
One Stop Shop(OSS)

Lesson Learned

**Rural Enterprises and Remittances
Project (Samriddhi), Project
Management Office(PMO), Itahari,
Sunsari, September 2017**

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Executive Summary of One Stop Shops (OSSs) lesson learned

1. Following the responsibility handed to Knowledge Management (KM) Specialist during Technical Workshop | 14-16 June 2017, Godavari, Lalitpur on study of the OSS set up by GIZ-financed INCLUDE project, the OSS study has been carried out. The study viewed to draw lessons of OSS and trace back players at Federation of Nepalese Chamber of Commerce and Industry, District Chamber of Commerce and Industries (DCCI) for setting up and operation of Enterprise Service Centers (ESCs) at 16 targeted districts of RERP. The OSS lesson learned from the field shows that this is not actually the success story of the institution but an institution that has opened up avenues for establishing similar like that of OSS.
2. Soon after the MoU agreement signed between FNCCI and RERP on 14th July 2017 the KM Specialist together with team members from Project Management Office (PMO) arranged first round discussion meeting at GIZ-INCLUDE office Khumaltar, Lalitpur with Mr. Roshan Shrestha, Deputy Chief Technical Advisor and Mr. Kabir Chitrakar, Senior Program Officer. The meeting was very helpful in gaining firsthand information on OSS modality, its Strengths, Weakness, Opportunities and Threats (SWOT). After the discussion with INCLUDE team member RERP team selected three DCCIs that still have OSSs namely in Chitwan, Butwal and Dang among others (from Nepalgunj, Surkhet and Pyuthan) as sample OSSs to be studied. The three as sample was selected because these prominent DCCIs still have OSSs. In Dang district, intervention is scaled up by INCLUDE-GIZ as 'Startup Agency'. Also because of the time limitation only three of the OSSs were selected as sample at this phase of the study.
3. The study team before making the field trip involved in meeting and communication with FNCCI including AEC staff members, Dinesh Parjuli, Ph.D.- Managing Director, and Mr Ayush Rana- Liasion officer at FNCCI Office in Kathmandu. The DCCI offices in Chitwan, Dang and Butwal were formally informed that RERP was undertaking the study. Detailed concept note, checklist and field plan was developed by the team that involved KM Specialist- lead responsibility, Data Management Officer and M&E officer from RERP corridor office. The checklist covered questions i) to OSS Staff in relation; to service, ownership, networking and partnership, sustainability, management and capacity building, state of operational business development services, strategic business

development services ii) to DCCI personnel, in general how OSS is relevant to the DCCI fulfilling DCCI objectives. And iii) to beneficiaries, how they have viewed OSS and its services in starting business and enterprises. The detail is annexed in the Lesson from One Stop Shops Study Report.

4. The study team identified that all three OSSs has been fully owned as a Business Service providing unit by DCCIs even after the INCLUDE- GIZ project was already completed. A designated staff as Business Development Officer, work as OSS staff and provides related services in the coordinated manner together with DCCIs other units. The services as identified are limited although demand from the beneficiaries is in high scale. OSS collects membership fees mainly during election at DCCIs.
5. The major challenge of OSS at these DCCIs is now on how to make these OSS sustainable. According to the informants DCCI at OSS unit lacks efficient and limited number of human resource capable of handling the beneficiaries' service demand. DCCI due to the resource constraint is unable to pay good amount of salary to the OSS staff. The flow of beneficiaries receiving services from OSS is also limited because OSS help desk at DCCI is not fully able to provide information and knowledge as required by beneficiaries. The challenge could be overcome if OSS has resourceful information desk and knowledgeable employee.
6. All three DCCI informants focused that free service of OSS cannot be valuable for both service provider and beneficiary. Reasonable service fee should be charged in demand of service, but the challenge has been of behavior change in beneficiary because most of the beneficiaries expect free service from OSS. Also reasonably because DCCI already charges membership fees, and there is also required amount of tax and service charge to be paid for Government while operating enterprises thus beneficiaries demand free service from the Government.
7. DCCIs regarding of OSS services have the common voice that Government of Nepal should reinforce the policy and help private sector in developing the mechanism for compulsory fee based services to be received from DCCIs across the country. Once the government policy is adopted DCCI can make these current OSS sustainable by motivating beneficiaries with reasonable services. The beneficiaries no doubt are ready

