

Respondent

< 95 Anonymous >

37:01
Time to complete

1. Country name *

Republic of Fiji

Contact information

2. Your name *

Shivendra Deo

3. Title *

Director Digital Government Transformation

4. Organization *

Digital Government Transformation Office - Ministry of Communications

5. Email *

shivendra.deo@digitalfiji.gov.fj

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.digitalfiji.gov.fj This national portal was launched in January 2018 and continues to evolve as new e-services are added on to it. The portal currently consists of a single sign-on service e-Profile, myFeedback portal for the general public to provide their feedback directly to a dedicated feedback team, Government Directory to provide citizens with an up-to-date listing of key Government officials, including the Ministers and Permanent Secretaries and the contact details. The portal also has the online birth registration and birth certificate reprint e-services from the Births, Deaths and Marriages Registry and a fully online Registrar of Companies e-services. The digitalFIJI portal also provides a gateway to various other Government e-services such as the careFIJI contact tracing app website and the national portal for citizens to register for vaccination and Ministry of Health and Medical Services to record administration of vaccination.

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

- E-services or similar *

www.digitalfiji.gov.fj, <https://www.fracs.org.fj/my-portals/>,
<https://myfnpf.com.fj/index.php/home>, <https://eservices.lta.com.fj/#/Login>,
<https://www.tltb.com.fj/Home>, <https://www.legalaid.org.fj/application>,

<https://www.housing.gov.fj/is-urgent-service-requests-complaints>,
<https://vra.digitalfiji.gov.fj>, <https://yes.gov.fj/>, <https://www.covidpass.mcttt.gov.fj/>,
<https://www.caaf.org.fj/user/login>, <https://eservice.rbf.gov.fj>,
<https://www.investmentfiji.org.fj/pages.cfm/for-investors/investors-portal/>,
[checkin.digitalfiji.gov.fj](https://myvoterid.feo.org.fj/), <https://myvoterid.feo.org.fj/>

9. Please provide link(s) for portal(s) providing following services/features:
- E-participation or similar *

<http://www.feedback.digital.gov.fj>, <http://www.directory.digital.gov.fj>,
<https://eservices.frccs.org.fj/MySay/Login.html>

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

None

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

www.tenderlink.com/economyfiji/ , <https://www.tenderlink.com/itcs/> ,
tenderlink.com/waterauthority-fiji/ , tenderlink.com/fnprf/

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

<https://www.met.gov.fj/>, <https://www.bizfiji.com/>, careFIJI.digitalfiji.gov.fj

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. *

Digital Government Transformation Office of the Ministry of Communications
www.digitalfiji.gov.fj

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 *

Shivendra Deo

16. Title *

Director Digital Government Transformation

17. Organization *

Digital Government Transformation Office - Ministry of Communications

18. Email *

shivendra.deo@digitalfiji.gov.fj

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.

digitalFIJI is managed through the Digital Government Transformation Office that leads the Fijian Government's efforts to make online services available to the Fijian people, establish the necessary governance structure for the digital transformation and ensure the long-term sustainability of the digital transformation programme for every Fijian. The Digital Government Transformation Programme is in line with the Fijian Government's 5 year and 20-year National Development Plan (NDP) which calls for the steady improvement of the quality and accessibility of government services. The Programme is governed by a Digital Government Management Committee (DGMC), which comprises of key Permanent Secretaries and this committee is chaired by the Permanent Secretary for Communications. The DGMC reports to the Digital Government Executive Committee (DGEC) comprising of Ministers and is chaired by the Minister for Communications. This allows for strategies and e-Government projects to be aligned across the different Government Ministries and Agencies. As part of the Reform of ITC Services Act 2013, the procurement of all ICT goods and services is approved by the ITC Steering Committee as established under the Act. This also allows for coordination and prevents duplication and promotes for efficient implementations across Government.

