

Respondent

< 19 Anonymous >

119:18  
Time to complete

1. Country name \*

Bhutan

## Contact information

2. Your name \*

Sonam Penjor

3. Title \*

Dy. Chief ICT Officer

4. Organization \*

Department of IT & Telecom

5. Email \*

spenjor@dit.gov.bt

6. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

## A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. \*

*Note: E-government and digital government are used interchangeably in this Questionnaire.*

www.gov.bt

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar \*

<https://www.citizenservices.gov.bt> <https://esakor.nlcs.gov.bt/portal/public/app/portal>  
<http://eservices.nppf.org.bt>

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar \*

<https://www.facebook.com/g2coffice> <https://www.facebook.com/PMOBhutan>  
<https://www.facebook.com/NationalAssemblyofBhutan>

<https://www.facebook.com/MOHBhutan> <https://www.cabinet.gov.bt> <http://desuung.org.bt>  
<http://www.moh.gov.bt> <https://twitter.com/PMBhutan>

10. Please provide link(s) for portal(s) providing following services/features:  
- Open government data

In the process of formulating the regulatory framework

11. Please provide link(s) for portal(s) providing following services/features:  
- Public procurement

<https://www.egp.gov.bt>

12. Please provide link(s) for portal(s) providing following services/features:  
- Others (if any)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. \*

Department of IT and Telecom, Ministry of Information and Communication [www.dit.gov.bt](http://www.dit.gov.bt)  
Ministry of Information and Communication [www.moic.gov.bt](http://www.moic.gov.bt)

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes

No

## Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Jigme Tenzing

16. Title \*

Director

17. Organization \*

Department of IT & Telecom

18. Email \*

director@dit.gov.bt

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## Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? \*

Yes

No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

We have one Chief Information Technology Officer in every ministry but they report to the Director, Department of IT & Telecom. The parenting guideline guides the coordination and collaboration between the parent and collaborating agencies  
<https://www.dit.gov.bt/sites/default/files/Parenting%20Manual.pdf>

## Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development \*

Gross National Happiness Commission <https://www.gnhc.gov.bt/en/> National Statistic Bureau <https://www.nsb.gov.bt> Center for Bhutan Studies and GNH <https://www.grossnationalhappiness.com> Ministry of Finance- <https://www.mof.gov.bt>

22. Education \*

Ministry of Education <http://www.education.gov.bt> Royal Education Council <https://rec.gov.bt>

23. Health \*

Ministry of Health <http://www.moh.gov.bt> Jigme Dorji Wangchuck National Referral Hospital <https://www.jdwnrh.gov.bt>

24. Social Welfare (social inclusion, social protection, etc.) \*

Druk Gyalpo's Relief Kidu <https://royalkidu.bt> National Pension and Provident Fund <https://www.nppf.org.bt>

## 25. Employment and Labour \*

Ministry of Human and Labour Resources <https://www.molhr.gov.bt> Build Bhutan Project <http://202.144.155.103/bbp/>

## 26. Environment \*

Ministry of Agriculture and Forest <http://www.moaf.gov.bt> National Environment Commission <http://www.nec.gov.bt/necs/> Royal Society for Protection of Nature <http://www.rspnbhutan.org> Bhutan for Life <https://www.bfl.org.bt> Department of Forest and Park Services , Ministry of Agriculture and Forests <http://www.moaf.gov.bt/agencies/department-of-forests-and-park-services/dofps-about-us/> Ugyen Wangchuck Institute for Conservation and Environmental Research <http://www.uwice.gov.bt>

## 27. Justice \*

Royal Court of Justice <https://www.judiciary.gov.bt> Office of the Attorney General <https://www.oag.gov.bt/language/en/>

## 28. Economy/finance \*

Ministry of Economic Affairs - <https://www.moea.gov.bt> Ministry of Finance <https://www.mof.gov.bt> Department of National Budget & Department of Public Accounts <https://pems.myrbpems.bt> Department of Revenue and Customs <http://portal.drc.gov.bt/drc/> Royal Monetary Authority of Bhutan <https://www.rma.org.bt>

## 29. Industry/trade \*

Ministry of Economic Affairs <https://www.moea.gov.bt>

## B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? \*

Yes

No

Other

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### COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

COVID-19 Government Portal <https://www.gov.bt/covid19/> The Government Portal provides access to all the government services and information . Due to the need for a single source of information on COVID-19 , a dedicated menu was placed under the Government Portal for COVID-19 to provide information and advisories .

