



**Local Government Questionnaire (LGQ) for the
United Nations E-Government Survey**

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the <https://www.un.org/e-government/survey> unless otherwise requested. For any question about this questionnaire, please contact dpida@un.org.

City/municipality:

Country:

Local government:

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.
hochiminhcity.gov.vn
2. Please provide **URLs** for **portals** providing specific services/features
 - a. E-services²: <https://dichvucong.hochiminhcity.gov.vn>
 - b. E-participation³: hochiminhcity.gov.vn
 - c. Open government data⁴: opendata.hochiminhcity.gov.vn
 - d. Public procurement: <https://sotuphap.hochiminhcity.gov.vn/mua-sam-cong>
 - e. Other major portals at the city/municipality level:
3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

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If yes, is the **city/municipality CIO** linked to any extent to the **national CIO**? (by mandate or other type of relation)

¹ **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

Is there any **legislation on digital governments** such as law on access to information or data privacy at the national and/or local levels? Yes No

a. If Yes, how do you adopt these in your organization?

<http://www.congbao.hochiminhcity.gov.vn/cong-bao/van-ban/quyet-dinh/so/03-2018-qd-ubnd/ngay/24-01-2018/noi-dung/42873>

1. Is there a city/municipality **e-Government Strategy** or equivalent? - **Yes**
2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:
 - has an implementation plan.
 - is aligned with the national development strategy.
 - is aligned with the sustainable development goals (SDGs).
 - is aligned with national digital development strategy.
 - indicates the existence of shared solutions/platforms provided at the national/regional level.
 - makes specific reference to e-Participation and/or digital inclusion/engagement.
 - makes specific reference to co-creation mechanisms for citizens.
 - makes specific reference to social media.
 - makes specific reference to a local digital ID.
 - makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
 - provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
 - provides other specific measures for ICT training and digital literacy by government officials.
 - makes specific reference to cyber security.
 - makes specific reference to mobile government.

Please explain further:

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. - **Yes**
4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.
<http://congbao.hochiminhcity.gov.vn/tin-tuc-tong-hop/uy-ban-nhan-dan-thanh-pho-ho-chi-minh-ban-hanh-quyet-%C4%91linh-so-1821-q%C4%91-ubnd-ve-ban-hanh-chuong-trinh-hanh-%C4%91long-ve-thuc-%C4%91lay-giai-ngan-von-%C4%91au-tu-cong-nam-2021>
5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.
<https://www.sggp.org.vn/y-tuong-quy-hoach-chung-tphcm-phat-trien-xanh-xay-dung-do-thi-trung-binh-774078.html>
6. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. - **Yes**

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

1. What is the percentage of city/municipality services offered online and through dedicated mobile means? Please explain and provide links for both online and mobile services. - **100%**
2. Do you collect usage statistics of e-Government services?
Yes No
3. If yes, do you publish the results online and share those with the public institutions concerned?
- Yes

1. Do you measure the satisfaction of citizens with the e-Government services provided?
Yes No
2. If yes, do you publish the results online and share those with the public institutions concerned?
Please explain further. - **Yes**
3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further. - **98,1% , danhgiahailong.hochiminhcity.gov.vn**

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further. - **website (tt-bc.gov.vn , hochiminhcity.gov.vn, ...)**

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing the COVID-19 pandemic? Please explain further and provide links.-
https://hochiminhcity.gov.vn/home?_com_liferay_portal_search_web_portlet_SearchPortlet_formDate=1639451288773&p_p_id=com_liferay_portal_search_web_portlet_SearchPortlet&p_p_lifecycle=0&p_p_state=maximized&p_p_mode=view&_com_liferay_portal_search_web_portlet_SearchPortlet_mvcPath=%2Fsearch.jsp&_com_liferay_portal_search_web_portlet_SearchPortlet_redirect=https%3A%2F%2Fhochiminhcity.gov.vn%2Fhome%3Fp_p_id%3Dcom_liferay_portal_search_web_portlet_SearchPortlet%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview&_com_liferay_portal_search_web_portlet_SearchPortlet_keywords=covid&_com_liferay_portal_search_web_portlet_SearchPortlet_assetCategoryIds=55730&_com_liferay_portal_search_web_portlet_SearchPortlet_scope=this-site
2. Are there any local e-Government initiatives that your city/municipality provided for COVID-19 response and recovery. (e.g., portals/URL; strategy for digital technologies; online services; digital solutions; budget for digital solutions) - **<https://antoan-covid.tphcm.gov.vn/>**

1. Do you have a specific city/municipality strategy on the following new technologies? (e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing)

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

Yes No

a. If yes, please explain further and provide links.

<https://thanhuypHCM.vn/tin-tuc/ung-dung-manh-me-tri-tue-nhan-tao-va-chuyen-doi-so-tai-tphcm-1491871505>

2. Does your city/municipality strategy plans for the use of big data analytics in their decision-making processes? Please explain further and provide links.

<https://vpub.hochiminhcity.gov.vn/portal/pages/2021-2-24/Phe-duyet-Chuong-trinh-Nghien-cuu-va-phat-trien-unfidhdb3oofhs.aspx>

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• Organization: **Department of Information and Communications**

• Submission Date: **14/12/2021**

- I am authorized and fully knowledgeable to respond to this questionnaire.
 I did not have the full information to respond to this questionnaire
 I mostly provided my own opinion/assessment rather than official information.
 Other: