

## View results

Respondent

166

Anonymous

1326:52

Time to complete

1. Country name \*

Bhutan

### Contact information

2. Your name \*

Sonam Penjor

3. Title \*

Chief ICT Officer

4. Organization \*

GovTech Agency Bhutan

5. Email \*

spenjor@tech.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.

<https://gov.bt/>

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

- E-services or similar \*

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

## 9. - E-participation or similar \*

<https://www.citizenservices.gov.bt/eDesk/> <https://www.citizenservices.gov.bt/ekaasel/public>

## 10. - Open government data

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

## 11. - Public procurement

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

## 12. - 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. \*

GovTech Agency Bhutan

<https://tech.gov.bt/>

14. Does your country have a national 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 \*

Acting Secretary

17. Organization \*

GovTech Agency Bhutan

18. Email \*

[jtenzing@tech.gov.bt](mailto:jtenzing@tech.gov.bt)

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \*

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

We used to have, but after the recent Civil service reforms, all sectoral CIOs have been merged with GovTech as full fledged divisions. So under GovTech, there are 11 CIOs currently.

## 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 \*

[https://www.pmo.gov.bt/?page\\_id=6238#1682049422984-c0de19a8-1a80](https://www.pmo.gov.bt/?page_id=6238#1682049422984-c0de19a8-1a80) <https://www.mof.gov.bt/>

22. Education \*

<http://www.education.gov.bt/>

23. Health \*

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

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

<https://royalkidu.bt/> <https://www.nppf.org.bt/> <https://www.ricb.bt/>

25. Employment and Labour \*

<https://blmis.gov.bt/> <https://www.moice.gov.bt/>

26. Environment \*

<http://www.moenr.gov.bt/> <http://www.nec.gov.bt/>

27. Justice \*

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

28. Economy/finance \*

<https://www.mof.gov.bt/> <https://www.rma.org.bt/>

## 29. Industry/trade \*

## 30. Sustainable Development Goals (SDGs) [NEW] \*

## 31. Climate Change [NEW] \*

## 32. Others (Please specify) \*

**B. Crisis/Emergency Response and Recovery [NEW]**

## 33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

\*

 Yes No Other

## 34. Please provide links and details. \*

## 35. Is there a specific national portal addressing crisis/emergency? [NEW] \*

 Yes No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

<https://www.ddm.gov.bt/>  
(This portal is for Disaster related Crisis/ Emergency Management)

<https://1010.bt/>  
(This portal was established for emergency situation management, especially for covid-19 pandemic. This portal help in coordination among relevant agencies, deploying emergency services, tracking movement of people & vehicle and in dissemination of public information)

### C. Legal Framework

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

Yes

No

38. If yes, please provide link and detail.

<https://www.nationalcouncil.bt/assets/uploads/docs/acts/2020/Information%20and%20Communications%20Media%20Act%202018.pdf>

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

Yes

No

40. If yes, please provide link and detail.

[https://docs.google.com/document/d/1ScpsbA fj\\_0c\\_FP3s0dluUkEZ9cjUzsWx/edit](https://docs.google.com/document/d/1ScpsbA fj_0c_FP3s0dluUkEZ9cjUzsWx/edit)

(Bhutan, we have recently developed a Data Management Guideline - Still work in Progress. The Guideline is expected to help relevant agency and citizen in general be aware with their roles & responsibilities regarding the management of Data that they are sharing/ collecting or processing )

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

Yes

No

42. If yes, please provide link and detail.

<https://www.btcirt.bt/>

<https://www.nationalcouncil.bt/assets/uploads/docs/acts/2020/Information%20and%20Communications%20Media%20Act%202018.pdf>

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

Yes

No

44. If yes, please provide link and detail.

Currently under work in progress - The bill is in deliberation at the Parliament

[https://www.nationalcouncil.bt/en/media/view\\_news\\_detail/1097](https://www.nationalcouncil.bt/en/media/view_news_detail/1097)

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

Yes

No

46. If yes, please provide link and detail.

Currently under work in progress - The bill is in deliberation at the Parliament

[https://www.nationalcouncil.bt/en/media/view\\_news\\_detail/1097](https://www.nationalcouncil.bt/en/media/view_news_detail/1097)

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

Yes

No

48. If yes, please provide link and detail.

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

<https://www.mof.gov.bt/publications/acts-policy/>

<https://www.gims.gov.bt/login>

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

<https://epems.myrbpems.bt/>

<https://pems.myrbpems.bt/>

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

Yes

No

52. If yes, please provide link and detail.

[https://docs.google.com/document/d/1ScpsbAfj\\_0c\\_FP3s0dluUkEZ9cjUzsWx/edit](https://docs.google.com/document/d/1ScpsbAfj_0c_FP3s0dluUkEZ9cjUzsWx/edit)

(Bhutan, we have recently developed a Data Management Guideline - Still work in Progress. The Guideline is expected to help relevant agency and citizen in general be aware with their roles & responsibilities regarding the management of Data that they are sharing/ collecting or processing )

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

Yes

No

54. If yes, please provide link and detail.

55. 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

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

57. **Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]**

Yes

No



58. **If yes, please provide link and detail.**

#### D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

Two-year

Three-year

Five-year

Ten-year

Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

\*

Yes

No

62. **If yes, please provide link and detail.**

[https://www.pmo.gov.bt/?stm\\_service=flagship-programs](https://www.pmo.gov.bt/?stm_service=flagship-programs)

The flagship Programme for Digital is called Digital DrukYul Program. It is set out from year 2018-2023( 5 years).

