Member States Questionnaire (MSQ) for the
United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA[1] assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact *dpidg@un.org*.

Myanmar	29/03/2019

⊠ **I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.**

I. Institutional Framework

1. What is the official **e-government**[2] **portal** at the national level? If more than one, please list all.

   > At national level, Myanmar has several e-Government portals such as
   > 1. National Portal (https://myanmar.gov.mm/en/)
   > 2. National Trade Portal (https://myanmartradeportal.gov.mm/en)
   > 3. Law Information System (https://www.mlis.gov.mm/)
   > 4. Portal of Ministries and Central level organizations (refer https://myanmar.gov.mm/government-website)

2. Please also provide **URLs** for below **specific portals**, if exists:

   a. E-services[3]:

   > Consolidated e-services can be found at Myanmar National Portal (https://myanmar.gov.mm/services).

   b. E-participation[4]:

   > https://myanmar.gov.mm/polls-survey

   c. Open government data:

   > Not fully implemented. But some of the open data can be obtain from http://www.mmsis.gov.mm/

   d. Public procurement:

   > https://myanmar.gov.mm/tenders

---

[1] This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

[2] **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)

[3] A specific portal where you can see the list of all online services available for the public

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

    e.   Other major portals at the national level:

President office - www.president-office.gov.mm, Ministry of Information - http://www.moi.gov.mm Trade Portal - https://myanmartradeportal.gov.mm

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

https://www.motc.gov.mm Ministry of Transport and Communications (MoTC) serves as a focal Ministry responsible for fostering the development of e-Government system across the country

4. Does your country have a **Chief Information Officer (CIO)**[5] to manage national cross-agency e-government programs/strategies?

Name:	Ms. New Ni Soe Yin
Title:	Director, e-Government Division
Organization:	Information Technology and Cyber Security Department (ITCSD), MoTC
E-mail:	nwenisoeyin@e-motc.gov.mm
Phone:	+95 9 2000037

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
    a.   Planning and Development

Ministry of Planning and Finance - www.mopf.gov.mm

    b.   Education

Ministry of Education - www.moe.gov.mm

    c.   Health

Ministry of Health and Sports www.mohs.gov.mm

    d.   Social Protection and Welfare

Ministry of Social Welfare, Relief and Resettlement - www.mswrr.gov.mm

    e.   Employment and Decent Work

Ministry Of Labour, Immigration and Population - http://www.mol.gov.mm/mm/

    f.   Environment

Ministry of Natural Resources and Environmental Conservation - www.monrec.gov.mm

    g.   Energy/Water

Ministry of Electricity and Energy - www.moep.gov.mm Directorate of Water Resources and Improvement of River Systems - http://www.dwir.gov.mm/

    h.   Finance/Taxation

Ministry of Planning and Finance - www.mopf.gov.mm , https://www.irdmyanmar.gov.mm/

    i.   Industry/Trade

Ministry of Industry - www.industry.gov.mm, www.disi.gov.mm Ministry of Commerce - https://myanmartradeportal.gov.mm

---

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

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?
(Maximum 250 words)

Yes. The Government of Republic of Myanmar has released "Economic Policy of the Union of Myanmar" - 12-point policy ranging from the privatization of some state-owned enterprises to the development of infrastructures including electrification facilities and ports to implementing an ID card system, the Digital Government Strategy and the e-Government System. The policy is people centric. It aims to achieve inclusive and continuous development, and to establish an economic framework that supports national reconciliation, based on the balancing of sustainable natural resource mobilization and allocation across the States and Regions. The objectives of the policy are as follows:

- To support national reconciliation and the emergence of a united federal democratic union.
- To achieve balanced economic development across the States and Regions
- To create opportunities for the emergence of capable and skilled new generations for the benefit of the country.
- To establish an economic system that can achieve and maintain positive development outcomes through the participation, innovation and efforts of all citizens.

Aslo, Myanmar Sustainable Development Plan 2018-2030 was published August, 2018. The 2030 Sustainable Development Agenda will be used to guide Myanmar's achievement of the SDGs over that same timeline. (https://www.mopf.gov.mm/sites/default/files/upload_pdf/2018/09/MSDP%20EN%203-9-18.pdf)

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? *(Maximum 250 words)*

Yes. Myanmar e-Governance Master Plan has been developed under ADB's Technical Assistance in 2015. The project related to develop this plan, was led by ADB's Sustainable Development and Climate Change Department (SDCC). MoTC, Myanmar, effectively facilitated and coordinated the inter-ministerial and private sector consultations as Implementation Agency (IA).

8. Please check whichever applies.

National 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 sub-national/local digital development strategy.

☒ has an emphasis on digital-first principle

☒ has an emphasis on digital by default; digital by design; mobile-first principle

☒ has an emphasis on once-only (data) principle

☒ has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups[6]

☒ makes specific reference to e-participation, digital inclusion and/or engagement.

☒ makes specific reference to the use of social media in the government.