to pay the service charge once effective information and facilitation service is provided from DCCIs. While addressing the pressing demand from the service receiver, for example Butwal DCCI charges separate fees for DCCI members and non-members on demand individually as well as for group.

8. Beneficiaries from the OSS have received suggestions while running their business particularly on government's rule and updated facilities. Updated information such as on upcoming exhibitions in district, regional and national level is received formally from DCCIs. Beneficiaries advised that regular monitoring from OSS is essential as well as OSS should provide effective information in relation to business and services.

A. Rational of OSS lesson learned

In the Rural Enterprises and Remittances Project (RERP), Enterprise Service Center (ESC) is a public-private partnership facility facilitating entrepreneur's access to the services they need for creating a new enterprise or expanding a new one. In every sixteen project target districts, ESC facilitate Rural Micro and Small Enterprises (RMSEs) linkages with financial and non-financial service providers, counselling services and information, promote business partnerships to facilitate the access of family and micro-enterprises to markets and services and foster their sustainable inclusion into profitable supply chains. Further, ESCs also manage a system for the qualification, capacity building and quality monitoring of service providers. ESC therefore is a business model offering customers the convenience of having multiple needs met in one single location, where customers can get all they need primarily updated information on markets and business opportunities in 'one stop' instead of going to multiple, different places and thereby efficiently utilizing time.

INCLUDE/GIZ has built on their past experience with One Stop Shops (OSSs) with collaboration through Federation of Nepalese Chamber of Commerce and Industry (FNCCI). The OSS knowledge and experience can facilitate on the building and channeling of knowledge in the RERP supported ESCs in the districts to FNCCI and its District Chamber of Commerce and Industry members. INCLUDE and RERP the two likeminded projects can therefore exchange experience and knowledge and RERP can be able to build on the experiences generated by INCLUDE's OSS. Therefore, this lesson learnt will explore the OSS modality in setting up and operationalization of ESCs.

B. Focus in the study

While drawing the lesson learned the study group aimed at discussing and drawing lessons in the following areas of One Stop Shops;

1. In Relation to Service
2. Ownership
3. Networking and Partnership
4. Sustainability
5. Start Up agency: unscaled OSS
6. OSS Management and Capacity Building
7. Operational Business Development Services
8. Strategic Business Development Services
9. Beneficiaries of OSS

C. Overview of One Stop Shop (OSS)

A. One Stop Shop (OSS): An Outline

1. *“One Stop Shop (OSS)” is a help-desk at a local Chamber of Commerce and Industry providing information to assist in investment decision-making, support in start-up and post start-up processes. The “One Stop Shop” is a **center or location at which Micro, Small and Medium sized Enterprises (MSMEs) could find all the information they need about government rules & regulations and business services in one place, i.e. under one roof. In contrast, to some other definitions, this concept does not refer to the idea of “single window” system. It is not intended to provide direct access to all licenses and registrations required for a new business at one desk, though the One Stop Shop would be able to handout form sheets, contacts, advices and addresses for the registration at the concerned offices in charge.***
2. *Objective: The objective of a **One Stop Shop was to promote enterprises for sustainable local economic development.** The results to be achieved from this shop were as follows:*
 - *Easy access to relevant information with regard to market, suppliers, staff, resources etc.*

- *Availability of government regulations and registration requirements including relevant form sheets.*
- *Facilitation for business registration and access to finance*
- *Provision of business development services*
- *Entry to coaching and consulting after start-up*

Hence, to realize the above mentioned concept was to establish 'One Stop Shop'. The overall responsibility of management and operation of the 'One Stop Shop' fully was with AEC. However, some of the operation cost of the shop was shared by Project in partnership.

