Respondent

◀   [94]   [Anonymous ▼]   **39:03**
                                Time to complete   ▶

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1. Country name *

   [Lao PDR]

Contact information

2. Your name *

   [Dr. Thavisak MANODHAM]

3. Title *

   [Director General]

4. Organization *

   [e-Government Center]

5. Email *

thavisak@mtc.gov.la

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.

We have some related e-Government portal as following: www.laotradeportal.gov.la, www.laoservicesportal.gov.la , www.egc.gov.la, www.laogov.gov.la www.egove.gov.la

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

We have some e-Services that are provided by the E-Government Center (www.egc.gov.la) of the Ministry of Technology and Communications as Government Network (G-Net), Video conference, Document Management (e-Office), E-mail, Government Web Platform (G-Web), Government Chatting App (G-Chat), Government Sharing Document (G-Share/G-Drive) and Lao-KYC for SIM register and contact tracing App. Also, we have other related links as www.laogov.gov.la, www.laotradeportal.gov.la, www.taxservice.mof.gov.la, www.erm.gov.la, www.bcel.com.la, www.lncci.la, www.jclao.com, www.laossmecenter.com, www.egove.gov.la

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

   N/A

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

    www.laogov.gov.la, www.na.gov.la, www.laoofficialgazette.gov.la, www.lsb.gov.la,
    www.decide.la, www.egove.gov.la

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

    N/A

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

    N/A

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. *

    Ministry of Technology and Communications (MTC) (www.mtc.gov.la) E-Government Center
    (EGC) (www.egc.gov.la)

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 *

Mr. Phoukhong Chithoublok

16. Title *

Director General

17. Organization *

Department of Planning and Cooperation

18. Email *

chidpk@mtc.gov.la

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.

Only National CIO Committee

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 *

www.investlaos.gov.la

22. Education *

www.moes.edu.la

23. Health *

www.moh.gov.la

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

www.molsw.gov.la

25. Employment and Labour *

www.molsw.gov.la

26. Environment *

www.monre.gov.la

27. Justice *

www.moj.gov.la

28. Economy/finance *

www.mof.gov.la

29. Industry/trade *

www.laotradeportal.gov.la, www.moic.gov.la

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? *

> There is the provision of all the information related to the COVID-19 through an official website such as confirmed patient, dead, release from quarantine, COVID-19 map, and vaccination status (www.covid19.gov.la)

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.

> There is some small budget that supports the COVID-19 recovery (www.covid19.gov.la)

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.

> There has an application namely Lao-KYC, linked with the Ministry of Health and Telecom company to record the timeline and patient symptoms through using the cell phone and also including the one who has quarantine for 14 days.

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.

> We have laws, declarations, and agreements in relation to accessing information as: 1. Law on Radio Frequency Communication 2017 2. Law on ICT 2016 3. Law on Postal 2013 4. Law on Telecommunications 2011 5. Decree on Internet Data Center 2016 6. Decree on information on the internet 2014 7. Decree on e-Commerce 8. Agreement on e-Office 9. Agreement on network system of MTC 10. Agreement on government standard website 11. Agreement on Email 12. Agreement on Video Conference More detail can find it through www.mpt.gov.la, www.egc.gov.la

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

⦿ Yes

◯ No

39. If yes, please provide link and detail.

> We have a (Law on Electronic Data Protection 2017) which published on MTC website, more detail can find at www.mpt.gov.la, www.egc.gov.la

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

⦿ Yes

◯ No

41. If yes, please provide link and detail.

> We have a (Law on Cybercrime 2015) which established and published by MTC and posted on official website, more detail at www.mpt.gov.la, www.egc.gov.la

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.

> We have a (Law on Digital Signature 2018) which established and published by MTC and posted on the official website, more detail at www.mtc.gov.la, www.egc.gov.la

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

   ○ Yes

   ◉ No

47. If yes, please provide link and detail.

[   ]

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.