☐ makes specific reference to the use of new technologies[7] such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

Yes. The Myanmar e-Governance Plan – 2015 includes implementation plan for strategy. Also, e-Government Strategy as per Master Plan is aligned with Economic Policy of Myanmar and Framework for Economic & Social Reforms (FESR), as policy priorities towards the Long-Term Goals of the National Comprehensive Development Plan 2010-2030, and Sustainable Development Goals. (http://www.motc.gov.mm/sites/default/files/Myanmar%20e-Governance%20Master%20Plan%20%282016-2020%29%20English%20Version%28Draft%29.pdf) (http://moi.industry.gov.mm/sites/default/files/tender/2014/05/framework_for_economic_and_social_reforms_english_draft.pdf)

---

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

[7] Also referring to emerging technologies

III. Legal Framework

9. Is there any legal framework on:
   - ☒ access to information such as Freedom of Information Act
   - ☒ personal data protection including digital security
   - ☒ open government data
   - ☒ digital identity
   - ☒ digital certification/signature
   - ☒ e-procurement
   - ☒ digitally publishing government expenditure[8]
   - ☒ data interoperability
   - ☒ digital government as a right

   (If any checked, please provide name of the legislation and links. Maximum 250 words)

   > Myanmar Government is currently designing and implementing a policy and regulatory environment that promotes a healthy competitive environment, including, inter alia, the development of the enabling policy, legal and regulatory framework for the Myanmar's ICT sector reform. The Cyber Law and Policies related to e-Government, e-Commerce and Cyber Security has been planned to be promulgated by 2019.

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

    ☒Yes　　☐No

11. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

    > We are collecting the usage statistics of our National Portal. We are sharing the details with the e-Government nodal agency.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

    ☒Yes　　☐No

13. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

    > In the Myanmar National Portal we have provided feedback option in Myanmar National Portal, where in every citizen can provide the feedback on the services being availed - https://myanmar.gov.mm/en/feedback. Citizen surveys are also conducted to know the pulse of general public - https://myanmar.gov.mm/polls-survey
    > Also, Ministry of Transport and Communications (MoTC) has been conducting

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. *(Max. 250 words)*

    > The Government uses social media extensively to communicate with citizens; the Myanmar National Portal uses collaborative tools like Discussion forums, Blogs, Polls and Survey etc. - https://myanmar.gov.mm/discussions. The Myanmar National Portal is undertaking public engagement activities through Facebook, Twitter and YouTube channel

---

[8] Related to SDG Indicator 16.6.1

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

☒ Artificial Intelligence (AI) ☐ Blockchain   ☒ Big data   ☒ Smart cities

☐ Robotics   ☒ Internet of Things (IOT) ☐ Quantum computing ☐ Virtual reality

☐ Augmented reality   ☐ Other:

(Please explain further including relevant links. Maximum 250 words)

> In the journey towards 4th Industrial Revolution, Government of Myanmar is committed to address the challenges and has undertaken several ICT initiatives to boost readiness of the country. Under digital government initiatives Government intends to leverage new technologies such as data analytics. Government is also planning to utilize Public Private Partnerships (PPPs) to enable the development of ICT infrastructure.

16. Does your government have any government body[9] at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

> E-Government-Information Technology and Cyber Security Department of Ministry of Transport and Communications

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services? *(Max. 250 words)*

> Information not collected

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

> Not published

19. What is the proportion of persons employed in central government organizations routinely using ICTs? *(Max. 250 words)*

> 80% approximately

20. What is the proportion of persons employed in central government organizations routinely using the Internet? *(Max. 250 words)*

> 90% approximately (including usage of internet on mobile phones)

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? *(Max. 250 words)*

> Percentage of population using smartphones

IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government? *(Max. 250 words)*

> ASEAN Regional Comprehensive Economic Partnership (RCEP), ASEAN Coordinating Committee on electronic commerce (ACCEC), ASEAN Telecommunications and IT Ministers Meeting (TELMIN), Telecommunications and Information Technology Senior Officials Meeting (TELSOM), e-ASEAN FRAMEWORK AGREEMENT, The ASEAN ICT Masterplan 2020,

---

[9] This can be an agency, cabinet, commission, committee, initiative etc.

[10] 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

[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

23. Is your government offering (or planning to offer) support to other countries in the area of e-government?
(Max. 250 words)

> The Government is working closely with other countries, especially ASEAN. The Government is regularly participating in workshops/ working group meetings/ trainings etc. related to areas such as e-Commerce, Cyber Security etc.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? *(Max. 250 words)*

> There are various e-Government initiatives going on in Myanmar with multi stakeholders involved depending on initiatives. The projects are assisted by various agencies and Government is implementing with help of vendors.
> e.g. 1. To strengthen Digital Infrastructure, Ministry of Transport and Communications (MoTC) has planned to establish the e-Government Integrated Data Centre (eGIDC) by 2022 in collaboration with Government of Korea. e-GIDC aims to support the integration of individual e-Government systems and functions from each government agency into one standardized and structured system. eGIDC will significantly improve the ICT, cyber security related capabilities and administrative service qualities. The project is under implementation.
> 2. Myanmar National Portal has been implemented under Telecommunication Sector Reforms (TSR) project with assistance of World Bank.
> 3. To strengthen Legal framework for ICT, Myanmar is implementing project under TSR project.
> 3. Open Government Data Policy consultation with collaboration with KISDI, Korea.
> 4. Digital Government has been planned with assistance of World Bank.

X. Contact and Additional Information

Name:	Daw Nwe Ni Soe Yin
Title:	Director, e-Government Division, Information Technology and Cyber Security Department (ITCSD), Ministry of Transport and Communications (MoTC)
Email:	nwenisoeyin@e-motc.gov.mm
Organization:	Information Technology and Cyber Security Department

1. Please select whichever applies:

☐ A group of government agencies responded to the questionnaire collectively.

☐ 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: *(Max. 250 words)*

> The questionnaire has been answered by e-Government Division, Information Technology and Cyber Security Department, Ministry of Transport and Communications (MoTC).

2. How did you hear about this questionnaire?

☒ Directly from UN DESA

☐ From the Mission of my country to the United Nations

☐ United Nations E-Government Survey website

☐ LinkedIn

☐ Facebook

☐ Other: *(Max. 250 words)*

>

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.