GOVERNMENT OF NEPAL

MINISTRY OF FOREIGN AFFAIRS

INSTITUTE OF FOREIGN AFFAIRS

Traditional to Digital Consular Governance: The Role of MoFA Mitra in Nepal's Diaspora Support

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PROBLEM STATEMENT

Nepal already has MoFA Mitra for digital intake and status updates, but serious consular cases such as detention, death and repatriation, missing persons, and severe worker abuse-require coordinated action across missions, the Department of Consular Services, other divisions of MoFA, and external agencies.

Today, a case can lose continuity as it moves between officers and institutions. Officials lack full visibility, citizens repeat information through multiple channels, and senior leadership struggles to identify cases needing urgent diplomatic intervention. The challenge is end-to-end governance of the case.

Nepal needs one case, one record, one accountable owner-until resolution.

POLICY RECOMMENDATIONS

01 PILOT BEFORE SCALING Launch a six-month MoFA Mitra case-governance pilot in one high-caseload West Asian mission, covering detention/legal difficulty, death/repatriation/compensation, and missing-person/rescue/severe worker-abuse cases. Use the existing platform and institutional structure rather than creating a new application.

02 KEEP THE CASE INTACT Test whether MoFA Mitra's existing verification number can act as a persistent case identifier across all authorized channels (digital, phone, in-person, family contacts). Ensure one accountable case-owning role, time-stamped action history, clear referral rules, and role-based access for sensitive information, with defined escalation to headquarters and CAWAA when thresholds are met.

03 SCALE FROM EVIDENCE Require monthly operational reviews using key process indicators. At the end of six months, MoFA should use the evidence to expand, revise, or terminate the model before undertaking deeper technical integration or national rollout.

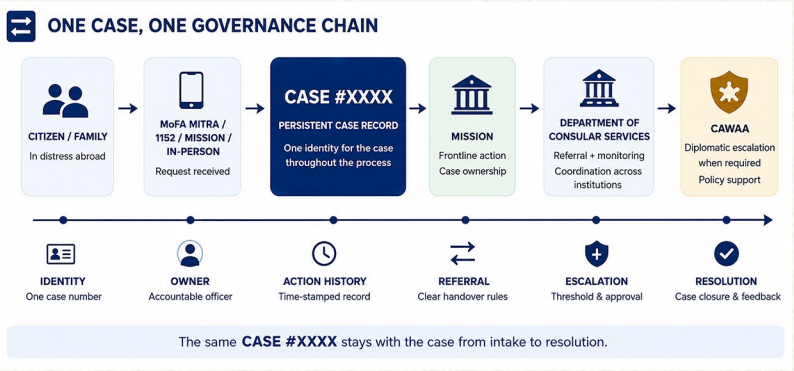
EXECUTIVE SUMMARY

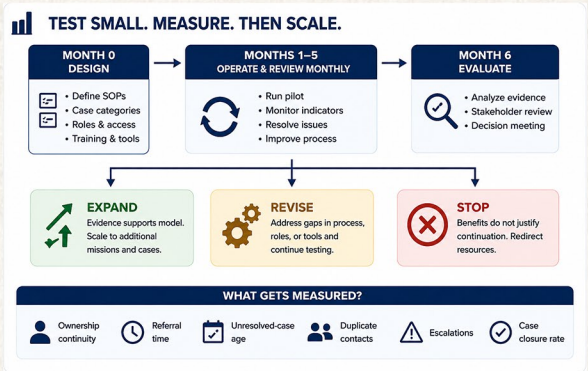
This research asks: MoFA Mitra should support continuous institutional ownership of serious consular cases from intake to resolution. The study uses institutional and legal analysis of MoFA's and processes, recent West Asia experience, and comparative learning from India's MADAD system.

Recommended six-month pilot in one high-caseload West Asian mission see's for three case categories: detention/legal difficulty, death/repatriation/compensation, and missing-person/rescue/severe worker-abuse cases. The pilot will test whether MoFA Mitra's existing verification number can become the persistent case identifier across all authorized interactions.

The model is simple: one case, one owner, one action history. Monthly performance reviews will track key indicators, and at the end of six months MoFA will decide to expand, revise, or terminate the model before any large-scale technical integration.

KEY VISUALS





KEY TAKEAWAY

The policy gap is no longer how a citizen reaches MoFA, but how MoFA retains ownership of the case after the citizen reaches it.