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? \*

Yes

No

33. Please provide link and detail.

Ministry of Finance [www.mof.gov.bt](http://www.mof.gov.bt) <https://www.mof.gov.bt/wp-content/uploads/2021/03/SoPv2Budget.pdf> Further, His Majesty's "Druk Gyelpo's Relief Kidu" fund also helps the government . <https://royalkidu.bt>

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? \*

Yes

No

35. Please provide link and detail.

Bhutan's 21st Century Economic Roadmap - It is a work in progress at the moment  
<https://economicroadmap.gnhc.gov.bt>  
<https://www.facebook.com/bhutaneconomicroadmap/>

## C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? \*

Yes

No

37. If yes, please provide link and detail.

The Constitution of Bhutan [https://www.nab.gov.bt/en/business/constitution\\_of\\_bhutan/](https://www.nab.gov.bt/en/business/constitution_of_bhutan/)  
The No. 5 of Article 7, Fundamental Rights under the Constitution of Bhutan grants the right of freedom of the press, radio, television, and all other forms of dissemination of information, including electronic.

38. Is there any legislation, law or regulation on data privacy and/or protection? \*

Yes

No

39. If yes, please provide link and detail.

Information Communication and Media Act of Bhutan 2018 (ICM 2018).  
<https://dit.gov.bt/sites/default/files/attachments/ICM%20Act%202018.pdf> The Chapter 21 of ICM Act 2018 is dedicated to the data protection and few subsections of Chapter 22 covers penalties and offences related to data breach. Further, eCommerce Policy 2020 also has provision on data privacy and protection: <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/07/Draft-E-commerce-Policy-2020.pdf>

40. Is there any legislation, law or regulation on cybersecurity or similar? \*

Yes

No

41. If yes, please provide link and detail.

Information Communication and Media Act of Bhutan 2018 (ICM 2018).  
<https://dit.gov.bt/sites/default/files/attachments/ICM%20Act%202018.pdf> The Chapter 21 of ICM Act 2018 is dedicated to the data protection and few subsections of Chapter 22 covers penalties and offences related to data breach. <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/07/Draft-E-commerce-Policy-2020.pdf>

42. Is there any legislation, law or regulation on digital identity? \*

Yes

No

43. If yes, please provide link and detail.

However, development of regulation has been initiated based on the provisions from the ICM ACT 2018 The Chapter 15 of the ICM Act 2018 is on electronic signature .  
<https://www.moic.gov.bt/wp-content/uploads/2018/02/ICM-Act-2018.pdf>

44. Is there any legislation, law or regulation on digital signature? \*

Yes

No

45. If yes, please provide link and detail.

Electronic Signature Rules & Regulation - drafting under progress  
<https://www.dit.gov.bt/ict-guidelines-acts> The Chapter 15 of the ICM Act 2018 is on electronic signature . <https://www.moic.gov.bt/wp-content/uploads/2018/02/ICM-Act-2018.pdf>

46. Is there any legislation, law or regulation on e-procurement? \*

Yes

No

47. If yes, please provide link and detail.

The Electronic Government Procurement (e-GP) is guided by the e-GP Guidelines .  
<https://www.egp.gov.bt/eSBDs.jsp> <https://www.egp.gov.bt/AboutEGP.jsp> Public Finance ACT  
- <https://www.mof.gov.bt/publications/acts-policy/>

48. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

49. If yes, please provide link and detail.

Public Finance ACT - <https://www.mof.gov.bt/publications/acts-policy/> eGovernance policy 2019 - <https://www.gnhc.gov.bt/en/wp-content/uploads/2019/12/e-Governance-Policy-for-the-RGoB.pdf>

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes

No

51. If yes, please provide link and detail.

eGovernance policy 2019 - <https://www.gnhc.gov.bt/en/wp-content/uploads/2019/12/e-Governance-Policy-for-the-RGoB.pdf> Electronic Government Interoperability Framework (e-GIF) [https://www.dit.gov.bt/sites/default/files/e\\_gif\\_summary\\_with\\_forward\\_pdf\\_53582.pdf](https://www.dit.gov.bt/sites/default/files/e_gif_summary_with_forward_pdf_53582.pdf)  
Data sharing guidelines are currently being developed.