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 *

Office of the Prime Minister - www.pmooffice.gov.fj/ and Ministry of Economy - www.economy.gov.fj/

22. Education *

Ministry of Education, Heritage and Arts - www.education.gov.fj/

23. Health *

Ministry of Health and Medical Services - www.health.gov.fj/

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

Ministry of Women, Children and Poverty Alleviation - www.mwcpa.gov.fj/

25. Employment and Labour *

Ministry of Employment, Productivity and Industrial Relations - www.labour.gov.fj/

26. Environment *

Ministry for Waterways and Environment - www.mowe.gov.fj/

27. Justice *

Ministry of Justice and the Judicial Department - www.justice.gov.fj/

28. Economy/finance *

Ministry of Economy - www.economy.gov.fj/

29. Industry/trade *

Ministry for Commerce, Trade, Tourism and Transport - www.mcttt.gov.fj

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.health.gov.fj/> The Ministry of Health and Medical Services has a separate section on their website on COVID-19 related information and statistics, which can be accessed from the main menu. This covers information on Vaccination, Swabbing, guidelines and any other information relating COVID-19 in Fiji. The Digital Government Transformation Office of the Ministry of Communications has developed a Vaccination Registry System which enables individuals to register online and receive notification for vaccinations. The portal also allows the Ministry of Health and Medical Services to record the doses being administered and generate reports. This digital tool allows for efficient and structured recording of vaccination information, which in the future can be used to generate vaccination certificate that will be key to restarting our Economy. Link: vra.digitalfiji.gov.fj The website also has a dedicated GIS Dashboard which shows the daily update of new and active COVID-19 cases.

<https://experience.arcgis.com/experience/db0cf0a2827d4c718a5a9ad823482028> There is another dedicated dashboard for vaccination which shows statistics with regards to COVID-19 vaccinations in Fiji. https://tupaia.org/supplychain_fiji/FJ/COVID-19%20Fiji?overlay=FJ_COVID_TRACKING_Dose_1_SubDistrict_Percentage_Vaccinated

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.

All the budgeting for the Fijian Government is centrally coordinated through the Ministry of Economy. For specific budgeting in relation to digital tools to combat COVID-19, the budget requests are put through the Ministry of Economy and it is implemented after the approval of the ITC Steering Committee. The Digital Government Transformation Office projects have a specific and itemised budget allocation in Fiji's national budget. Please refer to page 71 Section 16-2-1-7 of the Fijian Budget Estimates. http://www.parliament.gov.fj/wp-content/uploads/2020/07/Budget-Estimates-2020-2021_1.pdf A number of initiatives in relation to the development of digital tools have been developed in-house by the DGTO or through the provision of vendors by development partners. Specific budgets for COVID-19 related e-services projects like careFIJI contact tracing application, careFIJI Check-In QR Code feature, Vaccination Registry System and COVID travel pass issuance system have been provisioned through the national budget by specific line items or budget for the recruitment of personnel to carry out these projects. For the application and disbursement of unemployment benefits, the Government through the superannuation fund (Fiji National Provident Fund) utilised various digital tools such as mobile apps and web-based systems for application of assistance and used electronic fund transfer and M-Paisa mobile wallet for the disbursement of the unemployment benefits. These digital tools avoided the gathering of large crowds, which aligned with the health advisories on COVID-19.

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.

The post-COVID-19 digital strategy has been weaved into the Fijian Government's COVID Safe Economic Recovery Framework, which is an evolving document and outlines the phases

and activities for Fiji's road to economic recovery post pandemic. From contact tracing applications to assist in arresting the spread of the virus to the digital recording of vaccination registration and recording and a future project of generating vaccination passport for citizens are some of the key digital tools to position Fiji towards economic recovery. The DGTO is working very closely with the relevant Ministries to ensure appropriate digital tools are efficiently deployed to assist in economic recovery. The Fijian Government's investment in modernising the ICT environment in Fiji and the Digital Government Transformation Programme has enabled rapid development and deployment of COVID-19 related digital tools. Please refer to the COVID Safe Economic Recovery Framework below. Link:
https://www.mcttt.gov.fj/doc_uploads/Fijian%20COVID%20Safe%20Economic%20Recovery%20Framework.

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.

