

View results

Respondent

28

Anonymous

21:36

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.

5. E-participation or similar:

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

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).

7. Public procurement:

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

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 *

11. Title *

12. Organization *

13. Email *

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) *

Yes we are under GovTech Agency, Royal Government of Bhutan

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?

GovTech Agency is the policy maker and we the municipalities are the regulatory bodies.

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. *

No

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. *

Yes, we are enhancing the Government to Citizen online service deliveries. We have developed a database for the property related entities like Land, Building, taxpayers, vendors, etc.

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. *

We have initiated the rapid city bus services, its location tracking apps, etickets, proper bus stops and the sheds.

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. *

No

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. *

No really.

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. *

No

IV. Usage of online services

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

40%

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

5%

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

Yes

No

V. User Satisfaction

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

- Yes
- No
- Not yet started but we are planning to do it.

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

Not now.

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

Not evaluated yet.

VI. Social Media

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

Yes, we are using Facebook official page, WhatsApp and Telegram to interact with the inhouse staff as well as the general public.

VII. Crisis/Emergency Response and Recovery

34. 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.

NO

VIII. Smart City and New Technologies

35. 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

36. Your name *

Oma Pati Luitel

37. Title *

Deputy Chief ICTO

38. Email *

oluitel@thimphucity.gov.bt

39. Organization *

Thimphu Thromde

40. Submission Date *

23/06/2023



41. 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.