

Respondent

< 49 Anonymous >

176:37
Time to complete

1. Country name *

Cambodia

Contact information

2. Your name *

Mr. Khemera Mok

3. Title *

Director

4. Organization *

Department of e-Government, General Department of ICT, Ministry of Posts and Telecommunications

5. Email *

khemera-mok@mptc.gov.kh

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.
- The answer above is by General Department of I

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.seva.gov.kh - www.mpwt.gov.kh/en/home - www.moc.gov.kh/en-us/ - www.evisa.gov.kh/ - www.tax.gov.kh/en/ - www.customs.gov.kh/en_gb/ - www.nis.gov.kh/ - www.gisportal.info - map.moe.gov.kh - www.cambodiainvestment.gov.kh - <https://www.registrationservices.gov.kh/en/home/> (one stop for business registration) - <https://nsw.gov.kh/> - <http://www.owso.gov.kh/en/> - <https://demo.cambodia.gov.kh/en> (first stop for government public services provision information)

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

- E-services or similar *

-www.mpwt.gov.kh/en/home (Vehicle registration service, Driver License service, Vehicle inspection service), -www.moc.gov.kh/en-us/ (Company Registration, Certificate of Origin, Trade Mark Registration), -www.evisa.gov.kh/ (Visa approval), -www.tax.gov.kh/en/ (Tax Return, Tax Registration, e-VAT), -www.customs.gov.kh/en_gb/ (e-customs), -

<https://www.registrationservices.gov.kh/en/home/> (Integrated Business Registration), -
<https://live.nsw.gov.kh/> (National Single Window)

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

- E-participation or similar *

-All government websites (national and sub national level) are utilizing facebook messenger as e-participation platform, -www.tax.gov.kh/en/(citizen and businesses can ask questions and comment on tax matters)

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

- Open government data

-www.nis.gov.kh/ (national publications/reports, national statistics and surveys), -
map.moe.gov.kh (map of environment), -www.cambodiainvestment.gov.kh/why-invest-in-cambodia/investment-environment/trade-trend.html, -
opendevelopmentcambodia.net, -
db.ncdd.gov.kh (projects implementation database, commune database...)

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

- Public procurement

-Procurement at sub national level: bid.ncdd.gov.kh/#search (commune public procurement system), -Procurement at sub national level: mis.ncdd.gov.kh/dmbid (district public procurement system)

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. *

General Department of ICT of Ministry of Post and Telecommunications (is the central government body to coordinate e-government development in Cambodia), www.mptc.gov.kh. However, on June 10th 2021, government has just adopted the policy framework of digital economy and society. Base on this policy framework, a National Council of Digital Economy and Society (NCDES), chaired by the Prime Minister, will be established with the role as a top permanent mechanism to monitor, give direction and define relevant policies in implementing the above policy framework. NCDES composed of 3 committees such as Committee of Digital Economy and Society, Committee of Digital Government and Committee of Digital Security. This mean the government has taken a stronger position to support the whole digital transformation as an ecosystem in Cambodia.

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 *

H.E Mao Neang

16. Title *

Director General

17. Organization *

General Department of ICT

18. Email *

mao-neang@mptc.gov.kh

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.

Currently each ministry has nominated CIO members and form an inter-ministry CIO network. According to the above policy framework, each ministry and institution must establish a unit responsible for digital transformation in order to promote such transformation in order to contribute to the implementation of digital government policy.