Section 25 of the Constitution of the Republic of Fiji 2013 guarantees every citizen's right to access to information. The relevant section can be accessed at:
[https://www.laws.gov.fj/ResourceFile/Get/?fileName=2013%20Constitution%2001%20Fiii%20\(English\).pdf](https://www.laws.gov.fj/ResourceFile/Get/?fileName=2013%20Constitution%2001%20Fiii%20(English).pdf) Fiji also has enacted the Information Act 2018 that ensures access to information by individuals, held by a public agency. This Act has however not commenced yet and will come into force on a date or dates appointed by the Minister by notice in the Gazette, provided however that the Minister may, by notice in the Gazette, prescribe different dates as to when this Act comes into force with respect to a public agency. This Act can be accessed at:
<https://www.laws.gov.fj/Acts/DisplayAct/2460#>

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

Yes

No

39. If yes, please provide link and detail.

Sections 336-346 of the Crimes Act 2009 protect unauthorised access, modification or impairment to data held in a computer. The respective sections can be accessed at: <https://www.laws.gov.fi/Acts/DisplayAct/3164#> Fiji has also enacted a new Cybercrime Act 2021 which has not commenced yet and will come into force on a date or dates appointed by the Minister responsible for communications by notice in the Gazette. The respective sections can be accessed at: <https://www.laws.gov.fi/Acts/DisplayAct/3165#>

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

Yes

No

41. If yes, please provide link and detail.

Sections 336-346 of the Crimes Act 2009 protect unauthorised access, modification or impairment to data held in a computer. The respective sections can be accessed at: <https://www.laws.gov.fi/Acts/DisplayAct/3164#> Fiji has also enacted a new Cybercrime Act 2021 which has not commenced yet and will come into force on a date or dates appointed by the Minister responsible for communications by notice in the Gazette. The respective sections can be accessed at: <https://www.laws.gov.fi/Acts/DisplayAct/3165#>

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

Yes

No

43. If yes, please provide link and detail.

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

Yes

No

45. If yes, please provide link and detail.

The Electronic Transactions Act 2008 recognises the validity of and promotes the development of electronic communications in commercial and non-commercial dealings and in dealings with governmental entities. Section 14 of this Act in particular outlines rules for the validity of a digital signature. This Act can be accessed at:
<https://www.laws.gov.fj/Acts/DisplayAct/1036>

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

Yes

No

47. If yes, please provide link and detail.

The Electronic Transactions Act 2008 governs rules in relation to e-procurement. This Act can be accessed at: <https://www.laws.gov.fj/Acts/DisplayAct/1036>

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.

Whilst there is no specific legislation in relation to data sharing and exchange, the Fijian Government has in place a Data Exchange Platform (DXP), which is the source of truth to share People Information from the Births, Deaths and Marriages Registry and Entity Information from the Registrar of Companies. The DXP works on a Publish and Subscribe model where source data agencies publish data on to the DXP and data subscribing agencies receive data from the DXP. The DXP is a key piece in the Fijian Government's digital transformation implementation as agencies such as the Fiji Revenue and Customs Services and the Fiji National Provident Fund amongst systems such as the careFIJI Check-In system are subscribers consuming the data from the DXP. This has allowed for rapid application deployment with high data integrity. The DXP is governed by a series of policies and agreements between the Publishers, Subscribers and the DXP Operator (DGTO). Policies such as Data Protection Policy and Data Access Policy and Data Sharing Agreements between Publishers and Subscribers governs the access to the DXP.

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

Yes

No

53. If yes, please provide link and detail.

No specific law, except the Information Act 2018 that ensures access to information by individuals, held by a public agency. This Act has however not commenced yet and will come into force on a date or dates appointed by the Minister by notice in the Gazette, provided however that the Minister may, by notice in the Gazette, prescribe different dates as to when this Act comes into force with respect to a public agency. This Act can be accessed at: <https://www.laws.gov.fj/Acts/DisplayAct/2460#>

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).

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

Four-year

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

Yes

No

59. Please provide link and detail.

The DIGITAL GOVERNMENT TRANSFORMATION PROGRAMME is in line with the Fijian Government's 5 year and 20-year National Development Plan (NDP) which calls for the steady improvement of the quality and accessibility of government services with a goal to provide Universal access to information and competitive telecommunication services delivered on a secure platform. Section 3.2.18 of the NDP lists strategic priority initiatives in ICT for Fiji. Link: <https://www.fiji.gov.fj/getattachment/15b0ba03-825e-47f7-bf69-094ad33004dd/5-Year-20-Year-NATIONAL-DEVELOPMENT-PLAN.aspx>

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.

The national e-government strategy aligns with the following SDG's and it also mentioned in our NDP. SDG 9.c – Through increase in wired and wireless network coverage in Fiji and access to digital television for Fijians. SDG 17.6 – Increase household penetration of broadband in Fiji. SDG 17.8 – Increase in the number of individuals using the internet.

