students and handicapped people will be given identity cards. On the basis of this, they will be provided with Rshan Cards, which will consequently enable them to buy essential consumer goods at subsidized rates.
- 3.8 To address the general consumers' complaints regarding purity and quality control of food, hotline telephone and complaint box services will be provided from the Department of Commerce, all District Administration Offices and Police Offices.
- 3.9 Intense monitoring of the market will be conducted by a flying squad including security personnel to take immediate action against those who are involved in cartelling and syndicate, creating unreal shortages, increasing unnecessary prices, engaging in adulteration, selling inedible goods, using fraud instruments of measurements, and selling date expired goods. A strong legal action will be taken against producers, sellers, firms, and shops. Consumer groups and volunteers will also be mobilized in the process.
- 3.10 To ensure the availability of food grains in the times of natural disasters and crises, the quantity of foods in the SAARC Food Bank will be increased from 4000 Metric tons to 6815 metric tons and in the national food store from 15,000 metric tons to 25,000 metric tons so that the supply becomes smooth and food security is guaranteed.

4. Improvement in security system

- 4.1 In order to make security system effective in the highways, Quick Response Teams will be set up at a distance of 50 k.m. Operation of over loaded vehicles will be controlled. Stringent action will be taken against drunk drivers.
- 4.2 Public Accountability Security Programme will be launched to immediately improve security sector in Terai and Eastern Hilly districts. Border security stations will be added to improve security in the bordering areas.
- 4.3 To bring an end to organized crime and hooliganism, special campaign will be launched to identify goons and to take stringent actions against them.
- 4.4 To address anomalies and problems associated with the nighttime business operations such as dance restaurants, Dohori Sanjhs and massage parlors, existing directives will be revised and implemented effectively.
- 4.5 Illegal alcohol production centers will be raided and confiscated alcohol will be destroyed. Anyone involved in such illegal businesses will be strongly punished.
- 4.6 Keeping in mind growing traffic pressure in Kathmandu valley and other urban areas, additional traffic posts will be established and rapid traffic teams will be mobilized in proportion to the vehicles.
- 4.7 Deployment of security personnel for domestic help in the name of providing personal security shall be scrapped immediately. Such deployment shall be stopped henceforth. Departmental actions shall be taken against serving and retired officers who keep security personnel as domestic help in the name of personal security as well as against officials who deploy them.

5. Amendment in the Transmission of Public Service

- 5.1 As the increased number of public holidays has caused inconvenience to the clients due to a nominal amount of working hours in public service, the schedule of the public holidays will be reviewed resulting in a “cut down” in public holidays.
- 5.2 Having viewed the increasing public demand and painstaking queue on the part of the clients, one more counter for token distribution and one for preliminary examination of the Machine Readable Passport (MRP) application forms at the time of collection will be added. The management for the collection of MRP forms from all the districts will be arranged within a month.
- 5.3 Because most of the secretaries of Village Development Committee (VDC) live in district headquarters and rarely do visit villages, the ordinary people in remote villages are forced to reach headquarters spending many days to fulfill their small needs. To put an end to this complexity, all the VDC secretaries are made compulsory to arrive at their respective workplaces by Ashoj 2068. Teachers are obliged to be present in their corresponding schools. Civil servants violating the command will be compelled to the departmental penalty.
- 5.4 Civil servants who are involved in elsewhere jobs ignoring their responsibility and keeping their post in remote areas vacant must be immediately back in their respective allocations. Employees working for district office, service center, sub-service center, resource center, primary health center, health post, sub-health post including the field-level service provision units are obliged to be present in their assigned work places.
- 5.5 Provisions are made for the smooth conduction of veterinary service in all seventy-five (75) districts even on public holidays.
- 5.6 The government ascertains the system for the access of the underprivileged citizens to the hospitals conducted by private medical colleges in terms of service flow with reasonable concession. For this purpose, the Health Ministry will monitor the service after the enforcement of the required directory.