*3. The **obligations of the partners** (AEC and Project) agreed was as following:*

1. Obligations of Chamber of Commerce and Industry (CCI)

1.1 Workspace

*CCI made available **one separate room for the establishment of the One Stop Shop** within the chamber premises.*

1.2 Utilities

Utilities' including water, electricity, telephone line and service, fax service, email / internet, services of photocopy machine etc was provided by CCI.

1.3 Support and Co-ordination

*CCI ensured **the support and co-ordination (administrative and advisory) from the executive committee and chamber staff members** by constituting a subcommittee to promote and settle daily based operational issues.*

1.4 Operational Plan

*CCI prepared, **adopted and implemented the periodic operational plan incorporating promotional activities of OSS** in regular basis. To prepare such a plan technical support was provided by the Project. Project supported in some of the activities of such plan as and when necessary.*

1.5 Service users' record

CCI made provision **to keep the record of OSS service users in a proper format** including other information required for project and made it available to the Project in monthly/ quarterly basis. Project assisted in developing such formats.

1.6 Service Charge

CCI prepared, adopted and implemented the OSS **service charges** for services to be delivered in view of sustainability.

1.7 Management Committee

CCI formed a management committee for the smooth running of OSS which **regularly discussed and reviewed the situation of the shop** and took necessary actions for improvement.

1.8 Coordination with the local line agency

CCI **coordinated with the concerned local governmental & non-governmental agencies** to make them aware and ensure the collaboration for optimization of resources and reduction of duplications so that enrich the effectiveness & ensure the benefits to the OSS service recipients at large.

D. Experience sharing on OSS from discussion with GIZ/INCLUDE team

The preliminary discussion was on OSS modality, the successful and failure part, and valuable lessons/experience/good practice from OSS. Project have already tested modality thus INCLUDE is no doubt the knowledge repository for RERP on ESC setting and its operation. The following persons were involved in the preliminary meeting.

1. Mr. Roshan Shrestha, Deputy Chief Technical Advisor GIZ and
2. Mr. Kabir Chitrakar, Senior Program Officer, GIZ

OSS is still continued in;

1. Chitwan, Butwal is well functioned

2. In Dang in additional level of approach such as hand holding and start up agency was initiated.

3. Nepalgunj and Surkhet are still in operation performing satisfactorily.

1. The concept on OSS was initiated by INCLUDE and was first piloted in Kailali, Surkhet, Dang, Nepalgunj and Puthan Districts CCI. The district chambers not so strong compared to other district in Pyuthan did not have good capacity.
2. In Dang one more level of intervention was initiated such as with hand handling support.

Learning

- The group involvement was needed than the personal participation.
- Enterprises were less creative and many enterprises were copied thus were ineffective.
- The potential risk of OSS was not considered; likewise sustainability part was loosely formed.
- The staffs in OSS were less capacitated such as staff in the information desk was not updated on services being delivered by OSS. Thus CCI should select qualified staff with updated IEC materials.
- Business establishment is the long term process that needs cultural and behavior change thus regular support in establishing business is needed.
- OSS should have had positive impression and functioned as clients' helping hands

What were the weaknesses of OSS?

- DCCI is functioned by politically elected body so it is difficult to have decisive role
- OSS did not charge service fee was free of cost thus the services from OSS was not sustainable and had the feeling of ownership
- Ownership of OSS was also related with funding issue, GIZ had limited funds to provide after 3 years
- There was not dedicated Business Development person
- Once fee based service was initiated by INCLUDE it was already late thus fee based service has to start from the beginning
- When the clients brings issues at OSS it was not well addressed

What is the strength of OSS?