    We have some decrees and agreements are related to data sharing with government
    agencies as follows: 1. Decree on Internet Data Center 2016 2. Decree on information on the
    internet 2014 3. Agreement on e-Office 4. Agreement on network system of MTC 5.
    Agreement on government standard website 6. Agreement on Email 7. Agreement on Video
    Conference 8. Agreement on G-Chat 2021 (drafting) More detail can find it through
    www.mtc.gov.la, www.egc.gov.la,

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

    ○ Yes

    ◉ No

53. If yes, please provide link and detail.

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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).

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We put it on our development plan to establish the regulation, but didn't implement yet
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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.

> Yes, we are following on national development plan

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.

> Yes, e-Government strategy is in ICT strategy that following SDG

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.

> Yes we do, our strategy is linked with some local development strategy and we also provided a training course to all local governments on how to use e-Service systems such as e-Office, e-Mail, Video Conference, G-Share/G-Drive, and G-Chat, and there are some local government link as www.dpt-xs.gov.la, www.dpt-lpb.gov.la, www.dpt-km.gov.la, www.dpt-hph.gov.l, more detail can find it in www.mtc.gov.la

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.

>

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.

> Yes, we do, the strategy is integrating all ministries using the e-Service platform. www.egc.gov.la

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

○ Yes

○ No

69. Please provide link and detail.

> Currently, we do not but in our next phase, we plan to integrate into the digital identity system. www.egc.gov.la

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.

> In the progress

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.

> In the progress

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:

In the progress, www.egc.gov.la

76. Robotics - please provide link and detail:

In the progress, www.egc.gov.la

77. Blockchains - please provide link and detail:

In the progress, www.egc.gov.la

78. 5G - please provide link and detail:

In the progress, www.egc.gov.la

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

In the progress, www.egc.gov.la

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.

   Yes, ASEAN ICT master plan, RCEPT

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.

   We use a draft e-Government master plan, www.egc.gov.la

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.

> We are in the progress working with LICA to create sandboxes regulation

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.

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.

> Actually, we don't have specific services for women or the vulnerable and also we don't limit them from accessing any services platform that is provided by the e-Government system. www.egc.gov.la, www.mofa.gov.la, www.covid-19.gov.la.

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.

> We have an official website and women's newspaper that is providing related information to women, and useful information is posting on the website such as education, health, family, regulation, and job. more detail on www.laowomenunion.org.la

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.

> When we have activities such as voting, workshop, training, seminar, or other official events we always open the floor for women to participate and join those events. www.laowomenunion.org.la

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.

  [   ]

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

  Yes, we do, there are 3 types of social media we usually use. 1. "Blog" each ministry have their website and a blog that is opened for society's feedback and comments. (all ministries links are provided above) 2. "e-Service" public sector is using e-Service for communicating, sharing, transferring, and archiving the documents, and giving comments on the works, www.egc.gov.la. 3. "Facebook page" is used for promoting, encouraging the people, and sharing some information with society such as the Centre of Information and Education for Health.

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

  We have a "decree on electronic data protection and decree on information on the internet" we used these decrees for our guideline on using 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.

> Before we publish a law, decree, or agreement we have to collect comments from related sectors through a survey questionnaire then modify from their comments or feedback.

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.

> It is available at www.mtc.gov.la and in the Lao language. It the yearly report covered the statistics of telecom, ICT and e-Government services.

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

   ◉ Yes

   ◯ No

107. If yes, please provide link and detail.

> We always do the satisfaction of e-Government services when we have a training course in each government organization at both central and provincial levels.

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation 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) *

> We cooperate with both global and local partnerships as following: 1. In the regional partnership, we cooperate with LICA, JCT school, R&D, Telecom Company, ICT Company to develop applications, cloud systems, and networking. 2. In the global partnership, we cooperate with ASEAN, US, EU, China, Korea, Japan, etc in an experience exchange, consultation, making an e-government guideline, and develop some applications.

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

> Currently, we are cooperating with UNDP for Lao digital transformation include establishing the e-Government master plan, e-Government standard framework, and some of the e-

Service system, and also we are promoting and installing the e-Service system to all ministries and bring them to be the same platform.

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)