- 5.7 Free health service to ordinary beds (exception to the cabins) will be provided to the district, zonal, sub-regional, regional and central level government hospitals.
- 5.8 The financial compensation will be delivered to the homes of the families of those deceased ones who had been victims in the natural calamities.
- 5.9 The customers desiring to pay the electricity bills in advance can accomplish their wishes as the payment will be duly calculated in their monthly bills.
- 5.10 All the district heads will publicize the office contact numbers to listen to the public complaints regarding the flow of public service. In addition, SMS service will be practiced for hearing public comments. As well, complaints management directory will be prepared and implemented.

6. Banking Service, Micro Finance and Taxpayers Service

- 6.1 Service charges will be regulated with a view to making banking services from banks and financial institutions to common people simple, accessible and efficient. Required directions will be issued immediately to increase the flow of loan to small entrepreneurs and its implementation will be monitored.
- 6.2 The financial institutions displaced during the conflict will be reinstalled promptly.
- 6.3 To increase the reliability of banks and financial institutions, the present mandatory deposit insurance of Rs. 2 lakh will be increased to Rs. 5 lakh. Similarly, additional Rs. 50 crore will be invested to increase the capital of Deposit Security Fund.
- 6.4 The supply of retail and clean currency notes will be increased in note funds throughout the country through fund transfer. A central hotline will be established in Nepal Rastra Bank so as to rightly address the grievances regarding irregularity and delayed service in banking services and exchange facilities. People will be informed by electronic communication media to

apprise of such problems. Should any problem arise, a task force involving banks and financial institutions will be formed to solve the problem and it will expedite the solution.

- 6.5 Additional exchange counters will be established in the premises of Nepal Rastra Bank, Thapathali as well as in the banks outside the valley to ease the availability of retail notes in the wake of upcoming festivals.
- 6.6 Provisions will be made to return to the general small amount depositors some of their deposits from punished or problematic banks and financial institutions.
- 6.7 Arrangements will be made to encourage micro finance programmes with a view to making micro financing accessible to disadvantaged and backward people and interest on such loans will be subsidized.
- 6.8 Necessary law will be formulated to establish a Microfinance Development Fund in order to provide loans to poor and disadvantaged people. Likewise, that transaction coverage of micro finance institutions will be extended and the interest on loans issued to poor people will be subsidized.
- 6.9 One percent of the interest rate will be decreased from the loans issued by banks and financial institutions to Dalits, freed-Kamaiyas, Badi, Haliya, conflict-hit people, single woman, disabled and senior citizens.
- 6.10 Thirteen additional taxpayer service offices will be established outside Kathmandu valley to provide quick, efficient and easy service to taxpayers as well as to extend the bases of tax.
- 6.11 Mobile services will be run in collaboration with private sector to provide service to taxpayers on the fields.
- 6.12 Online register system will be extended in all Inland Revenue Offices to provide the service to the taxpayers for registering permanent account number (PAN) and tax details through electric media.

- 6.13 Provisions will be made for people to pay tax from any branches of the banks that receive revenue. The number of such branches will be increased.
- 6.14 Arrangements will be made, with the permission of the concerned agency, for the vouchers issued from the banks to be recognized as revenue receipts, hence getting the clients rid of the hassle of receiving a separate receipt.