- DCCI has realized of OSS as the organization's unit and ownership is gained
- OSS has been now strengthened to charge fees such as for membership, certificate of origin for sending abroad.
- OSS has been developed as firm but does not have full-fledged ownership.
- Clients tracking mechanism was initiated such as in Dang OSS that turned out as strength
- Now OSS receives direct fee for services

What opportunities have been created by OSS now?

- If the Banking sector is involved in providing the services then services like OSS can be more effective. But in the case of INCLUDE project banks were not interested and paid attention in such services because the processing cost was costly for banks dealing with tiny amounts.
- If RISK could be beard by bank and project including of beneficiaries then this approach can be sustainable approach.

Method of information collection

Semi- Structured questions has been developed in gathering information from the field. Interview and group discussion method will be adopted. Photos, interviews record in audio medium will validate the collected information including of interviewee name, designation.

Field Information

Three OSSs from Chitwan, Dang and Butwal were selected as sample because these are still operating in prominent DCCIs.

Discussion/meeting carried out having detailed checklist, semi-structured questions developed to consult with;

1. OSS staff(in relation to service, ownership, networking and partnership, sustainability, management and capacity building, state of operational business development services, strategic business development services)
2. DCCI personnel (in general how OSS is relevant to the DCCI fulfilling DCCI objectives)
3. Beneficiaries (how they have viewed OSS and its services in starting business and enterprises)

E. Current state of OSSs

- OSS is owned as Business Service Unit in all DCCIs even after completion of INCLUDE project. OSS meets DCCI objective (particularly on promoting enterprises for sustainable local economic development) thus still ready to continue this service.
- Designated one staff the Business Development Officer provides related services, coordinating with DCCIs other units.
- The One Stop Shop is able to handout form sheets, contacts, advices and addresses for the registration at the concerned offices with minimum fee

F. Notable Issues and learning on OSS

- The group involvement was needed than the personal participation.
- Reduction of duplications to enrich the effectiveness and ensure the benefits to the OSS recipients
- The potential risk of OSS was not considered; likewise sustainability part was loosely formed. OSS service charges for services have to be delivered in view of sustainability.
- The staffs in OSS were less capacitated such as staff in the information desk was not updated on services being delivered by OSS. Thus DCCI should select qualified staff with updated IEC materials.
- Business establishment is the long term process that needs cultural and behavior change thus regular support in establishing business is needed.
- OSS should have had positive impression and functioned as clients' helping hands.

- Human resource should be knowledgeable, capacitated staff for handling services as demanded by beneficiary.
- Information Desk is not resourceful, limited information being provided thus beneficiary is not motivated. Vibrant information desk and knowledgeable employee is the must
- Charging service fee is challenging for Chitwan and Dang DCCI than that of Butwal(separate fees for DCCI members and non-members). Cultural and behavior change is needed. Fee based system is imperative for sustainability.
- Client tracking: There should have been regular communication and support provided to beneficiary
- OSS is gradually been developed as firm and strengthened to charge service fees but does not have full-fledged ownership. Government should reinforce policy and help private sector in developing the mechanism for compulsory fee based services from one stop.
- Once effective information and facilitation services is delivered from OSS beneficiaries are ready to pay service charge required

Annexes

Annex 1: Documentation

1. Photos
2. Audio Records of Interviews

Annex 2: Checklist for information to gather from OSS

Part One of Checklist

Approaching interviewee

- Introduction of your own and about RERP
- Explaining the purpose of field visit
- Sharing RERP brochure, calendar and note copy(as per the need)
- Asking the consent for record, note keeping and photos. Requesting approximately how much time we would like to request. Make the interviewee comfortable and we do not intervene.
- Taking note on note copy as well as in Meeting/discussion note collection format(attached in annex)
- Make sure we haven't missed important question to ask. And we also did not forget our personal things such as bag, copy, camera or anything else!!

