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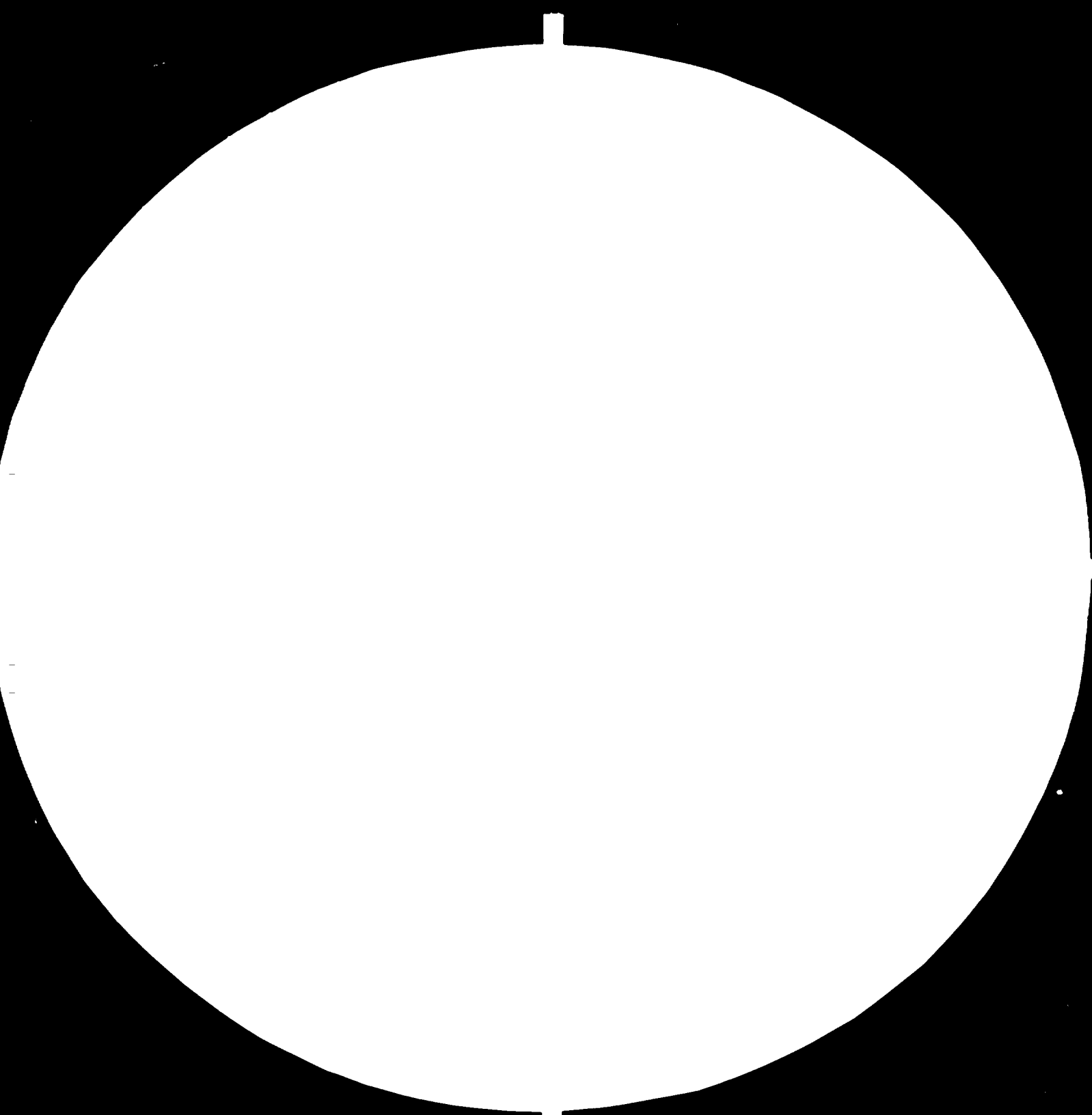
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Nepal. STRENGTHENING THE INDUSTRIAL INFORMATION  
AND DOCUMENTATION SYSTEM  
OF ISC.  
NEP/79/023  
NEPAL

Terminal report

Prepared for the Government of Nepal  
by the United Nations Industrial Development Organization,  
executing agency for the United Nations Development Programme

Based on the work of Josefina C. Dimatulac,  
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United Nations Industrial Development Organization  
Vienna

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This report has not been cleared with the United Nations  
Industrial Development Organization

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Note:

(APPENDIX 3 omitted)

I. INTRODUCTION

1. Brief Project Background

1.1 Under Project NEP 79/067, an ITC Adviser on Trade Information undertook a 3 - week mission to Nepal as part of an ITC - ESCAP regional assistance programme entitled "Regional Advisory Services Project in Trade Information". Part of such mission included a brief study of the operations and services of the Documentation and Publication Branch (DPB) of the Industrial Services Centre for the purpose of identifying possible areas of assistance. Such study served to alert government attention to the immediate need for restructuring and reorienting the DPB in order to serve the industrial and technological information requirements of both public and private industry sectors which, consequently, led to the conception and implementation of the present Project under review.

1.2 The present Project no. NEP/79/023/A/45/37/ under review signed and approved by UNDP and HMG of Nepal on June 25, 1979, was originally entitled, "Strengthening the Industrial Information and Documentation System", with an estimated total budget allocation of \$ 135,590, covering a period of 18 months.



After some revisions, the following changes were made which formed the basis for implementation of the present Project:

- a) Title of the Project changed, as follows: "Strengthening the Industrial Information System of ISC". Such change explicitly spelled out the agency beneficiary and scope of the Project.
- b) Duration of the Project has been reduced from the original eighteen (18) months period to twelve (12) months. In June 1981, however, the Project was extended for another three (3) months, making an overall total of fifteen (15) months Project duration, from June 1980 to Sept. 1981. Such extension resulted in an over-all budget increase of \$ 7,090 financed from IFP Funds,

## 2. Terms of Reference and Objectives of the Project

### 2.1 Development Objective

The Government of Nepal in its Fifth and Sixth year Plans, places great emphasis on the balanced and rapid development of the industry sector. However, the establishment of new industries and promotion of existing ones have lagged behind previously planned targets. The lack of information organized for efficient retrieval was recognized as one of the major constraints in the industrialization efforts. In response to this need, the Documentation and Publication Branch (DPB) was created within the Industrial Services Centre (ISC) to provide government agencies involved in industrial development as well as the public and private sectors of industry with necessary information required for industrial planning & programming and industrial operations. The strengthening of DPB through the present Project is therefore expected to play a major role in the industrial promotion & development efforts of the Centre.

