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Service Resumption Report

Tracking government service delivery across 35 offices after the September 2025 Gen Z movement

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This report tracks the state of public service delivery across federal, provincial, and local government offices that were affected by the September 2025 Gen Z movement. Services are categorised as **Running**, **Partial**, or **Not Resumed** based on direct office visits and document review.

> **Data source.** Office visits and document review conducted by DRCN (Democracy Resource Center Nepal). The cut-off reflects the most recent monitoring round; the live tracker is updated as services come back online.

Key indicators

35	91%	9	111
Offices Visited	Services Running	Services Not Resumed	Max Days Suspended

Physical impact on office infrastructure

Types of physical damage recorded across 35 offices.

IMPACT TYPE	OFFICES AFFECTED
Building burnt	22
Documents burnt or stolen	23
Computers looted	24
Furniture looted	24
Vandalized only	2
No damage	10

Service delivery status overview

Of 112 tracked service entries across 35 offices: 102 fully running, 1 partial, 9 not resumed.

By government level — completion summary

LEVEL	% RUNNING	BAND
Federal	**100%**	On track
Provincial	**59%**	Partial
Local	**94%**	On track

By government level — detail

LEVEL	SERVICES TRACKED	RUNNING	PARTIAL	NOT RESUMED
Federal	44	44 (100%)	0	0
Province	17	10 (59%)	1 (6%)	6 (35%)
Local	51	48 (94%)	0	3 (6%)

Services not resumed

9 service entries across 4 offices remain suspended.

OFFICE	PROVINCE	SERVICE NOT RESUMED
Transport Management Office, Siraha	Madhesh	Vehicle Ownership Transfer; Vehicle Reg. Renewal (Online/IBRIS)
Transport Management Office, Dhanusha	Madhesh	Vehicle Ownership Transfer; Vehicle Reg. Renewal (Online/IBRIS)
Transport Management Office, Dang	Lumbini	Vehicle Reg. Renewal (Online/IBRIS); License Trial; Loss of Documents
Janakpurdham SMC	Madhesh	Judicial Committee; Screening (PwD); Case (Litigation) Unit

Reasons for services not fully resumed

Number of offices reporting each barrier. Loss of official documents is the most frequently cited reason.

BARRIER	OFFICES REPORTING
Loss of official documents (registration files, archives)	11
Damaged or destroyed computer / IT infrastructure	9

BARRIER	OFFICES REPORTING
System integration with central database (IBRIS) not restored	6
Staff displacement / shortage	4
Premises not yet repaired	3

About this report. HamroNeta tracks government service-delivery resumption as a public-accountability service. For the live tracker with the latest status, explanatory notes, and links to source documents, visit https://hamroneta.online/trackers/service-resumption.