A. Questionnaire to be asked with OSS (staffs)

1. In Relation to Service

- *DCCI had made provision to keep the record of OSS service users in a proper format, is it still maintained?*

- *Was the information required for INCLUDE project made available to the Project? If so how often? For example, monthly/quarterly basis? And who assisted in developing such formats for OSS?*

- *What particulars are included in the service? Do you have the list and record of services being provided by OSS? Suggest mentioning the numbers of clients have received services?*

- OSS service charges, could you provide the service charge fee, generally how much was charged for which services, details IF any? Have you recorded?

- How many direct beneficiaries have been approached? Do you also have record Industry, trade (male and female headed)?

- How many were able to establish business after OSS?

- Was OSS services regularly offered to the beneficiaries?

- Based on the services received from OSS how many persons have scaled up their business? How many have declined or left the business? Is there any record or was there any follow up happened?

- After receiving the OSS service was employment increased in business sector? IF yes, in which sector was it? Who were the targeted potential entrepreneurs?

2. Ownership

- Regarding ownership how has chamber owned OSS? How often is meeting (how many times/frequency in month/year) held?

- What issues were discussed and what major decisions were made in the recent year/month?

3. Networking and partnership

- How was the networking with GoN, line agencies, N/GOS and private sector?

- Was it in coordinated effort? Did NGOs added value (ask only if fee has been collected)?

- *How was this with Private organization (DCCI member organization partnership/networking)?*

4. Sustainability

- *What effort was adopted for making OSS sustainable? Was it service oriented i.e to make the services of OSS sustainable? If the services were on focus then were OSS staffs capacity also strengthened? How were they capacitated?*

- *What challenges faced for sustainability including DCCI's ownership?*

-*What is the mechanism for fees collection? (Only if fees has been collected)*

5. Start Up Agency in Dang

- *What level of intervention was initiated in Dang? [The INCLUDE has intervened Handholding and Start up Agency] how was it?*

- *What were the difficulties faced by OSS? For example, how OSS is facing difficulties in the Terai and hilly districts?*

- *What linkage mechanism was developed with other agencies such as GOs, BFIs, I/NGOs working in enterprises development and such?*

- *How was B 2 B linkages? And what was the status and effectiveness of B 2 B linkages?*

6. OSS Management and Capacity Building

- Suggest mentioning composition of management committee including if TOR is available?

How many staffs were dedicated for OSS?

- Was training designed for the staff and other partners of the OSS?

- Was there changes made in the number of dedicated staffs in initial phase and how is it at the moment?

Part two of Checklist

7. Operational Business Development Service

- Did OSS delivered everyday operation services? Such as, information, communications, management of accounts, tax clearance related record keeping, book keeping, human resource management?

-How much was their monetary charge services to enterprises? Was there any basis of charging money for these services? How much was the ratio of income generation from such kind of services?

-How much was the revenue generation from Business Development Services? Is there any record?

8. Strategic Business Development Service

- Was there B to B linkage service by OSS? And if there was also marketing on Business Development Service? How was the communication strategy?

- *How often market study happened? In what time difference this had happened? Was sales, services and skills assessed in such market study?*

- *Did the BDS linked for example with farmers with wholesaler, micro, medium and large enterprises?*

- *Was the Business Plan Development Services delivered?*

- *Was also Bank and cooperatives involved on this?*

Part three of Checklist

B. Questionnaire to ask with DCCI personnel

Questions can be followed from above mentioned section. Additional is as;

- *Is OSS relevant to be in DCCI?*
- *How has been DCCI benefitted because of OSS?*
- *What DCCI objective has been fulfilled because of OSS?*

C. Questionnaire to ask with Beneficiaries?

- *What services have you received from OSS?*

- *Was the service as per your expectation?*

- *What limitations were there in services? Can you mention how should it have been instead?*

- Did you pay fees to those services? If yes, how much did you pay? Do you think that was reasonable?

- Do you think these services should instead be free of cost? If yes why do you think so?

- How often and for who (targeted to special group of beneficiaries) do you think these services should be available? For any reasons, please?

- What additional services that OSS should make available?