7. Agriculture and Rural Sector

- 7.1 Relief will be provided to farmers by making arrangements for sale and distribution of 10,000 metric tonnes of urea, 8,000 metric tonnes of DAP and 1,000 metric tonnes of potassium at subsidized rates in order to facilitate supply of chemical fertilizers. Arrangements shall be made for making available easy loans from banks and financial institutions without any delay and hindrances to the farmers who are short of funds.
- 7.2 Outstanding electricity demand charge on shallow and deep tube well will be written off. In the conflict-affected regions during the conflict period, if there is outstanding electric tariff, minimum tariff of that period will be written off.
- 7.3 50 percent of the insurance fee charged for the security of the livestock will be given as subsidy to small farmers.
- 7.4 Small farmers will be provided soft loan up to 30 thousands on concessional interest rate from Small Farmers Development Bank and Agricultural Development Bank for cash crops, animal farming, fruit and vegetable farming.
- 7.5 In order to address the existing grievances relating to interest to the loan provided to the farmers, relief will be provided by immediately reviewing the interest rates keeping in view the interest of farmers.
- 7.6 Necessary provision will be made immediately to waive of the electricity connection cost in the houses of Dalit (so called lower caste) living in the rural areas.

7.7 The assistance provided by the state for the loss of life by wild animals will be provided within a week of the accident.

8. Load Shedding, Drinking Water and Infrastructure

8.1 To end load shedding, the Government shall review the existing programmes and introduce effective action plan within one month.

8.2 Capacitor Bank will be fixed and Thermal Power Plant will be repaired immediately for managing demand and supply of electricity. Import arrangements will also be made to fulfill additional requirement.

8.3 Keeping in mind the people's conveniences, waste will be managed effectively in city areas including Kathmandu valley. Waste management is a vital service, so strong action will be taken to those who try to stop it and create difficulties. Departmental action will be taken immediately to the personnel who create obstacles. Municipalities should give first priority to waste management in their job description.

8.4 Drinking water, sewage and road facility will be improved by making effective urban basic service management. Taking these sectors as priority sectors, municipalities should formulate budget and programmes. Kathmandu Valley Drinking Water Limited will be made responsible for regular supply of drinking water in Kathmandu valley.

8.5 Necessary action will be put forward immediately for minimizing the water-related disasters like floods, landslides that had occurred this year. Maintenance of broken roads and bridges in monsoon or by floods will be repaired promptly before Dashain.

9. Industry, Employment and Labor Relations

9.1 In case of sick industries, banks and financial institutions are encouraged to settle out the dues of such industries as soon as possible by granting concession in interest and penalties. The tariff will be exempted in import of heavy machineries by those

seek industries having employed more than hundred Nepalese in order to re-operate/ re-run them.

- 9.2 A working group will be constituted to submit a report comprising suggestions on increment of industrial production by re-invigorating seek industries, identification of such industries in order to create employment and import supplement and on problems faced by industries and the ways to overcoming these problems.
- 9.3 Police beats comprising at least five armed police officers will be established to provide security of those productive industries having employed more than five hundred Nepalese.
- 9.4 Concessional loans will be provided to buy and operate Rickshaws on collateral of such Rickshaws in all districts of Terai Region where Rickshaws are operated.
- 9.5 Under the Youth Self-employment Programme, loan up to two hundred thousand rupees will be provided to youths who involve in self-employment in areas of agriculture, cottage industries and service sectors. In such loan, 60 percent grant will be given in interest. Opportunity will be provided to fifty thousand youth under the age of forty years to conduct business inside the country who had participated skill related training.
- 9.6 60 percent grant will be given in interests of up to two hundred thousand rupees loan from Foreign Employment Welfare Fund to those who had returned from foreign employment and willing to conduct income-related business.
- 9.7 Programmes will be formed and thereby implemented related to working place accident, reproductive health and insurance of labors' health from the Social Security Fund formed to use in social and economic interest of labors.
- 9.8 A tripartite mechanism at central level will be formed immediately to settle labor related problems and to develop harmonious relations between the management and workers.