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** \*

Yes

No

64. Please provide link and detail.

Bhutan development strategy has been spearheaded by the Gross National Happiness Commission till 12th Five Year Plan( 2018- 2023). However, with the recent reform and restructuring of civil service, the mandate of GNHC commission has been merged with Ministry of Finance & with the Office of the Prime Minister. Its website has also been decommissioned. Going forward, the 13th FYP is in the formulation stage and is headed by the office of the Prime Minister.

<https://businessbhutan.bt/draft-guideline-for-13th-plan-comprises-10-national-kpis/>

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

Yes

No

66. Please provide link and detail.

The e-Government strategy for 13 FYP is in formulation stage, is work in progress

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

Yes

No

68. Please provide link and detail.

We will ensure to align it with sub-national/ local e-government development strategy, if there are any

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

Yes

No

70. Please provide link and detail.

Since the next e-Government strategy is in formulation stage, we will ensure to incorporate components for e-participation, engagement and or digital inclusion

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

Yes

No

72. Please provide link and detail.

<https://tech.gov.bt/sites/default/files/egovPolicy.pdf>

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

Yes

No

74. Please provide link and detail.

<https://tech.gov.bt/sites/default/files/egovPolicy.pdf>

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

Yes

No

76. Please provide link and detail.

<https://tech.gov.bt/sites/default/files/egovPolicy.pdf>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? \*

Yes

No

78. Please provide link and detail.

<https://tech.gov.bt/sites/default/files/egovPolicy.pdf>

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

<https://tech.gov.bt/sites/default/files/egovPolicy.pdf>

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. **Please provide link and detail.**

<https://tech.gov.bt/sites/default/files/egovPolicy.pdf>

83. **Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes

No

84. **Please provide link and detail.**

We will ensure to incorporate it in the 13 FYP strategy document

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

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

The draft 13 FYP formulation captures references to Emerging technologies. In-fact, a dedicated division called Emerging Technology Division has also been created to spearhead research & piloting of emerging technologies for larger implementation

86. Robotics - please provide link and detail:

Under draft formulation

87. Blockchains - please provide link and detail:

Under draft formulation

88. 5G - please provide link and detail:

Under draft formulation

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

Under draft formulation

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

Under draft formulation

91. Others - please provide link and detail:

92. 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

93. Please provide link and detail.

Aligned with UN & OECDs - strategy under formulation stage

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

Yes

No

95. Please provide link and detail.

Used both scenario planning & in visioning the future of digital government supported by UN's country office.

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

Yes

No

97. Please provide link and detail.

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]**

Yes

No

99. **Please provide link and/or details.**

## E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

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

Yes

No

103. If yes, please provide link and detail.

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

Yes

No

105. If yes, please provide link and detail.

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

Yes

No

107. If yes, please provide link and detail.

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

Yes

No

109. If yes, please provide link and detail.

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

Yes

No

111. If yes, please provide link and detail.

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

Yes

No

113. 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

Social media, especially Facebook and Twitter groups are used for all three purposes.

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

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

<https://www.moic.gov.bt/media/files/Social-Media-Policy-for-the-RGoB.pdf>

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

Yes

No

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

## F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

<https://www.citizenservices.gov.bt/eDesk/>

Collect it and use it for internal consumption but do not publish it yet



119. Does the Government collect usage data with dis-aggregation by gender? \*

yes, for internal consumption only

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

Yes

No

121. If yes, please provide link and detail.

Used to do it through survey forms but going forward it will be integrated with the service in the citizen service portal. The enhanced citizen service portal will be implemented soon

122. Does the Government collect user satisfaction data with dis-aggregation by gender? \*

We plan to do it in the next version of citizen service portal which is on the verge of launching

## G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]**

UNDES - Data management standards  
UNDP - Digital Economy strategy

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] \***

World Bank - Data Management Guideline

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW] \***

E-Government has been accorded as one of the priority sector for development by Bhutan. The Department of IT & Telecom under MoIC has been upgraded to a full-fledged Autonomous Agency called Government Technology(GovTech) agency for Bhutan. GovTech will lead the e-Government & digital transformation for Bhutan.

126. **Consent to publish this Questionnaire**

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

Yes

No

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