- Can you please mention some services that are not been made available by OSS? Why do you think this service is needful for you?

- Are you ready to pay fees to these services? Or do you think that should be free of cost? If you are ready to pay fees then for what extent will you be willing to pay?

Annex 3: Expected Information provider

1. CCI president
2. Management committee members
3. Secretariat(OSS staff)
4. DCCI secretariat head
5. Beneficiaries
6. Office of the Cottage and Small Industry

Annex 4: Team Members Travelled in the field

Name	Designation	Office
Ms. Sujana Dhital	Knowledge Management Specialist	Project Management Office Itahari
Mr. Himnidhi Neupane	Data Management Officer (has been acting M&E person at PMO in the absence of M&E specialist)	Project Management Office Itahari, Sunsari
Mr. Rohit Joshi	M&E Officer	Janakpur Corridor Office Bardibas

Annex 5: Travel including meeting plan

SN	Day	Travel Plan	Meeting with	Remarks
1	15 th Bhadra 2074	From Itahari to Chitwan	None	Night Stay
2	16 th Bhadra	Meeting and discussion in Chitwan	1. CCI president 2. Management committee members 3. Secretariat(OSS staff) 4. DCCI secretariat head 5. Beneficiaries 6. Office of the Cottage and Small Industry	Night Stay in Chitwan
3	17 th Bhadra	Traveling to Dang from Chitwan reach there by half day Meeting in Dang if possible with few members	1. Secretariat(OSS staff) 2. Beneficiaries	Night stay in Dang
4	18 th Bhadra	Meeting with remaining members in Dang	1. CCI president 2. Management committee members 3. DCCI secretariat head 4. Office of the Cottage and Small	Night stay in Dang

			Industry	
5	19 th Bhadra	Traveling to Butwal and conduct meeting (in the half day)	1. Secretariat(OSS staff) 2. Beneficiaries	Night stay in Butwal
6	20 th Bhadra	Meeting with remaining members Travel back to Chitwan	1. CCI president 2. Management committee members 3. DCCI secretariat head 4. Office of the Cottage and Small Industry	Night Stay in Chitwan
7	21 th Bhadra	Returning to Ithari		

Annex 6: Meeting/discussion Note Collection Format

Meeting at: e.g. *Butwal Chamber of Commerce & Industry, Rupandehi*

Date:

(Note: Please list the name and designation)

1. CCI president []
2. Management committee members []
3. Secretariat (OSS staff) []
4. DCCI secretariat head []
5. Beneficiaries []
6. Office of the Cottage and Small Industry []
7. Other []

Major Discussion Note [If different issue was also aroused than in the checklist]

Note taken by: [Name the RERP team members]

Please be sure that Photo and audio was recorded.

Annex 7: Contact details of DCCI operating OSS in Chitwan, Butwal, Dang, Dhangadi and Surkhet districts.

Butwal
Butwal Chamber of Commerce & Industry, Rupandehi
Estd : 2010 B.S.

Address : Chamber Street, Butwal-6
Rupandehi
Phone : 071-541346, 544746
Fax : 977-71-540146
Email : butwalcci@yahoo.com
Website : www.bcci.org.np
Election Date : 2071-06-29
President :
Mr. Mahesh Man Singh, 9857020534
Senior Vice President :
Mr. Khim Bahadur Hamal, 9857020900
Vice President (Ind) :
Mr. Anil Prasad Shrestha, 9857020325
Vice President (Com) :
Mr. Ujjwal Kasaju, 9857020007
Secretary General :
Mr. Hari Prasad Aryal, 9857026131
Treasurer :
Mr. Dinesh Prasad Shrestha, 9857021127
Secretary :
Mr. Kamal Prasad Poudel, 9857021365
Secretariat Chief :
Mr. Sanjay Gyawali, 9857028864
Chitwan
Chamber of Commerce & Industry - Chitwan
Estd : 2016 B.S.
Address : 279-Narayani Marga, Narayangarh
Chitwan
Phone : 056-520108, 522145, 525512
Fax : 977-56-520165
Email : ccic@wlink.com.np
Website : http://www.ccichitwan.org
Nearest Airport : Bharatpur Airport
Election Date : 2072-09-28
President :
Mr. Rajan Gautam, 9855056655
Senior Vice President :
Mr. Raju Shrestha, 9855055075
1st Vice President :
Mr. Chun Narayan Shrestha, 9855055331
2nd Vice President :
Mr. Suman Kumar Shrestha, 9855055693
3rd Vice President :
Mr. Bishnu Prasad Kandel, 9855055233