### 2.2 Immediate Objectives

As set forth in the Project document, the immediate objectives of the Project are as follows:

- a) to strengthen the documentation and information activities of ISC by way of analyzing the present situation of the Documentation and Publication Branch (DPB) in the light of present information needs and existing sources of information in the country;
- b) restructuring and reorganizing the DPB in order to meet the above - mentioned information needs; and,
- c) training necessary Counterpart staff to operate the DPB.

### 2.3 Expected Outputs

The outputs which the project is expected to produce through its activities in order to achieve above - mentioned objectives, are as follows:

- a) Collection, processing, storage and retrieval of information;
- b) Dissemination of information through adequate techniques (Question & Answer Service, Publications service, Current Awareness Service Selective Dissemination (SDI) service)
- c) Establishment of local staff education and training programmes.

2.4 Project Inputs

2.4.1 UNDP inputs;

- o Assignment of Expert 15 m/m
- o Training Provisions 36 m/m
- o Equipment \$ 20,000

(Cf Appendix 1 )

2.4.2 Government inputs

- o Assignment of Counterpart Staff 15 m/m
- o Office facilities, secretarial assistance and transportation within the country
- o Equipment & furniture, supplies, books, periodicals, etc. \$ 6,075

(Cf. Appendix 1 )

- o Counterpart Team

(Cf. Appendix 2 )

## II. THE INDUSTRIAL ENVIRONMENT IN NEPAL;

### BACKGROUND INFORMATION

#### 1. The Industry Sector in Nepal: A Brief Overview

Nepal is comparatively in its initial stage of industrial development. The beginning of systematic development effort started only in 1956 with the launching of the first 5 - year development plan. Now on its 6th plan period, (1980-85) the industry sector has increasingly gained priority especially in the 5th and 6th plans. However, progress made in terms of physical targets leaves much to be desired. This role of <sup>this</sup> sector till now, is not very significant and its contribution to gross domestic product is only 5 per cent. Only one per cent of the total labour force is employed in this sector. About 75 per cent of the existing industries are food processing industries. The industrial sector provides negligible employment opportunity. The role of cottage industry is predominant within the industrial sector. During the fiscal year 1977/78, 99.5 per cent of the industrial establishments was cottage industries which provided employment opportunities to 95.6 per cent of the industrial labour force. Though 41.3 per cent of the total investment in the industrial sector is in the cottage industries, its contribution to the total industrial production is only 21.7 per cent. 1

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1 "Economic survey FY 1980-81". Nepal Ministry of Finance, Kathmandu, 1981, p. 12

Production of essential consumer goods, export promotion and provision of employment opportunities to the low income groups are some of the main objectives envisaged in the Sixth Plan for the industrial sector. Considering the problems of capital and market as well as the need for the establishment of import substituting and export promoting industries, priority has also been accorded to the development of cottage and small scale industries. While the lack of developed and organised manufacturing sector has remained a major problem, the existing industries have not yielded the full benefit as they are not operating in full capacity. Lack of raw material, irregular supply of electricity and lack of sufficient working capital are some of the major constraints. \*\* Appendix 6B lists industries being promoted by government under the "New Industrial Policy" for 1981.

## 2. The Industrial Services Centre (ISC)

To facilitate and promote industrial development in Nepal, the Industrial Services Centre was established in 1974. The mission of <sup>the</sup> Centre plays a significant role in the formulation and development of economically viable investment projects through its following activities:

- 
- \*\* 1. "Economic survey FY 1980-81". Nepal Ministry of Finance., Kathmandu, 1981, p. 12
2. Industrial Policy. Nepal Ministry of Industry and Commerce. Kathmandu, 1981. 34 p.

- a) conducts techno-economic feasibility studies on industrial subsidiary industries based on agriculture, forestry, mining and others
- b) advises and suggests methods and suggests methods for modernization, expansion and improvement in productive efficiency of industries
- c) makes available reports of viable projects to both local and foreign entrepreneurs and informs them on all possible aspects of industrial investment in Nepal
- d) undertakes the management of industrial districts and plans for the establishment of others
- e) studies the performance of industries within the context of the existing industrial policy and makes recommendations to HMG for changes necessary to help industrial growth
- f) undertakes research and makes case studies on industrial management and publishes their findings in order to help industrialists improve their management systems and practices
- g) conducts industrial management training programme for those engaged in management of industrial and related enterprises.

Under the 6th Plan, ISC is expected to play an important role in the promotion of industrial investment through a continuing study of country-wide resources, markets, (identification of potential industrial projects) preparation of industrial plans, study of feasible industries and provision of management consultancy & training to local entrepreneurs. The industrial promotion activities of ISC envisage an adequate information inflow of industrial information for which purpose, Documentation & Publication Branch is an integral part of its activities.

3. The Documentation & Publication Branch

To support the industrial information requirements of ISC, a documentation and information unit was created upon establishment of the Centre in 1974. With its establishment, the vital link in HMG's efforts for the development and promotion of industry in Nepal has been forged.

Unfortunately, the unit could not effectively carry out its function due to the lack of suitably trained manpower to systematically plan and manage the service according to scientific approaches of information handling. Whilst a full-fledged librarian was assigned to the Branch upon its establishment, he opted to transfer to another unit before an effective information system for the centre could be established. Subsequently, the unit was left entirely at the hands of staff members with no professional background in the field of information nor library science.



Short-term training courses on information handling provided three members of the staff proved inadequate in providing the necessary professional training required for operating an industrial information service. Consequently, there was no systematic selection, collection, processing and dissemination of information to speak of. Attempts were made however, to organize the collection in a crude fashion <sup>in order</sup> to extend some form of assistance to the staff. The critical need for a more systematic and professional approach, however, became more and more evident as demands for the service increased. Such need was justifiably highlighted in the ITC Adviser's Report (Project 79/067) and through the persistent efforts of ISC, this Project came about.

4. The State of Information Systems & Services in Nepal

In Nepal, the role of information as an essential input in the development process remains to be better understood. This <sup>is</sup> evidenced by the lack of systematic information collection, storage & retrieval systems, even in key economic planning agencies of government. At best, information units exist in a handful of government ministries in the form of static libraries which maintain skeletal forces of junior-level personnel with little or no formal background in information or library science with hardly any budgets for the acquisition of publications.