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 *

-Ministry of Economy and Finance (www.mef.gov.kh); - Ministry of Planning (national level), www.mop.gov.kh; - National Committee for Sub-National Democratic Development (sub national level), ncdd.gov.kh

22. Education *

- Ministry of Education, Youth and Sport (48 public training institutes/universities), <http://moeys.gov.kh>; - Ministry of Labour and Vocational Training (www.mlvt.gov.kh) (National Technical Training Institute, www.ntti.edu.kh); - Ministry of Post and Telecommunications (mptc.gov.kh) (Cambodia Academy of Digital Technology, niptict.edu.kh--> <https://www.cadt.edu.kh/>); - Ministry of Economy and Finance (mef.gov.kh) (Economy and Finance Institute, www.efi.mef.gov.kh); Ministry of Foreign Affair and International Cooperation, National Institute of Diplomacy and International Relations, <http://nidir.edu.kh/>

23. Health *

Ministry of Health, www.moh.gov.kh; <https://www.vaccine.gov.kh/auth> (National Committee for Combating Covid-19)

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

-Ministry of Social Affairs, Veterans and Youth Rehabilitation, <http://www.mosvy.gov.kh>; - National Social Security Fund, <http://www.nssf.gov.kh/default/v.kh/default/>

25. Employment and Labour *

-Ministry of Labour and Vocational Training, www.mlvt.gov.kh; -National Training Board, ntb.gov.kh; -<http://www.nea.gov.kh> (National Employment Agency)

26. Environment *

Ministry of Environment www.moe.gov.kh

27. Justice *

Ministry of Justic, www.moj.gov.kh

28. Economy/finance *

Ministry of Economy and Finance of Cambodia, www.mef.gov.kh

29. Industry/trade *

Ministry of Commerce, Cambodia, www.moc.gov.kh; Ministry of Industry, Science, Technology and Innovation, www.misti.gov.kh

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

COVID-19 response

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

<http://www.cdcmoh.gov.kh/> (disseminate information related with this pandemic);
<https://stopcovid.gov.kh/> (utilizing QR code to track the network of contact
<https://www.vaccine.gov.kh/auth> (to record Covid-19 vaccination information)

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.

- Some budget for vaccine registration (web and mobile app) <https://cambodia-vaccine.gov.kh/> which is being updated to <https://www.vaccine.gov.kh/auth> - Sub-decree 85 on the creation and operation of national committee to combat Covid-19 assigns inter-ministry committee to prepare resources (human, budget, equipment and materials) for combating Covid-19 including the development of Covid-19 Management Information System.

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.

- Policy framework on digital economy and society adopted in May 2021 - Policy framework on digital government is being drafted and it is expected to get adopted in 2021

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 law on access to information is already drafted, but not yet adopted.
<http://a2i.info.gov.kh/khmer/a2i/A2I-draft-law-ENG.pdf>

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

Yes

No

39. If yes, please provide link and detail.

- The creation of law on data protection is one of the actions in the draft policy framework on digital government - Law on e-commerce has an article on data protection (article 32)

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

Yes

No

41. If yes, please provide link and detail.

- The law on cybersecurity and law on cybercrime are being drafted and they are expected to get adopted in 2022 - There is an article in the criminal code of Cambodia on cybercrime related activities

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

Yes

No

43. If yes, please provide link and detail.

- The creation of law on digital government which include digital identity is one of the actions in the draft policy framework on digital government - There is a national strategic plan on identity 2017-2026

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

Yes

No

45. If yes, please provide link and detail.

Sub-decree of digital signature,
<https://mptc.gov.kh/%E1%9E%85%E1%9F%92%E1%9E%94%E1%9E%B6%E1%9E%94%E1%9F%8B%E1%9E%9E%A0%E1%9E%8F%E1%9F%92%E1%9E%90%E1%9E%9B%E1%9F%81/>

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

Yes

No

47. If yes, please provide link and detail.

Cambodia has a law on public procurement, <https://www.interior.gov.kh/request/doc/url?path=1599480028.pdf> The development of e-procurement system is on the process.

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.

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.

- The creation of law on digital government which include data sharing/exchange/interoperability across government agencies is one of the actions in the draft policy framework on digital government - Cambodia Data Exchange Platform (CamDX), <https://camdx.gov.kh/>, is already on operation.

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

Yes

No

53. If yes, please provide link and detail.

The creation of open data policy is one of the actions in the draft policy framework on digital government

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).

