



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). The United Nations Department of Economic and Social Affairs (UN DESA) assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2024 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:
<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

Brunei Darussalam

Contact information

Your name*

Mazriyani binti Haji Abd Ghani

Title*

Director of E- Government National Centre

Organization*

E-Government National Centre,
Ministry of Transport and Infocommunications

Email*

mazriyani.ghani@egc.gov.bn,
planning@egc.gov.bn

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 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

1. 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.

Portal of the Government of Brunei Darussalam – www.gov.bn
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2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

E-participation or similar

Government Services – www.gov.bn/services
<ul style="list-style-type: none"> • Brunei Census – www.brucensus.gov.bn • E-Participation list – www.gov.bn/SitePages/eParticipation-surveylist.aspx • Census and Survey - https://deps.mofe.gov.bn/SitePages/Census%20and%20Survey.aspx • Pengguna Bijak (mobile apps) - www.gov.bn/Lists/Mobile%20Apps/NewDisplayForm.aspx?ID=5 • Business Welfare – www.ccbd.gov.bn
Open government data
<ul style="list-style-type: none"> • Open Government Data – www.data.gov.bn • National Statistics - Department of Economic Planning and Statistics - National Statistics (deps.gov.bn) • E-Data Library - www.deps.gov.bn/SitePages/eData%20library.aspx • National Summary Data - www.deps.gov.bn/SitePages/National%20Summary%20Data%20Page.aspx • Data Sharing Portal for Industry - www.nadi.bn
Public procurement
<ul style="list-style-type: none"> • Tender and Quotation - www.mofe.gov.bn/tenders_and_quotations/ministries.aspx • Iklan Tawaran - http://pelitabrunei.gov.bn/lists/iklaniklan/iklan%20tawaran.aspx

Others (if any)

- Business Portal - www.business.gov.bn
- Trade services - www.Bdnew.gov.bn –
- Business services permits and licenses - <https://onebiz.business.gov.bn>
- One Common Portal -
- www.ocp.mofe.gov.bn
- Survey online application - www.survey.gov.bn
- Brunei Trade - <https://bruneitrade.mofe.gov.bn>

3. Please provide the 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. *

E-Government National Centre - www.egnc.gov.bn
Ministry of Transport and Infocommunications - www.mtic.gov.bn

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

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

H.E. Pengiran Dato Shamhary Mustapha

Title*

Minister of Transport and Infocommunications
as Chairman of Chief Information Officer (CIO)
Forum

Organization*

Ministry of Transport and Infocommunications

Email*

mo@mtic.gov.bn

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

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

Digital Economy Council and CIO Forum - www.gov.bn/SitePages/DEC.aspx

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

- Department of Economic Planning and Statistics - www.deps.gov.bn
- Ministry of Development – www.mod.gov.bn

Education

Ministry of Education - www.moe.gov.bn

Health

Ministry of Health - www.moh.gov.bn

Social Welfare
(inclusion, social protection, etc.)

- Department of Community Development - www.japem.gov.bn
- Majlis Ugama Islam Brunei - www.kheu.gov.bn/SitePages/Khidmat%20Nasihah%20Keluarga.aspx
- National Framework on Child Protection - <http://japem.gov.bn/Documents/nfcp.pdf>
- Services under Japem - www.japem.gov.bn/Perkhidmatan/Forms/AllPages.aspx

Employment and Labour

- Job Centre Brunei - www.jobcentrebrunei.gov.bn
- Public Service Commission - www.recruitment.gov.bn
- Department of Labour - www.labour.gov.bn

Environment

- Department of Environment, Parks and Recreation - www.env.gov.bn
- Brunei Climate change - www.climatechange.gov.bn

Justice

- State Judiciary Department - www.sjd.gov.bn
- Attorney General's Chamber - www.agc.gov.bn
- Narcotics Control Bureau - www.narcotics.gov.bn
- Anti Corruption Bureau - www.bmr.gov.bn
- Royal Brunei Police Force - www.police.gov.bn
- KDN - www.kdn.gov.bn

Economy/finance

Ministry of Finance and Economy - www.mofe.gov.bn

Industry/trade

- Trade Industry:
 - www.bdns.gov.bn
 - www.tradingcrossborders.mofe.gov.bn
 - www.bdntr.gov.bn
 - <https://bruneitrade.mofe.gov.bn>

