



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). UNDESA¹ 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.

Sri Lanka

31/03/2019

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.

www.gov.lk

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

- a. E-services³:

<https://www.gov.lk/>

- b. E-participation⁴:

<https://eparticipation.gov.lk/>

- c. Open government data:

<http://www.data.gov.lk/>

- d. Public procurement:

National Procurement Commission: <http://www.nprocom.gov.lk/>

Department of Public Finance: <http://www.treasury.gov.lk/web/department-of-public-finance>

- e. Other major portals at the national level:

President of Sri Lanka: <https://www.president.gov.lk>

Prime Minister of Sri Lanka: <https://www.pmooffice.lk>

Office of the Cabinet of Ministers: <https://www.cabinetoffice.gov.lk>

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).

Parliament of Sri Lanka – <http://www.parliament.lk>
 Ministry of Finance Portal - <http://www.treasury.gov.lk>
 Ministry of Health Portal - <http://www.health.gov.lk>
 Ministry of Education Portal - <http://www.moe.gov.lk/>
 Ministry of Foreign Affairs: Consular Services Portal - <https://www.mfa.gov.lk/consular>
 Law Net – Ministry of Justice Portal - <https://www.lawnet.gov.lk/>
 Central Bank of Sri Lanka Portal - <https://www.cbsl.gov.lk/>
 District and Divisional Secretariat Portal - <http://www.ds.gov.lk/>
 Bank of Ceylon - <http://web.boc.lk/>
 Department of Government Printing - <http://www.documents.gov.lk>
 Electronic Travel Authorization (ETA) System of Sri Lanka - <http://www.eta.gov.lk/slvisa>

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

1. Ministry of Digital Infrastructure and Information Technology - <http://www.mdiit.gov.lk>
 2. Information & Communication Technology (ICT) Agency of Sri Lanka - <http://www.icta.lk>

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

YES, Secretary of the Ministry of Digital Infrastructure and Information Technology, who is responsible for digital transformation of the entire government. Further, 650 CIO responsible for digital transformation for individual organizations have been appointed through a circular from Secretary to the President. Appointment of CIO and allocation of annual capex and opex budgets for ICT projects and operations have been made mandatory through the same circular. National government CIO network capacity building has been implemented through ICTA projects and trained through various programmes including masters degree level academic programmes and foreign study tours.

Name:	Mr. D.C. Dissanayake
Title:	Secretary
Organization:	Ministry of Digital Infrastructure and Information Technology
E-mail:	secretary@mdiit.gov.lk
Phone:	+ 94 11-2577777

2. 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 National Policies, Economic Affairs, Resettlement & Rehabilitation, Northern Province Development and Youth Affairs - <http://www.mnpea.gov.lk/>
- Ministry of Development Strategies and International Trade - <http://modsit.gov.lk/>

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

- Department of National Planning - <http://www.npd.gov.lk>

b. Education

- Ministry of Education - <http://www.moe.gov.lk/>
- Ministry of City Planning, Water Supply and Higher Education - <http://www.mohe.gov.lk/>
- National Institute of Education - <http://nie.lk/>
- Department of Examination National Evaluation and Testing Service – <https://www.doenets.lk/exam/>
- Education Publications Department - <http://www.edupub.gov.lk/>
- University Grants Commission - <http://www.ugc.ac.lk/>

c. Health

- Ministry of Health, Nutrition and Indigenous Medicine - <http://www.health.gov.lk>
- National Medicines regulatory Authority - <https://www.nmra.gov.lk>
- Medical Research Institute - <http://www.mri.gov.lk>
- Department of Ayurveda - <http://www.ayurveda.gov.lk/>

d. Social Protection and Welfare

- Ministry of Primary Industries and Social Empowerment - <http://www.socialemwelfare.gov.lk/>
- Department of Pensions - <http://www.pensions.gov.lk>
- Department of Samurdhi Development - <http://www.samurdhi.gov.lk/web/>
- The Employees Provident Fund (EPF) - <http://www.epf.lk/>
- The Employees' Trust Fund - <http://www.etfb.lk/>
- Sri Lanka Social Security Board - <http://ssb.gov.lk/aboutusE.html>

e. Employment and Decent Work

- Ministry of Labour and Trade Union Relations - <https://www.labourmin.gov.lk/>
- Ministry of Industry and Commerce, Resettlement of Protracted Displaced Persons Cooperative Development and Vocational Training & Skills Development - <http://www.skillsmin.gov.lk>
- Department of Labour - <http://www.labourdept.gov.lk>
- National Institute of Occupational Safety and Health - <https://www.niosh.gov.lk>
- Vocational Training Authority of Sri Lanka - <http://www.vtasl.gov.lk>
- Department of Management Services - <http://www.treasury.gov.lk/web/department-of-management-services>