- National development strategic plan and 4th rectangular strategy of Cambodia (RS4)- point no.3 of rectangle no. 2 of RS4 mentioned about "readiness for digital economy and industrial revolution 4.0" - Policy framework on digital economy and society states about new/emerging technologies - The creation of policy and standards for new/emerging technologies is one of the actions in the draft policy framework on digital government

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

15 Years

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

Yes

No

59. Please provide link and detail.

(1) - Rectangular strategy phase IV (the main national development strategy) (2) - Policy framework on digital economy and society 2021-2035 – aligned with (1) (3) - Draft policy framework on digital government – aligned with (2)

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.

- Policy framework on digital economy and society 2021-2035 – aligned with SDGs - Draft policy framework on digital government – aligned with SDGs

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.

- Policy framework on digital economy and society 2021-2035 – aligned with it - Draft policy framework on digital government – aligned with it

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.

- Policy framework on digital economy and society 2021-2035 - Draft Policy Framework on Digital Government

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.

- Policy framework on digital economy and society 2021-2035 – aligned with it - Draft policy framework on digital government – aligned with it

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

Yes

No

69. Please provide link and detail.

- Policy framework on digital economy and society 2021-2035 – aligned with it - Draft Policy Framework on Digital Government – aligned with it

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.

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 framework on digital economy and society 2021-2035 states on data-once-only principle - Draft policy framework on digital government has three principles – data-once-

only principle, interoperability, and land and expand

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:

- Policy framework on digital economy and society 2021-2035 - Draft Policy Framework on Digital Government

76. Robotics - please provide link and detail:

- Policy framework on digital economy and society 2021-2035 ; - Draft Policy Framework on Digital Government

77. Blockchains - please provide link and detail:

- Policy framework on digital economy and society 2021-2035 - Draft Policy Framework on Digital Government

78. 5G - please provide link and detail:

- Policy framework on digital economy and society 2021-2035 - Draft Policy Framework on Digital Government

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

- Policy framework on digital economy and society 2021-2035 - Draft Policy Framework on Digital Government

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.

United Nations, European Union and OECD

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.

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.

- Policy framework on digital economy and society 2021-2035 ensures digital inclusion -
Draft policy framework on digital government ensures digital inclusion in objectives and actions

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

Yes

No

90. If yes, please provide link and detail.

- Policy framework on digital economy and society 2021-2035 ensures it - Draft Policy framework on digital government ensures it in objectives and actions

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.

- Policy framework on digital economy and society 2021-2035 ensures it - Draft policy framework on digital government ensures it in objectives and actions

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.

- Policy framework on digital economy and society 2021-2035 states it - Draft policy framework on digital government ensures it in objectives and actions

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.

- Policy framework on digital economy and society 2021-2035 provides for both men and women - Draft policy framework on digital government ensures it for both men and women in objectives and actions

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.

- Policy framework on digital economy and society 2021-2035 provides for both men and women - Draft policy framework on digital government ensures it for both men and women in objectives and actions

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

All government agencies utilize Facebook page to disseminate information and get feedback from citizen

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

No specific guideline, but Facebook pages. For examples, -
<https://www.facebook.com/www.mptc.gov.kh/> -
<https://www.facebook.com/MinistryofHealthofCambodia> -
<https://www.facebook.com/mowa.gov.kh>

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.

- The government of the Kingdom of Cambodia encourages all government ministries and institutions to use regulatory impact assessment in which all opinions of stakeholders are considered.
http://www.ecosocc.gov.kh/images/book/4_About_Regulatory_Impact_Asssment_en.pdf -
<https://a2i.info.gov.kh/>

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.

There is a collection on usage statistics of e-government services in some online applications

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

Yes

No

107. If yes, please provide link and detail.

Mostly the government get feedback through Facebook pages and email that shows in the contact information. However, the government is planning to develop user satisfaction platform.

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.

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) *

Cooperation with Republic of Korea, Singapore, ASEAN and World Bank.

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

n/a

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>)