



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.

Saint Vincent and the Grenadines

30/04/2019

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

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

Government of St. Vincent and the Grenadines - www.gov.vc

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

- a. E-services³:

www.gov.vc (etaxsvg.gov.vc, asycudaw.svgcustoms.net, dol.gov.vc/dol/, cipo.gov.vc/cipo/, ithelp.gov.vc/KB, stats.gov.vc/, mail.gov.vc)

- b. [E-participation⁴](#):

Click or tap here to enter Links.

- c. [Open government data](#):

Click or tap here to enter Links.

- d. Public procurement:

procurement.oecs.org/epps/home.do

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:

Click or tap here to enter Links.

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

Ministry of Finance, Economic Planning, Sustainable Development and Information -
finance.gov.vc/finance/
Information Technology Services Division - itsd.gov.vc/itsd/

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

Name:

Title:

Director

Organization:

Information Technology Services Division (ITSD)

E-mail:

office.itsd@gov.vc

Phone:

(784) 457-1007

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 Finance, Economic Planning, sustainable Development and Information -
finance.gov.vc/finance/

b. Education

Ministry of Education, National Reconciliation and Information - education.gov.v.c/education/

c. Health

Ministry of Health, Wellness and the Environment - health.gov.vc/health/

d. Social Protection and Welfare

Ministry of National Mobilisation, Social Development, the Family, persons with Disabilities, Youth -
mobilisation.gov.vc/mobilisation/

e. Employment and Decent Work

Service Commissions Department - psc.gov.vc/psc/

f. Environment

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

Ministry of Health, Wellness and the Environment - health.gov.vc/health/

g. Energy/Water

Ministry of National Security, Air and Sea Port Development - security.gov.vc/security/ ,
energyunit.gov.vc

h. Finance/Taxation

Ministry of Finance, Economic Planning, Sustainable Development and Information -
finance.gov.vc/finance/

i. Industry/Trade

Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry and Labour -
agriculture.gov.vc/agriculture/

Ministry of Foreign Affairs, Trade and Commerce - foreign.gov.vc/foreign/

II.

Strategy and Implementation

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

In 2013, the Government launched its National Economic and Social Development Plan which will run up to 2025. This plan outlines the country's long-term strategies for national development and offers a vision for improving the quality of life for all Vincentians. In order to realize this vision, the following five strategic goals along with strategic objectives have been identified:

- Re-engineering economic growth
- Enabling increased human and social development
- Promoting good governance and increasing the effectiveness of public administration
- Improving physical infrastructure reserving the environment and building resilience to climate change

Saint Vincent and the Grenadines has not yet aligned its NESDP with the SDGs and other modalities such as the SIDs Accelerated Modalities of Action (SAMAOA) Pathway. The country is inscribed on the list of countries to presents its VNR in 2020. Activities to be undertaken in 2020 will include a Rapid Integrated Assessment (RIA) to determine the level of SDG compliance of the current NESDP. Further activities will include the mainstreaming Acceleration and Policy Support (MAPS) that will be required for alignment of the Plan with the 2030 Agenda.

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- Building national pride, identity and culture

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

No

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

There is no national e-government strategy or equivalent in place.

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

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

Freedom of Information Act 2003
www.gov.vc/images/PoliciesActsAndBills/SVG_Freedom_of_Information_Act_2003.pdf

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?

There are a number agencies, departments who will collect data relating to use for e.g Customs and Inland Revenue. However this information is not published.

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?

No

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.

Some ministries like the Ministry of Tourism, etc., Ministry of Mobilisation, etc., Ministry of Health, etc., the Agency for Public Information and the Ministry of Foreign Affairs, etc. utilize social media to share information with the general public.

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:

Intelligent Bus Management and Monitoring System Project (EBUS)

16. Does your government have any government body⁹ at the national level working specifically

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

related to the new technologies?

Yes

VIII. Indicators

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

Percentage: (If necessary, please explain further within 250 words).

18. What percentage of your GDP is allocated for ICT investment in the public sector?

Percentage: (If necessary, please explain further within 250 words).

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

Approximately 99%

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

Approximately 95%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

None

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Yes

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

Please keep your response with max 250 words.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Yes

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/wise10/WSIS-Action-Lines-and-Facilitators>

X. Contact and Additional Information

Name:

Title:

Email:

Organization:

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:

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:

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