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.

In Fiji, the Government centrally manages the local governments and municipal councils through the Ministry of Local Government and there is no sub-national or local government strategy. The core processes for municipal councils in relation to doing business was holistically reviewed as part of the overall Ease of doing Business related processes. These processes were optimised and service catalogues were developed from it and this can be found on Fiji's Doing Business Information Portal. Specific budget to modernise Fiji's Ease of doing Business environment has been allocated in the 2020-2021 financial year of the Fijian Government. Please refer to page 71 Section 16-2-1-7 of the Fijian Budget Estimates. http://www.parliament.gov.fj/wp-content/uploads/2020/07/Budget-Estimates-2020-2021_1.pdf

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.

The DGSF extensively makes reference to a move towards a citizen-centric approach from a traditional form-based approach. The commonly used services of the digitalFIJI platform such as e-authentication, e-payment and e-Profile has been developed has re-usable modules and these can be used across multiple systems. . The DGSF makes reference to providing globally accessible services through the internet as well services being available any time. The DGSF also led to the development of the Government Feedback System (myFeedback – feedback.digital.gov.fj) which has been used by thousands of Fijians to engage with the Government by providing their feedback and suggestions directly to the Government. Fijian Government's vision for Digital Government is summarised as follows: Government Services Anytime, Anywhere, and Anyone with the appropriate authentication.

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.

The DGSF extensively covers Data Governance principles. The Data Management Committee was setup as per the DGSF to ensure the data and information needs are addressed to support the public service delivery. The DMC is responsible for 1. Defining data management policies, standards and procedures for management and sharing of data across the government. 2. Comprising data management teams for people data and business data to determine data definitions and sharing requirements. 3. Providing the mechanism for coordinating and sharing of data and prioritising the data services across the government. The sharing of data across government is governed by a series of policies and agreements between the data owners, data subscribers and the data exchange operator. Policies such as Data Protection Policy and Data Access Policy and Data Sharing Agreements between owners and subscribers governs the sharing of data across government.

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

Yes

No

69. Please provide link and detail.

The DGSF does not make specific reference to National digital identity however, as part of the Digital Government Transformation Programme, an electronic Profile or e-Profile has been developed as a single sign-on service to access all current and future e-services on the digitalFIJI platform. This ensures individuals have a verified and authenticated digital identity to access e-government services. The e-Profile is currently being utilised by the Births, Deaths and Marriages Office and the Registrar of Companies. e-Profile Link – profile.digital.gov.fj

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.

The DGSF does not make any reference to the above principles however, majority of the new policies and programmes of the Government, including the COVID-19 response is accompanied by a well-designed and deployed digital tool. This is very evident in the COVID-19 crisis where a range of digital tools have been implemented to assist in the rollout of assistance policies and initiatives.

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.

Yes, the DGSF makes specific reference to collection of data once from the citizens and stakeholders and re-use it to render multiple services. This has been implemented through the implementation of the Data Exchange Platform (DXP), where the People and Entity (Business) Data Hubs are the single source of truth for person and entity data and this allows citizens and businesses to be rendered government services without re-submitting their whole data again. The use of Web API's and SFTP enables governmental agencies to subscribe data from the hubs. This is not being successfully used by many governmental agencies.

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:

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

78. 5G - please provide link and detail:

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

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.

The DGSF was developed in cooperation with the Singapore Government, through the Singapore Cooperation Enterprise. The DGSF as formulated after extensive study, research and workshops conducted to understand the Fijian context. The DGSF draws best practices from international standards and implementations.

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.

The Fijian Government's budgeting process is a detailed policy planning space where Ministries and Agencies, based on the strategic priorities for the budgetary year, which stems from the NDP. This helps the Government to plan ahead for a full fiscal year and draw up cross-sectorial policies.

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.

Yes, the Fijian Government through The Reserve Bank of Fiji (RBF) has launched guidelines for a FinTech Regulatory Sandbox, a framework which aims to foster responsible development of innovative solutions in Fiji's financial sector. Specifically, the regulatory sandbox provides an innovative and safe space that facilitates controlled live tests of new financial products and services prior to commercial deployment.
<https://www.rbf.gov.fj/press-release-no-25-reserve-bank-launches-regulatory-sandbox-and-invites-innovative-solutions-for-fijis-financial-sector/>

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.