10. Karnali Area, Remote Area and Target Group Development

- 10.1 Micro Finance Protection Programme shall be initiated in the ten mountain districts for the benefit of the people living in remote rural areas.
- 10.2 Arrangements shall be made for the collection of electricity and other tariffs by deploying mobile teams into local VDC buildings/police posts/bank branches in the rural remote areas.
- 10.3 In view of the fast approaching festival season, arrangements shall be made for the Nepal Airlines' 53 additional flights to the Karnali Area and 104 such additional flights to other remote areas for the relief of the remote area residents. Arrangements shall be made for an additional flight by single engine aircraft operators. Additional flights shall be arranged to other areas also depending on passenger demands.
- 10.4 Integrated subsidized retail centers shall be opened for the supply of essential consumer goods in the headquarters of districts in the Karnali Zone and other Himalayan and remote mountain districts.
- 10.5 Rebate shall be given at the rate of Rs.10/Kg. in Japanese rice and Rs.5/Kg in other varieties of rice being sold and distributed by Nepal Food Corporation in the Himalayan and remote mountain districts, including those in the Karnali Zone.
- 10.6 More convenient supply arrangements shall be made by providing transportation subsidy in the shipment of 15000 MT of food grains to the 30 districts, including those in Karnali Zone and other remote Himalayan and mountain districts. The quantity may be increased as per the need.
- 10.7 Iodized salt in the quantity of 40,000 MT shall be shipped to 22 districts, including 13 remote and nine partially remote districts, thus, making supply of salt more convenient.
- 10.8 Payment of child protection subsidy of Rs.200 being provided to all children under five of Karnali Zone and Dalit children of all other districts shall be made lump sum for first six months of the current fiscal year before Dashain.

10.9 A set of directives shall be prepared within a month and put into practice for the integrated public health campaign in order to enhance services of medical doctors, various other health services and public awareness activities in the remote and other districts having least access to health services.

11. Social Security and Development

11.1 Programme related to special social mobilization, income generation, nutritional development, small physical infrastructures and safety net will be implemented effectively in the districts within the working areas of the Poverty Alleviation Fund to bring immediate improvement on the lives of poor, marginalized and endangered ethnic groups such as Dom, Musahar, Chamar, Dusadh, Khatwe, Halakhor, Byadha, Raute.

11.2 Arrangements relating to the sale and distribution of liquor and tobacco products from the designated stores to the persons of prescribed age-group adversely affecting public health will be severely monitored.

11.3 Rapid Response Team (RRT) in central, regional and district level will be put in fully prepared stage to prevent any kinds of epidemics. In this respect, special arrangements will be made to raise alertness in the Dengue affected districts and prevent the disease.

11.4 Any children who could not go to school for any reasons will be immediately admitted to school and provided free basic education.

11.5 Standard norms will be made and implemented in order to fix and make unified fee structure by reviewing the diversified and excessive fee prevalent in the technical education like medicine. Arrangement will be made to fix the fee objectively by consulting the private school.

11.6 Reform will be made to control the misuse of the distributive system of monthly social security allowances being provided by the state to the elderly citizens, single woman, endangered

ethnic groups. The six-month allowances, from Shrawan to Poush, 2068, will be distributed at once before Dashain.

- 11.7 Immediate action will be initiated to establish expedited hearing court with a view to settling the cases related to gender violence against women.
- 11.8 An adequate amount of free medicine supposed to be distributed by the state will be made available. By establishing the mobile health clinics in villages, healthcare personnel will be mobilized to provide cure including immediate surgical treatment by identifying the women suffering from the uterine prolapse.
- 11.9 Female Healthcare volunteers will be mobilized in villages to ensure delivery services to pregnant women in health institutions. By disseminating the information on the facilities and services women are receiving during pregnancy, their accessibility will be ensured.
- 11.10 Relief will be provided to the equipment being used by disabled people like wheelchair and other related equipment.

12. Monitoring and Evaluation of the Programme

- 12.1 Monitoring of this programme in the Ministry shall be done at the level of Minister every 15 days and report of this shall be provided to the Office of the Prime Minister and Council of Ministers.
- 12.2 Office of the Prime Minister and Council of Ministers shall prepare the progress report of the Programme every month and submit it to the Prime Minister. Based on this, arrangements shall be made for regular appraisal at the level of Prime Minister.