52. Is there any legislation, law or regulation on open government data? \*

Yes

No

53. If yes, please provide link and detail.

However, Initiated the development of regulations for open government data inline with necessary clauses drawn from the ICM ACT 2018

54. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

55. If yes, please provide link(s) and detail(s).

However, a strategy road map on emerging technologies covering technologies such as AI, robotics, blockchains, 5G, Big data and IoT are in progress

## D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? \*

Yes

No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or equivalent? \*

Two-year

Three-year

Five-year

Ten-year

Other

58. Is the national e-government strategy guided by or aligned with the national development strategy? \*

Yes

No

59. Please provide link and detail.

It is guided by the national five(5) year plan which in turn is guided by SDG and MDG. Bhutan is currently in its 12th five year plan period. <https://www.gnhc.gov.bt/en/volume-i-main-document/>

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*

Yes

No

61. Please provide link and detail.

It is guided by the national five(5) year plan which in turn is guided by SDG and MDG. Bhutan is currently in its 12th five year plan period. <https://www.gnhc.gov.bt/en/volume-i-main-document/>

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*

Yes

No

63. Please provide link and detail.

e-Government strategy focuses on WoG(Whole of Government) initiatives and outcomes. The WoG initiatives are directly or indirectly linked to local/ sub-national development plans through National Key Result Areas(NKRA) and Agency Key Result Areas(AKRA) of the national five(5) year strategy program , implemented yearly - <https://www.gnhc.gov.bt/en/volume-i-main-document/>

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*

Yes

No

65. Please provide link and detail.

eGov Policy's two(2) principles which are i. WoG(Whole of the Government) & ii. Citizen Centric , Plus six(6) policy statements which are i. Digital by Default ii. Shared ICT assets iii.Single Source of Truth iv. Information security and privacy v. Need driven initiatives vi. Sustainability make reference to e-participation, engagement and digital inclusion  
<https://www.gnhc.gov.bt/en/wp-content/uploads/2019/12/e-Governance-Policy-for-the-RGoB.pdf>

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*

Yes

No

67. Please provide link and detail.

Two Policy statements of eGovernance policy viz. Single Source of Truth & Information Security & Privacy make reference to data governance framework.  
<https://www.gnhc.gov.bt/en/wp-content/uploads/2019/12/e-Governance-Policy-for-the-RGoB.pdf>

68. Does the national e-government strategy make specific reference to national digital identity? \*

Yes

No

69. Please provide link and detail.

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? \*

Yes

No

71. Please provide link and detail.

Policy statement- 'Digital by Default' <https://www.gnhc.gov.bt/en/wp-content/uploads/2019/12/e-Governance-Policy-for-the-RGoB.pdf>

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? \*

Yes

No

73. Please provide link and detail.

Policy statement - 'Single Source of Truth' <https://www.gnhc.gov.bt/en/wp-content/uploads/2019/12/e-Governance-Policy-for-the-RGoB.pdf>

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? \*

Yes

No

75. Artificial intelligence (AI) - please provide link and detail:

However, a strategy road map document on emerging technologies covering all the above technologies is currently under development

76. Robotics - please provide link and detail:

However, a strategy road map document on emerging technologies covering all the above technologies is currently under development

77. Blockchains - please provide link and detail:

However, a strategy road map document on emerging technologies covering all the above technologies is currently under development

78. 5G - please provide link and detail:

However, a strategy road map document on emerging technologies covering all the above technologies is currently under development

79. Internet of Things (IoT) - please provide link and detail:

However, a strategy road map document on emerging technologies covering all the above technologies is currently under development

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? \*

Yes

No

82. Please provide link and detail.

It is inline with ITU, UNs, OECDEs and CUs guidelines, meaning relevant guidelines under those organizations were referred as guideline

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? \*

Yes

No

84. Please provide link and detail.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? \*

Yes

No

86. Please provide link and detail.

<https://www.rma.org.bt/assets/fintech/FinTech%20Regulatory%20Sandbox%201.17.pdf>

## E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? \*

Yes

No

88. If yes, please provide link and detail.

National Gender Equality policy - <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/02/National-Gender-Equality-Policy.pdf> Digital DrukYul Flagship program: <http://flagship.gnhc.gov.bt/wp-content/uploads/2020/05/Digital-Drukyul-FSPNovember-2018.pdf> Information and Media Policy Policy guideline on Information Sharing Social Media policy <https://www.moic.gov.bt/en/policy-act-regulations/>