Consequently, such units fail<sup>ed</sup> to provide the necessary information support even to their own parent agencies. In a similar situation with most emerging nations, an organized information base is sadly lacking in Nepal and the need becomes acute where there is no focal point for obtaining information.

Fortunately, development aid projects have stepped in to help fill the gap. Through an ITC Documentation Project for the Documentation & Counselling Unit of the Trade Promotion Centre, an IDRC/FAO project for the Agricultural Project Services Centre, and the present UNIDO-assisted project for the ISC, the value of an organized information delivery system is gradually but increasingly being felt by government. Both ITC and IDRC - assisted projects in documentation have been in operation for about three years and have been quite successful in serving as focal points for information in their respective sectors. Recently a proposal for the establishment of a national information centre for science & technology has been presented by the National Council for Science & Technology for UNESCO assistance. These developments give optimistic hopes for further development of information and documentation services in Nepal. It is hoped that the information system established by the Project at ISC shall likewise serve as an impetus for future development of the unit as a focal point for industrial information on the national level. (This is further discussed in Part V of this report).

### III. PROJECT OUTPUT AND ACHIEVEMENTS

In pursuance of the objectives of the Project, planning and implementation of the following activities were undertaken:

#### 1. Reorganization and restructuring of the Documentation and Publication Branch

The main objective of this activity was to improve the operational activities in the Documentation and Publication Branch (DPB), through: a) installation of management control systems & procedures; and b) identification of necessary institutional support for physical and manpower requirements of DPB. Significant achievements in this area of activity are:

##### 1.1 Installation of management control systems and procedures

- a) Job descriptions identifying specific tasks and responsibilities of individual staff members within the Branch have been clearly delineated. On-the-job training to match skill requirements for each task was given one of the top priorities by the Project. Job descriptions have been discussed with each member of the present DPB staff who were made fully aware of individual tasks and responsibilities assigned to them. (Copies of individual job descriptions are incorporated in the "Brief Operating Guidelines & Policies" prepared for the Branch).

- b) A work flow-chart to systematize DPB operations was devised and is now being used hand-in-hand with standardized forms designed to facilitate the handling of routinary functions. A total of twenty four (24) forms have been designed for use in various activities of the Branch. A master list of such forms appear in Appendix 4.
- c) Operating policies and procedures were established for each activity area and corresponding on-the-job training were given to the staff, matching individual staff capabilities with skill requirements for each activity. Staff performance was closely supervised and monitored from the most technical to the most routinary aspects of day-to-day operations.
- d) A "Users Manual" has been drawn up, describing systems & services of the Branch as well as policies and regulations implemented for the effective utilization of DPB's resources and services.
- e) An internal filing control system was set up, synchronising the coding of Master Control Files with that of Form Control Files (see Appendix 5 and 4 ).

1.2 Identification of necessary institutional infrastructure support

The Project identified and sought the procurement of necessary physical and manpower required for the operationalization of the Documentation & Publications Branch as follows:

a) Equipment

Total cost of equipment procured for the Project amounted to roughly \$ 9,500 of which \$ 8,000 was funded by the Project while \$ 1,500 was funded by the Counterpart Agency. (See "List of Equipment Procured for the Project", Appendix 1).

b) Supplies

Supplies procured for the Project amounted to a total of \$ 1,850 , \$ 350 of which was charged to the Project and \$ 1,850 , was shouldered by Counterpart Agency.

c) Books & Periodicals

A total of 400 books and publications were ordered by the Project, costing approximately \$ 13,000, of which \$ 11,000 was charged to the Project and approximately \$ 2,500 to Counterpart Agency. In addition, subscriptions to 25 periodical titles costing approximately \$ 1,000 was placed by the Project, Counterpart Agency, /shouldered the cost of subscriptions to 35 periodical titles published in India, costing approximately \$ 200/-

d) Manpower Requirements

A total of eight (8) staff members comprising of the following positions was recommended to constitute the DPB, to which Counterpart Agency extended immediate support within the limits possible:

- 1 Branch Chief
- 1 Senior Documentation Officer
- 1 Documentation Officer
- 1 Librarian
- 1 Senior Office Assistant
- 2 Typists
- 1 Utility Man

2. Identification of information requirements of industry

The objective of this activity is to serve as a guide towards a rationalized information resource build-up tailored to the needs of the users. Although the information services of DPB in its initial stages of operation is aimed to serve mainly the needs of ISC, the systems & services established are ultimately geared to serve the larger interests of the industrial community consisting of industry decision makers and technical staff of various departments & ministries of government, private industrialists, small scale entrepreneurs and other researchers serving the cause of industrial development in the country directly or indirectly.

Information requirements of ISC, in effect, reflects that of industry at large, to which its services is primarily directed. Identification of information requirements were thus based mostly on user profiles of ISC technical staff, functions and activities of various Divisions and Branches of ISC, recommendations made by previous ISC consultants,<sup>1</sup> supplemented by program thrusts and industrial priority areas defined in the 6th plan, comments and suggestions received from private industrialists in the course of visits to industrial districts, chambers of commerce and as well as personal contacts afforded by TPC-UNIDO Workshop - Seminar on Trade & Industrial Information held in Biratnagar on November 11-12, 1980 (Cf. Appendix B). Output of this activity is an indicative listing of the subject areas necessary to support the industrial promotion and development functions of ISC as well as the private industrialists' efforts in the establishment and productivity management of their enterprises. Such list is given in Appendix 6.

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1 "Final Report Engineering Services to the ISC", W.D. Scott, Feb. 1981 (RP/NEP/80/004).

"Information needs of ISC; notes on discussions with J.B. Subramaniam," April 14-19, 1980.

3. Information resource - build - up

On the basis of pre - identified information requirements of industry and within the limits of resources available, an aggressive acquisition program was launched resulting in:

3.1 Selection and identification of specific information sources required by industry. This entailed a review of bibliographic tools (publisher's catalogs, current awareness lists, bibliographies, trade literature, etc.)

3.2 Placement of orders for relevant publications. Orders placed through UNIDO amounted roughly to \$ 11,000 worth of books & periodicals, while sixty percent (60%) of which have now been received and processed; 10% were reported to be out of print and remaining 40% are awaiting supply by publishers. Orders funded by CA amounting to approximately \$ 3,000 were placed of which 30% has been supplied and processed.