f. Environment

- Ministry of Mahaweli Development and Environment - <http://www.mmde.gov.lk/>
- Ministry of Tourism, Wildlife and Christian Religious Affairs - <http://msdw.gov.lk/>
- Central Environment Authority - www.cea.lk
- Department of Wildlife Conservation - <http://www.dwc.gov.lk/>
- Department of Coast Conservation - <http://www.coastal.gov.lk/>
- Marine Environment Protection Authority - <http://www.mepa.gov.lk/web/>
- Forest Department - <http://forestdept.gov.lk>
- National Ozone Unit, Sri Lanka - <http://www.noulanka.lk>

g. Energy/Water

- Ministry of Power, Energy and Business Development - <http://powermin.gov.lk>
- Ministry of Highways, Road Development and Petroleum Resources Development - <https://www.petroleummin.gov.lk/>

- Ministry of Agriculture, Rural Economic Affairs, Livestock Development, Irrigation and Fisheries & Aquatic Resources Development - <http://irrigationmin.gov.lk>
- Ministry of City Planning, Water Supply and Higher Education - <http://www.mcpws.gov.lk/>
- Public Utilities Commission of Sri Lanka – <http://www.pucsl.gov.lk>
- Ceylon Petroleum Corporation - <http://ceypetco.gov.lk/>
- Irrigation Department - <http://www.irrigation.gov.lk/>
- National Water Supply and Drainage Board of Sri Lanka - <http://waterboard.lk/>

h. Finance/Taxation

- Ministry of Finance and Mass Media - <http://www.treasury.gov.lk>
- Sri Lanka Inland Revenue - <http://www.ird.gov.lk>
- Department of Excise Sri Lanka - <http://www.excise.gov.lk>
- Sri Lanka Customs - <http://www.customs.gov.lk>

i. Industry/Trade

- Ministry of Industry and Commerce, Resettlement of Protracted Displaced Persons Cooperative Development and Vocational Training & Skills Development - <http://www.industry.gov.lk/>
- Department of Commerce <http://www.doc.gov.lk>
- Department of the Registrar of Companies - <http://www.drc.gov.lk>
- Department of Import and Export Control - <http://www.imexport.gov.lk/index.php/en/about-us/overview.html>
- Export Development Board of Sri Lanka - <http://www.srilankabusiness.com/edb/>
- Industry Development Board of Sri Lanka - <https://www.idb.gov.lk>

II. Strategy and Implementation

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

Yes: Vision 2025 – A country Enriched

URL: http://www.pmooffice.gov.lk/download/press/D00000000061_EN.pdf

Sri Lanka's "Vision 2025" is founded on a set of core principles including a strategy for national exports, social market economy and a skill pool to match the demands of the job market. It has fixed targets of achieving an annual export income of \$ 20 billion, increase Foreign Direct Investment (FDI) up to \$ 5 billion and to create employment opportunities for at least 1 Mn Sri Lankans by 2025. A strong political leadership is cited as a key factor for the success of this vision plan. Furthermore, another important factor to boost investor confidence and enhance the economy is to have concrete measures for transparency and accountability in all processes in both the public and the private sector administrations.

It is commonly acknowledged that the key element to enterprise reforms in Sri Lanka is the development of the micro enterprise sector with the promotion of SMEs which generate over 50% of GDP. Hence, subsidies for small agricultural holdings can be perhaps cited as one of most important factors that can drive the economic growth levels of SMEs while facilitating the country to achieve required levels in food security.

Though the country has seen a decline in poverty over the years, income disparity remains one of the highest among Asian countries. Hence, while initiating measures to boost economic growth, it is imperative to have processes in place to increase FDIs and the share of national income available to the poor.

Sri Lanka's "Vision 2025" also ensure prosperity for future generations while enabling present growth and adherence to the UN sustainable development goals. Therefore, the Government will undertake agricultural reforms to minimize food insecurity, and create inclusive growth by developing underserved

districts. Recognizing the dangers of climate change, we will prioritize environmental protection and disaster management, and energy security. To enable these, it is being undertaken fundamental reforms in governance.

The vision and strategy has given more focus on driving the nation towards a digitally empowered economy and enhancing digital ecosystems, through reduced transactions costs, with stimulating inclusive growth and job creation, especially by empowering the self-employed and SMEs.