89. Is there a national e-participation policy/strategy or similar? \*

Yes

No

90. If yes, please provide link and detail.

National Gender Equality policy - <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/02/National-Gender-Equality-Policy.pdf> Information and Media Policy Social Media Policy <https://www.moic.gov.bt/wp-content/uploads/2016/05/Social-Media-Policy-for-the-Royal-Govt.-of-Bhutan-Approved-Version.pdf> Policy guideline on information sharing <https://www.moic.gov.bt/en/policy-act-regulations/>

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? \*

Yes

No

92. If yes, please provide link and detail.

Through National Commission for Women and Children <https://www.ncwc.gov.bt/index>  
National Gender Equality policy - <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/02/National-Gender-Equality-Policy.pdf>  
National Policy for Persons with Disabilities [https://www.gnhc.gov.bt/en/wp-content/uploads/2018/06/NPPWD\\_draft\\_23-5-2018.pdf](https://www.gnhc.gov.bt/en/wp-content/uploads/2018/06/NPPWD_draft_23-5-2018.pdf)

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? \*

Yes

No

94. If yes, please provide link and detail.

Through National Commission for Women and Children <https://www.ncwc.gov.bt/index>  
National Gender Equality policy - <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/02/National-Gender-Equality-Policy.pdf>  
National Policy for Persons with Disabilities [https://www.gnhc.gov.bt/en/wp-content/uploads/2018/06/NPPWD\\_draft\\_23-5-2018.pdf](https://www.gnhc.gov.bt/en/wp-content/uploads/2018/06/NPPWD_draft_23-5-2018.pdf)

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? \*

Yes

No

96. If yes, please provide link and detail.

National Policy for Persons with Disabilities [https://www.gnhc.gov.bt/en/wp-content/uploads/2018/06/NPPWD\\_draft\\_23-5-2018.pdf](https://www.gnhc.gov.bt/en/wp-content/uploads/2018/06/NPPWD_draft_23-5-2018.pdf) National Gender Equality policy - <https://www.gnhc.gov.bt/en/wp-content/uploads/2020/02/National-Gender-Equality-Policy.pdf>

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? \*

Yes

No

98. If yes, please provide link and detail.

Through a Digital Literacy program under the Digital DrukYul Flagship program: <http://flagship.gnhc.gov.bt/wp-content/uploads/2020/05/Digital-DrukYul-FSPNovember-2018.pdf>

99. Does the Government use any social media platform(s)? \*

Yes

No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

<https://www.facebook.com/g2coffice> <https://www.facebook.com/PMOBhutan>  
<https://www.facebook.com/NationalAssemblyofBhutan>  
<https://www.facebook.com/MOHBhutan>

101. Please include any guidelines for government officials/institutions on the use of social media.

Social Media Policy for the Royal Government of Bhutan The Social Media Policy is developed as one of the means of enhancing transition to e-government, to improve the access to government information and to enable greater citizen participation.  
<https://www.moic.gov.bt/wp-content/uploads/2016/05/Social-Media-Policy-for-the-Royal-Govt.-of-Bhutan-Approved-Version.pdf> The Social Media Guideline is being developed by the Bhutan Media Council.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? \*

Yes

No

103. If yes, please provide link (URL) and detail.

<https://www.ncwc.gov.bt>

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## F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? \*

Yes

No

105. If yes, please provide link and detail.

The Government monitors usage statistics through a Dashboard system under the Prime Minister's Office . the portal is currently undergoing enhancement  
<https://www.citizenservices.gov.bt/eDesk/>

106. Does the Government measure user satisfaction of e-government services? \*

Yes

No

107. If yes, please provide link and detail.

Through the national digital flagship, a nationwide user satisfaction of e-government services is currently being carried out and the report is in draft stage .

108. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? \*

Yes

No

109. If yes, please provide link (URL) and detail.

Through the national digital flagship, a nationwide user satisfaction of e-government services is currently being carried out and the report is in draft stage

## G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

Bhutan has been one of the recipients of ITU, UNs, SAARC, APT, ADB and Worldbank in the area of e-Government & digitalization.

111. Please provide any other information related to e-government development in your country. \*

Currently, Bhutan is implementing a turnkey project called "Digital Drukgyul Flagship Program" worth Nu.3 billions inline with the country's 12th Five year plan period(2019-2023). It focuses on eGovernment initiative which are of Whole-of-the-government in nature such as National connectivity infrastructure through fiber optic cables, national digital Identity, whole of government systems, HR development, Cyber security, local tech ecosystem promotion etc.

## Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes

No

## THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)