3.3 Identification of potential institutional sources of information (local, regional, international levels), establishing linkages & proposing information/publication exchanges and/or soliciting specific information sources issued by such agencies.



An address file consisting of names and address of about 250 publishers and potential institutional sources of information were prepared in card form to facilitate future contacts with these institutions. Initially a total of about 50 institutions have been contacted 25 of which are Indian - based. About 400-500 publications were added to the DPB resources as a result of networking and solicitations sent to such institutions. At the same time, the address file is also serving as a useful tool for Technical Inquiry services. (discussed in latter part of this report)

#### 4. Search File Development

4.1 This activity sought to establish an effective information storage and retrieval system through the application of scientific methods of document analysis. The objective was to create a surrogate file which can be searched to provide clues to the information contained in the document collection. Such searchable file contains descriptive bibliographic information and indexing information (descriptions and classification numbers) which facilitate retrieval of each document in the collection.

4.2 This activity received one of top priorities in the implementation of this Project, for the following reasons:

- a) Upon inception of the Project, this area was found to be the weakest in the range activities of the Branch due to the absence of professionally trained manpower in the information or library science field who could carry out this function.
- b) It is a key area upon which the effectiveness of the entire range of information dissemination services depend.
- c) The urgency for immediate action on this activity was justifiably requested by Counterpart Agency.

4.3 Accordingly, a suitable search file mechanism was established taking to consideration the following factors: a) availability and capability of suitably trained manpower to run the system, b) nature, volume and level of present and anticipated information to be stored in the system; c) size and types of target clients to be serviced by the system; and d) time and manpower constraints of the Project.

4.4 On the basis of these criteria, it was deemed necessary to adopt the simplest possible approach in establishing a manual information storage and retrieval system. Following were the technical and non-technical activities undertaken under this activity area:

a) Preparation of bibliographic worksheets in accordance with standard cataloging practice, basically patterned after the Anglo-American Cataloging Rules.

b) Classification of documents by:

a) Product/Industry; and, b) function files, using the Standard Industrial Trade Classification (SITC) and the "UNIDO Thesaurus of Industrial Terms" as classification tools, respectively.

c) Subject analysis & assignment of descriptors (sometimes called "identifiers" or subject heading") to serve as retrieval keys to contents of documents indexed.

- d) Vocabulary control and establishment of local subject thesaurus or authority list of approved indexing terms based on the "UNIDO Thesaurus" and the "OECD Macro Thesaurus", using cross references to link related terms.
- e) Preparation of indicative abstracts for each document processed.
- f) Card reproduction and filing of catalog cards which serve as retrieval access points to the collection

4.5 Technical processing of 95% of the existing DPB monographic document file consisting of approximately 5000-6000 titles have been completed and provided with analytical entries, where found necessary. Scanning and indexing of selected periodicals articles has also been initiated.

##### 5. Information dissemination

While the benefits of information is considered a vital resource for industrialization, it is, however, a dependent resource in that it requires an effective information delivery system to convert it to effective usage by creating necessary links from information sources to

information users through an organized body that can effectively & systematically marshal information available, complementing it with intake from external sources and transmitting it to local potential users.

This function assumes greater significance in stimulating information demand in least developed countries like Nepal, because: a) most potential users have had no experience in using documentary information and are not aware of effectively utilizing the benefits of a information system; b) hardly any establishments have R & D units; hence, information services are also absent or not used; and, c) there exists a preponderance of traditional industries which, by their very nature, seem less inclined to keep abreast of and apply new research developments.

The information dissemination programme of ISC was therefore geared to render responsive and anticipatory "reach out" information dissemination services through the following services now being rendered by DPB.

5.1 Questions & answer service provides on-the-spot answers to questions answered by basic reference sources (directories, encyclopedias, dictionaries, hand books, etc.)

5.2 Technical inquiry services - seeks to

provide specific questions from industrialists on such subjects as methods of production, types of equipment, management

techniques, etc. *This service has been initiated only towards the end of the Project term and needs some amount of manpower support in order to be fully operational.*

5.3 Bibliographic service - designed to help of

researchers know the extent of published literature on a particular subject. As a first attempt in providing this service DPB initiated the "Guides to

Information" (series 1, Cement), patterned after the UNIDO guides of the same title. This series covers documentary and institutional sources of information on a specific product or functional area believed to be of current interest to industry. It contains a listing of sources of information available at DPB as well as other local institutions in the country. Due to current interest taken by government in expanding and modernizing the cement industry, it was deemed useful to compile "Guides to information sources on Cement", as the first issue of this series.

5.4 Document procurement services -

Intended to obtain for researchers, issues of any specific published or unpublished paper he may need for his work. This service has been utilized by the ISC Staff, with requests mostly for UNIDO and International Trade Centre (ITC) documents.

5.5 Current Awareness Service -

Consists of the provision of current relevant information to target users, through regular issuance of "Current Awareness Bulletins" (CAB) giving abstracts, of current documentary information received by the DPB. This bulletin is intended to be produced monthly and distributed to ISC as well as industry related government institutions.

5.6 "Current Contents" service -

Intended to supplement the Current Awareness Bulletins, this service entails the routing of title pages of selected current journals to selected groups of users within the organization.

This activity is dependent on the inflow of new periodicals which is very limited as of present. It is expected to accelerate in the next few months, when the subscription orders start coming in.

5.7 Selective dissemination of information service (SDI) -

The purpose of this service is to channel relevant information to individual users in accordance with narrowly defined fields interests. It is one of the key elements of an information service which distinguishes it from traditional library services. This activity needs through familiarity with the individual users of the service. To a great extent, therefore, this service is dependent on user participation which, at the inception of the service, cannot be expected to come easily. It will develop gradually as the users gain confidence in the capability of the service to respond to their needs.

In an attempt to solicit user participation in the SDI programme initiated by DPB,



user interest profiles are being compiled on the basis of casual, informal personal contacts with users within the Branch. This approach has been found to be more effective than formal survey questionnaires which do not have the advantage of immediate personal interaction with the users & to which the local users are not quite receptive to. The users interest profiles is a very effective tool in orienting the information services accordance to the needs of the users and must be pursued with utmost vigor by DPB.

