

## View results

Respondent

16

Anonymous

**49:14**

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) \*

In accordance with the guidelines of the Myanmar e-Governance Master Plans

## 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?

We adopt these legislation/regulations on digital government when planning/implementing the e-government projects and initiatives.

## III. Strategy and Implementation

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

Yes

No

20. 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 groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- 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.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

The National e-Government strategy, Myanmar e-Governance Master Plan (2030), covered all government agencies including sub-national/local government organizations. ([https://myanmar.gov.mm/documents/20143/24755391/Myanmar+e-Governance+Master+Plan+2030\\_First+Draft.pdf/5c6ca300-aa04-e99d-f30f-430dcbca5697?t=1685113500167](https://myanmar.gov.mm/documents/20143/24755391/Myanmar+e-Governance+Master+Plan+2030_First+Draft.pdf/5c6ca300-aa04-e99d-f30f-430dcbca5697?t=1685113500167))

22. 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, we do not have a dedicated budget for digital government. But the budget for digital government development is allocated in the annual budget.

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

No, we do not publish the city/municipality budget online on the portal.

24. 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 follow the guideline for green ICT from Myanmar e-Governance Master Plans' when planning/designing/implementing the e-government projects and initiatives.

25. 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. \*

No, there aren't.

26. 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, there aren't.

27. 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, there aren't.

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

Online payment sector of My City App, there are partnerships with private sector. (<https://play.google.com/store/apps/details?id=ycdc.gov.mm>)

#### IV. Usage of online services

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

100% of business licence (<https://obls.ycdc.gov.mm/>)  
 100% of advertising board ([https://app.ycdc.gov.mm/advertising\\_board/index.php](https://app.ycdc.gov.mm/advertising_board/index.php))  
 100% of city plan (<https://cplad.ycdc.gov.mm/>)  
 100% of building permit (<https://ybbs.ycdc.gov.mm>)  
 100% of water connection (<https://app.ycdc.gov.mm/watersanitation/index.php>)  
 100% of pets registration ([https://appsu.ycdc.gov.mm/veterinary/license\\_registering.php](https://appsu.ycdc.gov.mm/veterinary/license_registering.php)) 100% of revenue station ([https://app.ycdc.gov.mm/revenue\\_station/index.php](https://app.ycdc.gov.mm/revenue_station/index.php))

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

50% of My City App which can be downloaded from the following links-  
 1. <https://play.google.com/store/apps/details?id=ycdc.gov.mm>  
 2. <https://apps.apple.com/us/app/id1527520240>  
 3. [https://appgallery.cloud.huawei.com/ag/n/app/C102953827?locale=en\\_US&source=appshare&subssource=C102953827&shareTo=com.facebook.orca&shareFrom=appmarket&shareIds=cba52afa9af463ea066d428f606dcff\\_com.facebook.orca&callType=SHARE](https://appgallery.cloud.huawei.com/ag/n/app/C102953827?locale=en_US&source=appshare&subssource=C102953827&shareTo=com.facebook.orca&shareFrom=appmarket&shareIds=cba52afa9af463ea066d428f606dcff_com.facebook.orca&callType=SHARE)

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

Yes

No

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

We do not share those with the public institutions concerned, it's only used for heads of departments and committee members.

## V. User Satisfactor

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

Yes

No

Other

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

## VI. Social Media

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

No, we do not use any social media.

## VII. Crisis/Emergency Response and Recovery

36. 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, there isn't a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations.

## VIII. Smart City and New Technologies

37. 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.

Yes, we support IoT such as Barcode Scanner, Finger Print and Radio Frequency Identification (RFID) Card.

## IX. Contact information

38. Your name \*

Ms.Wai Wai Aung

39. Title \*

Deputy Director

40. Email \*

waiaungstar@gmail.com

41. Organization \*

Yangon City Development Committee

42. Submission Date \*

31/05/2023



43. 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.
- I have tried to answer as best I can with the information available.

THANK YOU

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