

View results

Respondent

13

Anonymous

24:50

Time to complete

City and Country

1. City name *

2. Country name *

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

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).

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

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

https://eservice.colombo.mc.gov.lk/cmc-citizen-web/Payments/GoToPayOnline.action), Colombo Public Library Catalogue (<http://pl.colombo.mc.gov.lk>)"/>

5. E-participation or similar:

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

https://www.colombo.mc.gov.lk/report-it1.php) Official Facebook page(<https://www.facebook.com/people/Colombo-Municipal-Council/100092730128935/>), Official YOUTUBE Channel (<https://www.youtube.com/@ColomboMunicipalCouncil>)"/>

6. Open government data:

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).

Currently, it is enable to download all application forms issued by the CMC in relation to its service delivery (<https://www.colombo.mc.gov.lk/application-form.php>), statistics on service delivered by the Single Window Counter is available in the website (<https://www.colombo.mc.gov.lk/single-window-counter.php>)

7. Public procurement:

It is enable to download all tender notices through the website (<https://www.colombo.mc.gov.lk/tender-notices.php>) and able to make payment via online payment link

8. Other major portals at the city/municipality level:

Colombo Public Library Blog (<http://cplinfofor.blogspot.com>), Finding dates for COVID 19 vaccine (<https://covidvacc.colombo.mc.gov.lk>), Parcel Fabric of Colombo city and online booking system for reception halls and grounds are in the process (<http://www.gis.colombo.mc.gov.lk>)

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

 Yes No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

J M Bhadranie Jayawardhana

11. Title *

Municipal Commissioner & Officer implementing the powers, functions and duties of the CMC

12. Organization *

Colombo Municipal Council (CMC)

13. Email *

commissioner@colombo.mc.gov.lk

14. Phone *

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

 Yes No

17. Local level?

 Yes No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

 Yes No

20. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

21. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

No

22. 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. *

- CMC has started to use Digital Signature for official documents since 2021. The objective of this initiative to reduce the paper usage.
 - In 2021, the project "Let's Invest A Tree for Colombo" to enhance the greenery space of Colombo and the plan is to plant 1000,000 seedlings within the Colombo municipality area ((2) Let's Invest A Tree For Colombo - කොළඹට ගසක් ඉතුරු කරමු | Facebook <https://www.facebook.com/investatreeforcolombo>).
 - In 2022, the project "Urban Harvest" was initiated. The Government of Sri Lanka has predicted an acute food shortage by September, 2022. Residents of Colombo are at particular risk due to its dense population, and the low-income status of approximately 60%. Colombo Municipal Council (CMC) is working with the support of ONE Team to prepare the cultivation of important food crops on 600 acres of land within the city (<https://www.colombo.mc.gov.lk/urbanharvest/>). The CMC is taking the first step to help the residents of Colombo by implementing a comprehensive strategy to address the food shortage. We will work hand-in-hand with all of the City's residents and help them overcome this challenge.
 - It has been already approved a KOREAN grant to develop a Fully Pledged Own Source Revenue Management System for the CMC.

23. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

It has been planned to implement a Smart Parking System

24. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

- The Public Library of the CMC conduct programs for vulnerable situations, women, and children, persons with disabilities and older persons. (<https://www.colombo.mc.gov.lk/news-more.php?id=159>) - The same department has provided virtual reading facilities for the public those who unable to visit library physically. Colombo Public Library (cplinfofor.blogspot.com)

25. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

- Let's Invest A Tree For Colombo - කොළඹට ගසක් ඉතුරු කරමු | Facebook <https://www.facebook.com/investatreeforcolombo>.
<https://www.colombo.mc.gov.lk/urbanharvest/>

26. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

- The CMC has been maintaining Memorandum of Understanding with number of foreign cities (Sister City Relationships). Namely, Seoul – South Korea, SHANHAI, Shenzhen and Chendu –China, Vicoris – Seachells and etc. The CMC gain lot of benefits through these relationships.

IV. Usage of online services

27. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

<https://eservice.colombo.mc.gov.lk/cmc-citizen-web/Payments/GoToPayOnline.action>
<https://www.colombo.mc.gov.lk/single-window-counter.php>
<https://www.colombo.mc.gov.lk/application-form.php>
<http://pl.colombo.mc.gov.lk>
<http://cplinfofor.blogspot.com>

28. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

Currently, there are no mobile apps for services offered by the council. It is enable to access to official website via mobile phones.

29. Do you collect usage statistics of e-Government services? *

Yes

No

30. If yes, do you publish the results online and share those with the public institutions concerned?

V. User Satisfacton

31. Do you measure the satisfaction of citizens with the e-Government services provided? *

Yes

No

Other

32. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

There is a Single Window Counter in the CMC premises for property registration / transactions within the Colombo municipality. It has been implemented a Electronic Queue Management System to reduce the traffic at the Counter. By using this system, customers are able to give their feedback for the service provided by the CMC.

33. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

30%

VI. Social Media

34. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

<https://www.facebook.com/people/Colombo-Municipal-Council/100092730128935/> <https://www.youtube.com/@ColomboMunicipalCouncil>

VII. Crisis/Emergency Response and Recovery

35. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar? Please explain further and provide links.

<http://fireservicedepartmentsrilanka.com/>

VIII. Smart City and New Technologies

36. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

No

IX. Contact information

37. Your name *

Mrs. J M Ridma Jayasundara

38. Title *

Director (Development)

39. Email *

dirdept@colombo.mc.gov.lk

40. Organization *

Colombo Municipal Council (CMC)

41. Submission Date *

31/05/2023



42. Please select whichever applies *

- 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

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.