6. Staff training and development

6.1 It cannot be overemphasized that availability of specially trained staff is a decisive factor in the success of any information service. This aspect attains special significance in Nepal due to the pressing need for organized information services and the critical lack of professionals in the field. At the DPB itself, not one member of the staff upon inception of the Project has gone further than a short term (6 weeks) training

course on information handling, which trainees found very inadequate and failed to afford them the practical application of knowledge imparted during the training programme.

### 6.2 On-the-job training -

#### 6.2.1 Scope and nature of training -

On-the-job training consisted of intensive supervised training on basic concepts, principles and methods involved in technical and non-technical aspects of selection, acquisition, processing and dissemination of information. Staff performance was closely supervised and assignments were allocated on the basis of individual training potentials of the staff, establishing progress checkpoints and evaluation, whereby need for reinforcement or further training was identified.

The quality of the industrial information service depends to a great extent not only on the technical competence of the staff but on his personal interest and drive.

Hence, due attention was also given to the motivational aspects for the development of proper attitudes and work discipline amongst the staff, <sup>Encouraging</sup> results of this effort became increasingly evident during the second half of the Project not only to the Expert but to the CA and served as a great impetus and inspiration for the Project. Special attention was focused on senior staff, particularly the Project Counterpart & her assistant, who were, in addition, given some training in supervision and administrative skills necessary for efficiently running DPB's information service.

**66222** Problems encountered

The main problem encountered in this activity was the difficulty of recruiting personnel for documentation work, due to:

- a) absence of Documentation Officer post in the regular organization plantilla of the ISC; and,
- b) difficulty of attracting

personnel to join the Documentation and Publication Branch, ostensibly due to comparatively limited opportunities for promotion in this field and low status accorded the profession. Despite training opportunities offered by the Project, staff members were reluctant to go into this field. Hence, staff members assigned to fill in the much needed post joined DPB reluctantly, resulting in their eventual transfer after a short period of stay at the Branch. At least four people trained by the Project performing Documentation Officer and Senior Office Asst. - level tasks have thus transferred to other units of ISC after an average of 224 months on-the-job training.

This problem necessarily disrupted on-the-job training program of the Project. Through the leadership ability and multiplier effects of intensive on-the-job training given the Project Counterpart and her assistant, however, it is felt that undue effects caused by this problem will not seriously hamper DPB operations.

### 6.3 Long - term training program

#### 6.3.1 Objectives

A long - term training programme expected fulfill the following objectives was prepared and is currently underway

1. To provide DPB with a core of qualified staff with the necessary knowledge, skills, sensitivity and motivation to develop the industrial information systems and services in Nepal.
2. To develop potential leaders in the field who can, in turn, train others to spread knowledge acquired and thereby increase the number of qualified staff in their specific areas of operation.
3. To enhance the active involvement of the library and information science specialists in the overall industrial development of the country by developing their professional competence in the field.

6.3.2 Characteristic features

1. Fellowship grants the field of information & library science are all degree programmes attached to/ administered by academic institutions, for the following reasons:
  - a) to fill the country's acute need for qualified professionals in the field;
  - b) long-term benefits afforded by academic degree programs; and
  - c) . . . appropriateness of available short term training programmes to the background & experience of DPB staff.
2. Recommended institutions for fellowship grants afforded DPB staff are located in developed & developing countries to enable the DPB to benefit from their exposures to both environments. Furthermore, the prestige factor attached to degree programmes in the West carries a big weight necessary for boosting the poor image of the profession in Nepal.

6.3.3 Composition of the training programme  
for DPB

1 M. A. degree Program in Information  
Science (U.S.A)

1 Post - graduate Training Course  
for Science Information  
Specialists (Philippines)

1 Bachelor's degree in Library Science  
(India )

#### IV. ACHIEVEMENT OF IMMEDIATE PROJECT OBJECTIVES

The build-up of an information system is a gradual process requiring considerable investments with no obvious results in the immediate present. Hence, miracles cannot be expected from a newly organized information system which has yet to build-up a solid information base and technical manpower expertise. Experience shows that it takes 2-3 years for an information service to stand on its own.

The present documentation project has laid down the basic structure for the operationalization of an information delivery system geared to serve immediate information industrial requirements of ISC with potentials for expanding its services to the rest of the industry sector, after the staff has completed formal training and gained necessary expertise to serve a larger audience.

To accomplish its mission the Project has equipped the DPB with:

- a) proper mechanisms and basic manpower skills for the systematic selection, acquisition, processing and dissemination of information
- b) basic supplies and equipment needed to perform its various operations; and,
- c) basic core collection of information resources to service immediate information & research requirements of ISC.



Moreover, the Project has completed the technical processing of 98% of DPB's existing information resources and has established proper mechanisms to permit user access to and promote maximum utilization of stored information through its various information services some products of which are: "Current Awareness Bulletin," "Guides to Information Sources" series, "Directory of Periodicals".

Technical Inquiry Service and the Selection Dissemination of Information (SDI) services have likewise been initiated and staff capability for its continued operation has been demonstrated. For continued in-flow of needed information, linkages with potential sources of information has been established.

Thus, the basic foundations for running an industrial information service has been laid down. The value to which it will be put to use in order to assume a dynamic role in the total industrial development process now rests on the Centre. If an efficient service is expected, management should be fully committed to continue providing the necessary financial and manpower support to sustain and develop what has been initiated by the Project.

For any information system to create a real meaningful impact, a great amount of dynamism, aggressiveness, dedication and commitment is required of the people who will run it. The manpower implications of this requirement, therefore, is a decisive factor which cannot be ignored, particularly in a country like Nepal, where the role of documentation as an effective tool for information transfer<sup>s</sup> just starting to germinate.

V. CONCLUSION & RECOMMENDATIONS

The role of information as an essential resource for development and the means for harnessing such information through the disciplines of information management and documentation, is slowly gaining grounds in Nepal. Through recent foreign-assisted projects in documentation, their significant role in the total development efforts of Nepal is being demonstrated in the fields of agriculture and trade and, eventually, in the industry sector through the present documentation project and auxiliary technical inputs of other information-oriented programmes. A proposal for UNESCO - assistance in the establishment of a national information centre for science and technology is a clear indication that scientific approaches to information handling is getting due recognition as a vital tool for effective utilization of extant information resources in the country. Such recognition, however, should be reflected in active government support to documentation & information activities in the country in order give it the necessary push needed in sustaining the momentum initiated by technical assistance projects.

The newly-established documentation project at ISC is already in its initial stages of operation, where the basic structure has been laid down by the Project. Hence, whatever structure and mechanisms has been established should be nurtured through the following recommended measures:

A. Government support measures

1. Manpower support

1.1 Maintain minimum recommended manpower requirements of the PDB, Documentation staff as follows:

Documentation staff

Publications staff

1 - Branch Chief

1 - Publications Officer

1 - Senior Documentation Officer

1 - Publications Office Asst.

1 - Librarian (Officer level)

1 - Typist

2 - Senior Office Assistants

1 - Typist

1 - Utility man

1 - Peon

1.2 Create permanent positions for the above positions and appoint incumbents trained by the Project to such posts.

1.3 Should incumbents of such posts be vacated, advertise such posts and hire qualified people with adequate background and aptitude for documentation.

1.4 Elevate the Librarian's post to Officer level in order to give it the status commensurate to the duties responsibilities and qualifications required of the position.

1.5 Extend priority for training opportunities in documentation and information management to DFB staff, particularly the Documentation Officer and Senior Office Assistants who require such training but have not been included in the Project.

- 1.6 Fellowship and travel accorded to ISC's Senior staff must be utilized for documentation development for ISC. Most industrial oriented institutions are willing to cooperate in arranging visits, demonstrations and assistance with documentation activities.
- 1.7 Strict enforcement of government bond requirement for DPB staff sent for training abroad, as the success of these programmes depends on the ability and willingness<sup>to</sup> exercise acquired skills, procedures and attitudes toward documentation work.
2. Provide fixed annual budgetary allocation for the acquisition of books & periodicals to enable the Branch to prepare a planned programme of acquisition from FY 1982-83. An estimated minimum amount of \$ 7,000/year with provision for 20% yearly increment, is recommended to cover acquisition of new books & publications as well as subscription renewal costs of periodicals. This amount excludes subscriptions to newspaper dailies of other units.
3. Closely<sup>and</sup> supervise, monitor ~~and~~ DPB activities to assess progress of work and provide necessary support<sup>s</sup> where needed. This is specially important during the one-year absence of the Branch Chief, presently abroad on fellowship training.

4. Take necessary measures for the full utilization, safety and proper maintenance of equipment supplied by the Project, especially the photocopying machine. As the capacity of this machine is limited, use of the machine must be restricted for the purpose in which it was intended for.
5. Extend continued management and administrative support for implementing activities initiated by the project:
  - a) require staff to turn-over of information resources such as reports, proceedings, maps, training materials, and the like acquired in their official capacities as participants and representatives in training and conference events.
  - b) enforce necessary control measures for adherence to borrowing rules and regulations to insure maximum utilization by the staff:
  - c) enforce and develop, when necessary, procedures for the orderly management of the DPB resources as contained in the "Users Manual" and the Operating Guidelines & Procedures" as prepared by the project.

2. Recommendations for UNIDO assistance

A study of the existing industry related institutions in Nepal shows the urgent need of the country for a coordinated, well - structured national information system for industry. A network integrating the various existing subsystems already built as specialized information on industry - related disciplines is recommended, so that the sum of the whole could be more meaningfully analyzed and accessible to a larger community of users in the industry sector.

The strengthening of the industrial information systems and services of the ISC through the present Project is the first step towards this direction. After an incubation period of one to two years, the system established by the project should have the capability to develop its industrial information base and necessary manpower <sup>capac</sup>abilities to ~~country~~ to serve as a focal point for industrial information in the country. Hence, the establishment of a national industrial information system within the ISC would be desirable, along the same lines <sup>the IORC-</sup>as/sponsored national agricultural documentation centre established at the Agricultural Projects Services Centre.

- (A) UNIDO technical assistance is recommended for a short-term follow-up mission after a gestation period of 18-24 months to undertake the following tasks:
- (1) Assessment and evaluation of DPB activities and operations;
  - (2) Identification and extension of technical assistance in areas requiring further development and in-service training;
  - (3) Assess potentials and capabilities of DPB for its further development as a focal point for the proposed national industrial information system.
- (B) In order to carry on a continued interest in the development of the DPB, consultancies in the industrial sector for Nepal through UNIDO and UNDP must include some documentation inputs within the expert's purview for inclusion in the DPB's collection. Proper briefing on the DPB's activities must therefore be included in the industrial expert's missions to Nepal.
- (C) Continued financial assistance for procurement of books and renewal of periodical subscriptions placed during the term of the project is recommended for the next two (2) years starting 1982, in the amount of US\$5,000/year. This amount is correspondingly substantiated by Counterpart Agency funding for the purpose.

LIST OF EQUIPMENT ACQUIRED FOR THE PROJECTA. UNIDO - FUNDED EQUIPMENT

<u>Qty.</u>	<u>Article</u>	<u>Approximate Cost</u>
3	Steel bookshelves	US \$ 650.00
1	Rand Xerox Photocopier 2300	5,900.00
1	Card Catalog Cabinet	500.00
1	Minigraph Catalog card duplicator 220v.	650.00
1	Microfishe reader	250.00
1pc.	Olympia micro-elite typewriter	700.00
	Books & periodicals	11,000.00
	Supplies (approx.)	<u>350.00</u>
	Total	\$ 20,000.00

B. ISC - FUNDED EQUIPMENT & SUPPLIES

<u>Qty.</u>	<u>Article</u>	<u>Approximate Cost</u>
3	Steel bookshelves	US \$ 650.00
1	Typewriter	650.00
1	Cabinet for microfishe reader	100.00
	Books & periodicals	3,000.00
	Draperies	125.00
	Miscellaneous supplies (catalog cards, pamphlet binders, etc.)	<u>1,500.00</u>
	Total	\$6,025.00



## Appendix 2

## Designation

## COUNTERPART TEAM

1. Branch Chief	Mrs. Prabha Thacker	Permanent	June 1980 to June 1981.
2. Senior Documentation Officer	Mr. Ramesh Man Singh Maskey	" " " "	June 1980 to present.
3. Documentation Officer	Mrs. Sarda Hamal	" " " "	(3 months)
4. " " " " "	Mr. Narkant Joshi	" " " "	Oct. 1980 to April 1981.
5. Librarian	Mr. Deepak Raj Poudyal	" " " "	June 1980 to present.
6. Senior Office Assistant	Miss Rama Thapa	" " " "	July 1980 to June 1981.
7. " " " " "	Mr. Madhab Kumar Basnet	Temporary	Dec. 1980 to present.
8. Officer	Mr. Bipul Basnet	" " " " "	April 1981 to present.
9. Typist	Mrs. Durga Dangol	Permanent	(3 months)
10. Steno-Typist	Mr. Kamal Bahadur Paudel	Temporary	Feb. 1981 to present.
11. Typist	Mr. Deepak Tewari	" " " " "	April 1981 to present.
12. Officer	Mrs. Ratna Bajracharya	" " " " "	(3 months)
13. Senior Office Assistant	Mr. Eak Bdr. Gurung	Permanent	(4 months)
14. Helper	Mr. Ram Bhakta K.C.	" " " " "	Aug. 1980 to present.



