



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.

Tonga

13/07/2019

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.

<http://www.gov.to>

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

a. E-services³:

<https://www.businessregistries.gov.to/> (Labour Business Registry)
<http://www.revenue.gov.to> (etax)

b. E-participation⁴:

Not available

c. [Open government data](#):

Not available

d. Public procurement:

Not available

e. Other major portals at the national level:

<http://www.gov.to>

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).

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 MEIDECCC (Meterology, Energy, Information, Disaster Management, Environment, Climate Change, Communication, CERT). http://www.gov.to Ministry of Finance and National Planning. http://www.finance.gov.to
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4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies? NO

Name:	
Title:	
Organization:	
E-mail:	
Phone:	

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, National Planning – http://www.finance.gov.to Ministry of Trade, Economic & Development – http://www.mted.gov.to

- b. Education

Ministry of Education & Training.

- c. Health

Ministry of Health

- d. Social Protection and Welfare

Ministry of Internal Affairs.

- e. Employment and Decent Work

Ministry of Internal Affairs.

- f. Environment

Ministry of MEIDECCC (Meterology, Energy, Information, Disaster Management, Environment, Climate Change, Communication, CERT). http://www.environment.gov.to
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- g. Energy/Water

Ministry of MEIDECCC (Meterology, Energy, Information, Disaster Management, Environment, Climate Change, Communication, CERT). http://www.gov.to
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- h. Finance/Taxation

Ministry of Finance, National Planning – http://www.finance.gov.to Ministry of Revenue and Customs – http://www.revenue.gov.to

- i. Industry/Trade

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 Trade, Economic and Development – <http://www.mcctil.gov.to>, <http://www.mted.gov.to>

II. Strategy and Implementation

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

TSDF (Tonga Strategic Development Framework) 2015 – 2025
“4.3 More reliable, safe and affordable information communications technology (ICT) used in more innovative ways”

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

TDGSF (Tonga Digital Government Strategic Framework) 2019 – 2024
“Building A More Progressive Tonga Supporting Higher Quality of Life for All”

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)

Establish Communications Licensing & Regulation Framework in support of the National Development Policy
Establish powers and functions of the Ministry of Communications (Section 8. CA2015)
Establish powers and functions of Regulator
Establish powers and procedures for the administration of this Acts
Establish and Promote fair and sustainable competition in the supply, installation, maintenance and operation of customer equipment and related services.
Promote fair and sustainable competition in the supply and provision of network facilities, passive facilities and communications services
Promote and to protect the interests of consumers of communications services
Pursue and promote the national communications sector policy objectives

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 expenditure⁸
 - data interoperability
 - digital government as a right

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

Tonga Internet Corporation Register Act 2000
Communication Act 2015
Radio Communication Act
Tonga Broadcasting Commission Act
Computer Crime Act 2003

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)*

n/a

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)*

n/a

⁸ Related to SDG Indicator 16.6.1

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)

None

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)

None

16. 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 MEIDECCC, Department of Communication which is also the Office of Regulator.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? (Max. 250 words)

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

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

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

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

IDI

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

IX. International and Regional Cooperation¹¹

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

No

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

No

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

Yes, on Carriers & Operators for infrastructure

X. Contact and Additional Information

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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)

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.

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