- Industry - www.mofe.gov.bn/SitePages/About%20Us.aspx
- Telecommunication Industry - www.aiti.gov.bn
- MSME Industry - www.dare.gov.bn
- GLC Industry - www.da.com.bn
- Oil and Gas Industry - www.energy.gov.bn
- Petroleum Authority – www.pa.gov.bn
- Investment Industry - <http://invest.gov.bn>
- ONEbiz - <https://onebiz.business.gov.bn>
- National Standard Centre - www.mofe.gov.bn/SitePages/National%20Standards%20Centre.aspx
- Tourism Industry:
 - www.bruneitourism.com
 - www.tourism.gov.bn
- Fishery Industry - www.fisheries.gov.bn
- Agriculture Industry - www.agriculture.gov.bn
- Forestry Industry – www.forestry.gov.bn
- Food Industry:
 - Brunei Darussalam Food Authority - www.moh.gov.bn/SitePages/Food%20Exportation.aspx

Sustainable Development Goals (SDGs) [NEW]

SDG Brunei - www.sdgbrunei.gov.bn

Climate Change [NEW]

Brunei Climate change - www.climatechange.gov.bn

Others (Please specify)

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details. [NEW]

Yes No

Brunei has institutionalized its national disaster risk reduction and disaster management processes under the National Disaster Management Centre (NDMC), which is responsible for overseeing all phases of disaster management from risk assessment and adaptation to mitigation and recovery. Under Brunei’s whole-of-nation approach, there is close collaboration and coordination among government line ministries and security authorities such as the Royal Brunei Police Force, Royal Brunei Armed Forces and is managed primarily by the respective sectoral agency through various multi-stakeholder committees e.g. Natural Disaster Management Committee, Covid-10 Steering Committee etc. Moreover, Brunei is an active and integrated member-state of the Association of Southeast Asian Nations (ASEAN), which has developed mechanisms and tools for responding to disasters in a unified and coordinated way.

NDMC operates the nerve center for disaster operations at the national level and supports operations, planning, and logistics for national level emergencies while each of the country’s four administrative districts also has a disaster management committee and operates a district emergency operations center. At all levels, Brunei has adopted use of an Incident Command System to command, control, and coordinate emergency response. In times of national emergency, the National Standard Operating Procedures (NaSOP) requires the Information Department of the Prime Minister’s Office to take the lead for risk communication and to coordinate with other relevant agencies and stakeholders. It communicates disaster-related information to the public via mass media, government websites, and social media channels.

The management of these crisis/emergencies does leverage on use of digital technologies in their strategies. For example:

1. Use of BruHIMS

Ministry of Health (MOH) and EVYD Technology are opening of the MOH Intelligence Hub at EVYD Campus. The Hub is part of the ministry’s efforts to strengthen the resilience of Brunei’s healthcare ecosystem. The co-located Hub will house the nation’s Epidemic Intelligence and Response Unit (Disease Control Division), functioning as a surveillance centre to monitor the nationwide spread of diseases; the Climate Change Adaptation and Resilience Unit; and the Digital Health Unit. In the future, more government health units could be housed in the Hub, including the Behavioural Insights Programme, the National Clinical Research Unit and the Non-Communicable Disease Unit. The Epidemic Intelligence and Response Unit Surveillance Centre leverages on a recently developed automated communicable disease surveillance system linked with clinical and laboratory data from Bru-HIMS to track and monitor the emergence and spread of over 50 infectious diseases in real-time.

2. Flood and extreme weather information / warning

Brunei Darussalam has also developed Flood Mitigating Strategy to address the nation's concerns with climate changes. With this strategy as framework, the Government has identified and implemented on flood mitigation projects such as widening and deepening of major rivers, developing detention ponds and drainage pump system. There are also on-going Coastal Protection projects at two local beaches in Brunei Darussalam strengthening protection for life below water.

Academic and research institutes in Brunei Darussalam have conducted a total of 78 research studies that specifically addresses issues concerning Goal 11. Studies on disaster risk reduction and mitigation aids in the process of policy planning and recommendations. Partnerships between the science community with policy makers helps accelerate achievements in sustainable development.

As part of landslide mitigation efforts, government agencies have implemented projects to enhance community protection and resilience against landslide occurrences. The projects utilise techniques that include sheet piling, reinforced earth wall, and using designs like Gabion Wall and Bored Pile Wall.

3. Ministry of Home Affairs plans under "One MoHA" re: disaster management

Another initiative on leveraging the use of digital technology is under project One MoHA which will include the disaster management system inclusive early warning system, emergency response, recovery and rehabilitation and coordination and communication.