Today, 95% of Fijians can access mobile internet connectivity, across 3G, 4G, and 4G+ networks. Our Southern Cross Cable Project, which is a massive submarine cable connecting our two largest islands — has massively improved data speeds, with the capacity for more upgrades by the end of next year. Our 26 “telecentre” projects are bringing digital technology into Fijian classrooms in under-connected regions. As connections speeds have increased, our deregulated telecommunications sector has seen data prices plummet. It costs approx. FJ\$1/USD\$0.47 for 10 GB of data. Decreases in the import duty on mobile phones have made smartphones affordable for the vast majority of Fijians — we now have more SIM cards in Fiji than citizens. Smart phones cost as low as FJ\$50 which is about US\$23.37. The digitalFIJI programme as well as initiatives by other government entities has made essential government services available online therefore services only available in specific location can now be accessed online from anywhere.

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

Yes

No

90. If yes, please provide link and detail.

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.

26 Telecentres have been opened in various remote locations around the country to enable students in schools and the nearby communities to access internet services. Young people in particular are learning ICT skills that are critical to compete in today's market. These Telecentres, along with other Government-led projects like the Technical Colleges being opened across Fiji, are closing the skills gap in order for our youths to obtain jobs in the modern and ever-evolving workplace. To complement this, the Government is also expanding connectivity to all the unconnected schools and the health centres in the northern parts of Fiji. The initiative will provide access to over 2000 students and over 30,000 Fijians through community Wi-Fi which will be installed at these schools, this is forecasted to be completed by the end of 2021. The Government through the state owned Walesi Limited has launched Free WiFi (digitalFIJI WiFi) in all the major cities and towns in Fiji to allow Fijians not able to afford internet to be able to access services. And other Government programmes, like the e-Transport initiative, are eliminating corrupt practices while simultaneously allowing data on riding trends to be collected so bus fares can be calculated in a fair and transparent manner. This harnessing of data through digitisation has already paved the way for the expansion of free transport for the disabled and pensioners — some of Fiji's most vulnerable populations.

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.

The Government through the state owned Walesi Limited has launched Free WiFi (digitalFIJI WiFi) in all the major cities and towns in Fiji to allow Fijians not able to afford internet to be

able to access services. National Domestic Violence Toll free helpline has also been established to allow women and children to reach for help quicker and attain services to assist in cases of domestic violence.

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.

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.

The Government is also expanding connectivity to all the unconnected schools and the health centres in the northern parts of Fiji. The initiative will provide access to over 2000 students and over 30,000 Fijians through community Wi-Fi which will be installed at these schools. Young people in particular are learning ICT skills that are critical to compete in today's market. The 26 Telecentres opened to access the internet, along with other Government-led projects like the Technical Colleges being opened across Fiji, are closing the skills gap in order for our youths to obtain jobs in the modern and ever-evolving workplace.

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

The Fijian Government uses 4 major Social Media Platforms prominent in Fiji to reach Fijians. These are used to disseminate information to the public faster as a vast number of the population are active social media users(560,000 as at January 2020 Source IBID). The government also continues to conduct e-consultations through posting links and details of upcoming Bills and more popularly the National Budget consultations. Facebook: Fijian Government Twitter: @FijianGovt Instagram: fijiangovernment TikTok: @fijiangovernment

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

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 constantly publishes the number of correspondences and suggestions relayed through social media, Emails and e-consultations.

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.

Yes, different analytical tools are used to collect the usage and statistics of Government services. <https://drive.google.com/drive/folders/1hcSMRCfw2PCHTK6f5dtFCN0MhHAZI9T9?usp=sharing>

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

Yes

No

107. If yes, please provide link and detail.

Yes, different analytical tools are used to collect the usage and statistics of Government services. <https://drive.google.com/drive/folders/1hcSMRCfw2PCHTK6f5dtFCN0MhHAZI9T9?usp=sharing>

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.

myFeedback - feedback.digital.gov.fj/MyFeedbackNA digitalFIJI Survey -
https://docs.google.com/forms/d/e/1FAIpQLSeBe_dc6_PM-lwxCke-vtJ7m5x-
RxEuidwxEDuHPtvHp_jLeQ/viewform

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) *

Partnership with Singapore Government on digitalFIJI Programme World Bank

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

Fiji has aspirations to deploy a National Vaccination Passport System.

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>)