TRADE PROMOTION CENTRE (TPC) as an agency of His Majesty's Government of Nepal was established in 1971 under the Nepal Development Board Act 2013 (1956). The creation of the Centre has been to provide support to Nepal's export promotion and diversification programme which constitutes as one important aspect of national economic development.

#### WHAT TPC DOES

- ★ Export promotion in traditional and new markets abroad.
- ★ Product survey and development for export.
- ★ International market research in the establishment of foreign markets information network.
- ★ Development of export consciousness and entrepreneurship.
- ★ Maintenance of a centralised flow of business opportunities on behalf of both local and foreign businessmen within Nepal and abroad.
- ★ Dissemination of general information on potential trade opportunities abroad.
- ★ Maintenance of liaison with International Trade Centre (ITC-UNCTAD/GATT) as its liaison body in Nepal.
- ★ Maintenance of professional links with other international agencies like ESCAP/Bangkok, EEC/Brussels.

Your Trade Promotion Centre branch office :

TPC (Eastern Development Region)

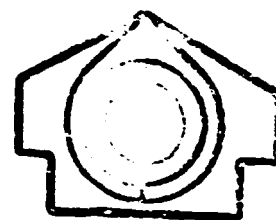
Gaheli Road

Biratnagar

P.O. Box 14

Tel. : 2054, 2154

Printed at CRYSTAL PRINTING PRESS, Kantipath, Kath.



## WORKSHOP in TRADE INFORMATION for BUSINESSMEN (Biratnagar)

11-12 November, 1980

TRADE PROMOTION CENTRE

in collaboration with

INTERNATIONAL TRADE CENTRE

(ITC-UNCTAD/GATT) Geneva

and

Industrial Services Centre and United Nations  
Industrial Development Organization.

# TRADE PROMOTION CENTRE

## *Workshop Information for Businessmen (Pitratnagar)*

### **AIM**

*The main aim of this workshop will be to introduce businessmen to various types and services of trade information available, on exportable products and on possible trading countries of interest.*

### **METHODOLOGY**

*The two day workshop will cover lectures and discussions in the use and analysis of trade information.*

### **PARTICIPANTS**

*The participants will include general managers, exporters, public sector officials with a keen interest in promoting exports, and those who intend to do exporting.*

### **LECTURERS**

*Mr. S. F. Bhandary, Executive Chairman, TPC*

*Dr. S. H. Ratwatte (Sri Lanka), Senior Trade Promotion Adviser, TPC ITC Project, International Trade Centre UNCTAD/GATT (Geneva)*

*Miss E. Domingo (USA) Trade Information Adviser, TPC/ITC Project - International Trade Centre UNCTAD/GATT (Geneva)*

*✓ Mrs. J. Dimatulac, Industrial Documentation Expert, ISCI/UNIDO Project United Nations Industrial Development Organization (Vienna)*

*Mr. Mani Lal Shrestha, TPC Officer in Charge, Documentation Unit*

*✓ Mrs. Prabha Thacker, ISC Chief Documentation and Publications Unit*

### **FEE**

*Registration fee of Rs. 150 payable at registration. The fee will include lunch & tea on each day of the Workshop.*

### **OUTLINE**

- *10:00 a.m., 11 November; Registration-Introduction and Opening. Mr. S R. Bhandary, TPC Executive Chairman*
- *The TPC/ITC Project on Trade Expansion and Diversification, The Trade Documentation and Counselling Unit of TPC*
- ✓ *The ISC/UNIDO Project on Industrial Information and Documentation*
- *Source Materials*
  - Reference*
  - Country Data*
  - Products*
  - Statistics*
- *Price Information*
- *Export Processing Zones*
- *Prospects for Exports from Nepal*
- *Trade and Industrial Information*
- *Requirements of Business Community*
- *Conclusion*

MASTER LIST OF FORMS FOR DPB

Appendix 4

- 01 PRE-ACQUISITION/FORMS
  - 01.2 Publication Appraisal Form (for staff)
  - 01.3 Profile of User interest
  - 01.4 Memo accompanying Profile of user interest
  - 01.5 Request for sample issue (periodicals)
  - 01.6 Requisition form (Books & Periodicals)
  
- 02 ACQUISITION FORMS - ORDERED PUBLICATIONS
  - 02.1 Order form (books & monographs) OF/B
  - 02.11 OF/B follow-up order
  - 02.21 Subscription Order Form (OF/P)
  - 02.22 Subscription Order follow-up (OF/PF)
  - 02.23 Subscription cancellation
  - 02.24 " " " " renewal forms
  - 02.25 Remittance forms
  
- 03 ACQUISITION FORMS - SOLICITED PUBLICATIONS
  - 03.1 Solicitation form (Books) SF/B
  - 03.11 Solicitation follow-up SF/B & SF/P
  - 03.2 Solicitation form (Periodicals) SF/P  
Solicitation follow-up (Periodicals)  
(use form 03.11)
  - 03.3 Acknowledgement of solicited publications
  
- 04 DISSEMINATION FORMS
  - 04.1 SDI Form (Periodicals)
  - 04.2 SDI Form (Books)
  - 04.3 Inter library loan form
  - 04.4 Recall notice
  
- 05 INDUSTRY INQUIRY FORMS
  - 05.1 Technical Inquiry Service Forms
  - 05.3 Request for Information Form
  
- 06 NETWORKING FORMS
  - 06.1 Letter of interest/proposal for exchange
  - 06.2 Referral forms
  
- 07 BIBLIOGRAPHIC WORK SHEETS

Master File Control System

01 PRE-ACQUISITION (SELECTION) PROCESS FILES

01.1 Acquisition policies/guidelines

\* 01.2 Publication appraisal forms

\* 01.3 Profile of user interests

\* 01.4 Memo accompanying Profile of User Interests .