Secretariat Chief :
Mr. Rasik Pradhan, 9845084242
Dang Ghorai
Dang District Chamber of Commerce & Industry
Estd : 2027 B.S.
Address : Bashantbihar Tole, Ghorahi Sub-Municipalitan 14 Dang
Phone : 082-560063, 563452
Fax : 977-82-562963
Email : dangdcci@gmail.com; dangcci@yahoo.com
Website : www.dangdcci.org.np
Nearest Airport : Tarigaoun
Election Date : 2071-03-07
Election Period : 3 yrs
Total Member : 1940
President :Mr. Hem Raj Banjade, 9857830135
Vice President (Ind) :
Mr. Khadga Bahadur Budhathoki, 9857830333
Vice President (Com) :
Mr. Narayan Prasad Bhusal, 9847858410
Secretary General :
Mr. Deepak Subedi, 9857832175
Secretary :
Mr. Sushil Prakash Acharya, 9857831452
Treasurer :
Ms. Manju Bajracharya, 9847845922
Secretariat Chief :
Mr. Suraj Budhathoki , 9857832945
NepalGunj
Nepalgunj Chamber of Commerce & Industry
Estd : 2024 B.S.
Address : Tribhuvan Chowk, Nepaljung Municipality-10
Banke
Phone : 081-520365, 524390, 524389
Fax : 977-81-522736
Email : nepalgunjchamber@gmail.com
Website : http://www.nepalgunjcci.org.np
Nearest Airport : Ranjha Airport, Banke
Election Date : 2073-05-11
Election Period : 3 yrs
Total Member : 1525
President :Mr. Nanda Lal Baisya, 9858021205, 9858024389
1st Vice President :
Mr. Abdul Wahit Mansuri, 9858020232
2nd Vice President :
Mr. Durga Prasad Bhandari, 9858021977

Secretary General :
Mr. Ajay Kumar Tondon, 9802514008
Dy. Secretary General :
Ms. Tara Kumari Khatri, 984804372
Treasurer :
Mr. Awesh Kumar Agrawal, 985802005
Secretariat Chief :
Mr. Ajay Singh Sijapati, 9848025333
Surkhet
Surkhet Chamber of Commerce & Industry
Estd : 2038 B.S.
Address : Chamber Marga, Birendranagar 6
Surkhet
Phone : 083-520300, 520320, 525156
Fax : 977-83-520300
Email : info@surkhetchamber.org.np, surkhetcci@gmail.com
Website : http://www.surkhetchamber.org
Nearest Airport : Surkhet
Election Date : 2071-01-15
Total Member : 2287
President :
Mr. Prakash Adhikari, 9858050244
Senior Vice President :
Mr. Prakash Upreti, 9858050042
Vice President (Com) :
Mr. Dhana Bahadur Raut, 9858050246
Vice President (Ind) :
Mr. Bashudev Sharma, 9858050297
Secretary General :
Mr. Gopal Krishna Giri, 9858050227
Treasurer :
Mr. Dipendra Dhakal, 9858050023
Secretary :
Mr. Suraj Gautam, 9858050533
Secretariat Chief :
Mr. Mahesh Keshar Khanal, 9858050363

Photos

1. Butwal OSS



2. Dang OSS



3. Chitwan DCCI