The vision focused on:

- Increasing digitalization of Government operations. - SMART society and citizen capacity building programmes, including 'e-Grama Niladari' to provide efficient basic grass root level services required by citizens.
- encourage innovations in mobile payment systems and peer-to-peer lending platforms with necessary oversight
- Strengthen the legal framework for electronic transactions. - the Electronic Transactions (Amendment) Act will bring Sri Lanka's e-commerce legislative framework on par with Singapore, Australia, China, and other developed countries.
- Cyber security framework will also be further strengthened.
- continue the national digital identity initiative
- Increase free Wi-Fi provision and increase incentives provided to widen internet access.
- Integrate ICT literacy into school curricula recognizing the fact that for moving towards a digitally empowered economy. it is imperative that ICT skills are imparted to the younger generation

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

Yes

e-Government Policy

ICTA under the supervision of Country CIO / Ministry of with Ministry of Digital Infrastructure and Information Technology (MDIIT) developed an e-Government Policy for using ICT to carry out the main functions of the government such as providing products and services to the citizens, maintaining law and order, foreign affairs, defense and welfare more effectively. This policy is aimed on facilitating citizen centric service delivery while ensure government organizations which are at different stages of eGovernment maturity are guided to enhance their digitization efforts towards effective digitally transformed organizations.

The Draft National e-Government Strategy

The Draft National e-government strategy is ready and awaiting the approval of the Cabinet of Ministers. This strategy focused on an integrated government with citizen services are to be provided in more personalize and citizen friendly manner. Moreover, this strategy has been reviewed with government stakeholders and expected to be implemented in a cluster approach at a rapid phase. Certain elements such as interoperability framework (www.life.gov.lk), Information classification framework, Data sharing policies etc. have been already drafted and being implemented in some organizations which will act as enablers in seamless data sharing and government service delivery.

Digital Economy Strategy of Sri Lanka

The Government of Sri Lanka formulated the Digital Economy Strategy focusing on three major verticals of the economy namely Agriculture, Tourism small and medium entrepreneurs (SMEs) The strategy was approved by the cabinet of Ministers in 2019..

Under the strategy, 10 supporting projects namely 1). Optimization of customs procedures to ensure smooth flow of goods in and out of country 2). Agriculture online marketplace,3). Creation of a data governance/personal data protection act and relevant supporting regulations 4). Formalization of National ICT Skills Council 5).Shared services (Logistics) 6). Improving digital payment offering and mobile

payment limits 7) Start -up Fund 8).Awareness building for manufacturing, agriculture, and tourism sector 8). SME Go-Digital programme 9). Pay-as-you-go cloud solution to enable 3 flagship projects (Agriculture , Tourism and Manufacturing) have been earmarked.

Nation Digital Road Map (2019 - 2022)

Nation Digital Road Map (2019 - 2022) is being prepared by ICTA in under the supervision of Ministry of Digital Infrastructure and Information Technology.

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 groups⁶
- 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 technologies⁷ such as artificial intelligence, blockchain, big data
(If any checked, please explain further. Maximum 250 words)

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 expenditure⁸
- data interoperability
- digital government as a right

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

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

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

Access to Information such as Freedom of Information Act: Access to Information has been guaranteed under Article 14A (1) of Constitution (19th Amendment) of Sri Lanka as a Fundamental Right (<http://documents.gov.lk/en/acts.php>). Said right has been further established by the Right to Information Act, No. 12 of 2016 (<http://www.rticommission.lk/web/index.php?lang=en>).

Personal data protection including digital security: Sri Lanka is in process of drafting a Data Protection Legislation and Cyber Security Legislation. Other than that, privacy is an exemption for Right of Access to Information under Article 14A (2) of Constitution (19th Amendment) of Sri Lanka and under Section 5(1) (a) of Right to Information Act, No. 12 of 2016. Further, some sector specific measures have been taken under these Acts;

- Section 34B (*Secrecy*) and Section 77 (*Declaration of Secrecy*) of the Banking Act, No. 30 of 1988 as amended (<http://documents.gov.lk/en/acts.php>)

-Section 160(6) and 160(8) (*provisions on undisclosed information*) of Intellectual Property Act, No. 36 of 2003 as amended (<http://documents.gov.lk/en/acts.php>)

-Section 39E (*unauthorized access to the National Register of Persons*) and 39(F) (*official secrecy*) of Registration of Persons (Amendment) Act, No. 08 of 2016 (<http://documents.gov.lk/en/acts.php>)

Digital Certification/Signature: Section 7 of Electronic Transactions Act, No: 19 of 2006 as amended by Act No. 25 of 2017 (<http://documents.gov.lk/en/acts.php>) provides legal recognition of electronic signature.

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)

Collect usage statistics of e-government services through regular monitoring and periodic surveys and evaluations. Additionally, generate and share with public institutions related reports on online payments details performed using e-government services.

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)

Polls have been setup in government websites in order to collect user satisfaction and share with public institutions when required. Periodical basis government surveys are carried out to measure adoption, usage and satisfaction.