\* 01.5 Requests for sample periodical issues

\* 01.6 Requisition Forms (Books)

\* 01.7 " " " " " " " " " (Periodicals)

02 ACQUISITION PROCESS FILES (ORDERED PUBLICATIONS)

\* 02.1 BOOK ORDERS (OF/B)

\* 02.11 Book order follow-ups .

\* 02.21 PERIODICAL SUBSCRIPTIONS

\* 02.22 Subscription orders (OF/P)

\* 02.23 Subscription follow-ups/claims for missing issues

\* 02.24 Subscription renewals

03 ACQUISITION PROCESS FILES (SOLICITED PUBLICATIONS)

\* 03.1 Solicitation file-Books (SF/B)

\* 03.11 Soliciation follow-up - Books

\* 03.2 Solicitation file-Periodicals (SF/P)

\* 03.22 Solicitation follow-up - Periodicals

\* 03.3 Solicitation Acknowledgement File  
(Books & Periodicals)

04 INFORMATION DISSEMINATION FILES

\* 04.1 SDI FILES (Periodicals)

Consists of statistical summaries of SDI services rendered (SDI Forms need not be filed-these go to Circulation desk records)

\* 04.2 SDI Files (Books & monographic)

\* 04.3 Inter - Library loan file

\* 04.4 Recall notice

\* 04.5 Memos re SDI matters

05 TECHNICAL INQUIRY SERVICE (TIS) FILES

05.1 PENDING QUERIES FILE - (File consecutively by no. and date)

Consists of the following files :

Technical inquiries received

Memos in answer to queries received

Referrals to external/internal sources of information

05.2 QUERIES SERVICED

- Files consecutively by same no & date assigned in 05.1

- Substantial materials are to be classified by product/function & filed in respective shelving locations with due notation in respective query no.

06 NETWORKING FILES

Keep in separate folders by name of institution

07 BIBLIOGRAPHIC WORKSHEETS TYPED

08 ISDOC FILES

- 06.1 Drafts of articles submitted
- 06.2 Internal Memos re ISDOC
- 06.3 External communication re ISDOC

09 ADMINISTRATIVE FILES

- 07.1 UNIDO Project document files (memos, reports, etc.)
- 07.11 UNIDO Training
- 07.12 Equipment & Supplies requested from UNIDO
- 07.13 Books & Publications " " "

10 ISC ADMINISTRATIVE MATTERS FILE

- 08.1 Requisitions/memos/invoices, etc.  
Equipment & supplies
- 08.2 DPB Personnel matters
- 08.3 Administrative management policies
- 08.31 Master List of Forms
- 08.32 Master File Control System

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\* Code numbers preceded by an asterisk signifies availability of a standard form used for the purpose. Please refer to Master List of Forms.

INDICATIVE LIST OF INFORMATION REQUIREMENTS  
OF THE INDUSTRY SECTOR IN NEPAL

The scope of industrial information covers a wide range of technical, techno-economic and socio-economic information required for the planning & operation of industries at the macro/<sup>and micro-</sup>levels. It embraces information in the fields of technology, economics, industrial management, industrial legislation, investments and trade regulation. The following is just an initial assessment list of the information requirements of the industry sector in Nepal and does not presume to be comprehensive. At best, it can only serve as guide towards the rational development of the information resources of the Documentation & Publication Branch of ISC.

A. Subject coverage

1. Technology - know-how for the evaluation and appropriate selection of alternative technologies, processes & techniques, adaptations to local conditions, plant layout, investment costs, return, feasibility, etc.
2. Information on industrial equipment, machinery & technologies - available alternatives, appropriateness to local conditions, prices, suppliers, capacities, specifications, spare parts situation, maintenance & repair facilities, skill requirements etc.
3. Information on raw materials & intermediate goods used in the industrial process - availability, prices, suppliers, qualities, local appropriateness, etc.



4. Products - economic & technological information for the setting up and successful operation of industrial enterprise production techniques; design & development, quality control & standards, packaging, etc.
5. Strategies for industrial policy planning & development with emphasis on current government programmes; approaches, tools & techniques for industry planning.
6. Managerial & entrepreneurial skills for productivity development.
7. Micro-level on industry data - production trends; value added; sales/inventories; raw material imports/volume/sources, etc.
8. Economic infrastructural - public utilities & services energy, water, electricity transportation availability & supply, costs.
9. Information on industrial environment, services, research facilities; industrial legislation including Industrial Enterprises Act, legislation on patents & licensing, national development plans & policies; industrial structure of the economy; patterns of domestic & foreign trade, etc.
10. Market position/trends - supply/demand situation; statistics of import/export; market characteristics/trends, price structure/trends, etc.

11. Financing aspects - capital; financing schemes; credit policies, etc.

B. Information requirements relating to specific products/industries

In accordance with feasibility studies conducted by ISC, back-up market & technical information shall be required for improvement/selection of available technologies in the production & management of industries found feasible for implementation in Nepal as well as industrial projects under consideration or being promoted by government, as follows:

1. Paper
2. Cement
3. Furniture
4. Fruit canning/processing
5. Wood treatment & seasoning
6. Wooden parquet
7. Cotton textile/spinning
8. Metal craft
9. Goat skin processing
10. Vegetable tanning
11. Sugarcane wax
12. Leather goods
13. Carcass utilization
14. PVC slippers
15. Fruit-based distilleries
16. Casting & Electroplating of sanitary fittings
17. Pencil
18. Sugar

19. Wood briquettes
20. Detergent
21. Water meter assembly
22. Malt
23. Re-rolling mill
24. Reclamation of used oil

C. Type/forms of documentary information requirements of  
ISC

1. Basic reference books on specified subjects
2. Feasibility studies
3. Status reports on industry sector
4. Drawings, specification, standards
5. Statistical data
6. Directories of machinery suppliers/raw materials, information centers, etc.
7. Model schemes, information sheets, market & economic surveys
8. Technical reports of consultants
9. Patent literature
10. Books & technical periodicals
11. Conference papers & proceedings
12. Progress reports of industry - related institutions
13. Trade literature, buyers guides, etc.
14. Newspaper clippings
15. Abstracts, reviews, digests.