Conduct ICT Survey to measure citizen's satisfaction in e-government services and share with relevant public institutions.

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)

New guideline for government officials in using social media in e-government is ready to be published with the new e-Government policy, which will be launched in within about a month.

The recently adopted National Information and Cyber Security Strategy of Sri Lanka. (2019-2023) has addressed many proactive as well as technical/non-technical factors for social media usage by individuals and institutes. (<http://www.slcert.gov.lk/Downloads/NCSSStrategy.pdf>)

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)

Sri Lanka has Association for Artificial Intelligence (SLAAI) which has been conducting annual conferences, publications, and awareness sessions for schools and university students for last 13 years. Also SLAAI is discussing with relevant authorities to enact an act through the parliament. <http://slaai.lk/>

Sri Lanka Association of Software and Service Companies (<https://slasscom.lk/>) have announced an initiative names “AI Nation” (<http://www.ft.lk/it-telecom-tech/Sri-Lanka-to-launch--AI-Nation--as-next-wave-of-IT-growth/50-661730>).

The Institution of Engineering and Technology (IET) Sri Lanka formulated the Draft Sri Lanka Strategic Roadmap on Internet of Things (IoT) in 2018 and now in the process of incorporating feedback of government and non-government stakeholders for formal adoption with the facilitation of the Ministry of Digital Infrastructure and Information Technology

Does your government have any government body⁹ at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

Yes.

Ministry of Digital Infrastructure and Information Technology (www.mdiit.gov.lk)

One of the objective of the Ministry is to take necessary measures for the provision of telecommunication facilities for all by adoption of modern technology, Virtual Reality (VR) and Social Networking to Artificial Intelligence (AI) and Internet of Things (IoT).

Ministry of Science, Technology & Research (<http://www.mostr.gov.lk>)

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

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

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

(Max. 250 words)

User satisfaction was measured regarding the online revenue license (eRL) and 97.4% of surveyed population (out of 374 respondents) is satisfied with the last experience of online service.

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

Directly allocation for ICT infrastructure to Ministry of Digital Infrastructure and IT was LKR 5.5 Billion (as percentage approximately 0.0036 percent). In addition to that, to develop ICT system and infrastructure Treasury has allocated funds directly to relevant ministries and other government organizations.

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

More than 60% - eGovernment Survey 2017

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

More than 60% - eGovernment Survey 2017

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

- Percentage of computer owned households by Sector and Province
 - Computer literacy rate by sector and province
 - Computer literacy rate by Gender, Age, Level of education, and Language literacy
 - Computer literacy rate by district
 - Computer literacy among computer aware employed population (aged 15 – 69 years)
 - Computer literacy rate and Digital literacy rate by Gender, Sector and Age groups
 - Computer literacy among unemployed population (aged 15 – 69 years) by age group
 - Percentage distribution of Computer literate household population (aged 5 – 69 years) by sources of receiving computer knowledge and sector
 - Percentage distribution of Internet and E-mail using household population (aged 5 – 69 years) by District
 - Percentage distribution of device use to connect to internet/ email household population (aged 5 – 69 years) by Sex, Sector and Age group
 - Percentage distribution of Internet and E-mail using household population (aged 5 – 69 years) by age group
 - Percentage distribution of Internet and E-mail using household population (aged 5 – 69 years) by age group
- Sources: Country wide ICT access and usage survey 2017 conducted by ICTA, <https://www.icta.lk/> / <http://www.data.gov.lk/> and <http://www.statistics.gov.lk/>

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

- Until 2004, Sri Lanka e-government programme was supported by the World Bank under eSri Lanka Development Project.

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

Yes. Lessons learnt from e-government programme implemented under eSri Lanka initiatives were shared with similar models such as e-Rwanda and e-Ghana

There are Memorandum of Understanding with several countries on co-operation in the areas of ICT/Digitalization and Cybersecurity (e.g. India, Bangladesh, Finland, Estonia, Viet Nam, Thailand

The Computer Emergency Readiness Team (Sri Lanka CERT) (www.cert.gov.lk) has its own co-operation with national level cybersecurity agencies and is willing to engage further

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

The ICTA Agency of Sri Lanka is now planning to develop multi-stakeholder development partnership and success models from other countries as a part of its restructuring process.

The Government Information Center Call Center (www.gic.gov.lk) is one pioneer effort of PPP where government owned information is disseminated to citizens through a private party

X. Contact and Additional Information

Name:	Damith Hettihewa / Jagath Seneveratne
Title:	CEO / Head of M&E
Email:	ceo@icta.lk / jagath@icta.lk
Organization:	Information Communication Technology Agency of Sri Lanka

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)

ICTA, as apex government agency responsible for digital transformation and eGovernment.

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.