As climate change exacerbates the hazards Brunei confronts, the government's and people's ability to implement risk reduction-oriented adaptations can be expected to become the focus of disaster management activities. Alongside its ASEAN partners, Brunei appears set to back multilateral action even as it attempts to mitigate its own contributions to sea level rise and warming trends linked to its petroleum production industry. The potential dislocations caused by changes in this major revenue earner will challenge the country's leadership as it continues to diversify its economy while ensuring high standards of living.

Brunei Darussalam continues to improve its resilience and preparedness against extreme weather events through the Disaster Management Strategic Policy Framework (DMSPF). The framework identifies key priority areas which includes strategies for disaster mitigation and climate adaptation, disaster preparedness, and disaster response and immediate relief. The framework is part of a regional collaboration ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Program 2021-2025.

Community participation plays an important role in strengthening resilience against natural hazard. The Government launched three community-based projects which are the Community Outreach Programmes, Community- Based Disaster Risk Management (CBDRM) and Disaster Preparedness Coordinator Programme (DPC). The projects aim to reduce the risk of social, economic and environmental impacts of natural hazard on vulnerable communities by involving community and grassroot leaders, village heads, and the youth. To date, a total of 1,759 participated in exercises and dialogue sessions to improve the national efforts in adaptation and mitigating strategies. However, the COVID-19 pandemic proved to be a challenge for community outreach efforts.

Brunei Darussalam leverages on its regional networks to further strengthen coordination efforts to address ASEAN's preparedness and capacity needs to respond to disasters. The partnership enables rapid and collective deployment of ASEAN's resources following major disasters in one or more ASEAN member states in the region. The ASEAN Emergency Response and Assessment Team (ASEAN ERAT) Induction Course serves as a capacity-building platform for emergency assessment and responsiveness. It is also a coordinating platform which supports ASEAN member states with logistic arrangements, and emergency communication. Currently there are 355 qualified ASEAN ERAT members with 27 members from Brunei Darussalam.

Further strengthening its resilience, the Government is developing a National Adaptation Plan (NAP) for climate change adaptation and resilience. NAP focuses on developing strategies for the three key areas of adaptation, mitigation and resilience. Representatives from Government and private sector, academia and researchers, and climate-related NGOs were consulted through a series of stakeholder engagements in drafting the NAP.

In addition to the monitoring, the platform MACS (Multi Agency Coordination System) is designed to support all related agencies in emergency/crisis management situations at national level.

Some information is available for Natural Disaster as below:

- National Disaster Management Centre – www.ndmc.gov.bn
- Brunei Darussalam Disaster Management Reference Handbook - <https://www.cfe-dmha.org/LinkClick.aspx?fileticket=wqnWHgroAn8%3D&portalid=0>
- Eksais perisai kebangsaan - <https://mediapermata.com.bn/eksesais-ttx-epk-labuh-tirai/>
- Brunei Darussalam Strategic National Action Plan for Disaster Risk - <https://unfccc.int/sites/default/files/resource/brnnc1.pdf>

<https://adinet.ahacentre.org/> - The ASEAN Disaster Information Net (ADINET) is a repository of information concerning hazards and disasters that have happened in the region. The platform is open for public, which means that the public can submit information about any hazard and disaster to the AHA Centre. Thereafter, the AHA Centre will verify and validate any submitted information to ensure the accuracy of the data inputs. The AHA Centre can also add new information when relevant and as necessary. ADINET has been recording disaster information in the region since the AHA Centre was operational in 2012.

<https://dmrs.ahacentre.org/> - The Disaster Monitoring and Response System (DMRS) of ASEAN is one of the disaster monitoring tools utilised by the AHA Centre. The tool was designed in partnership with the Pacific Disaster Center (PDC), an applied science and information centre based in Hawaii, with the support of the Government of the United States of America. DMRS receives constant information feeds from the PDC system. It shows real time information of the hazards in the region as they happen, as well as hydrometeorological data, such as wind direction and speed, clouds, sea temperature, etc. The basic maps can be overlaid with additional information, such as basic population density data, location of airports and seaports, and major roads and infrastructure.

<https://webeoc.ahacentre.org/> - Using the WebEOC, Member States can monitor situation on the ground live, based on the information fed by the NDMO of the affected country as well as the AHA

Centre field teams, including the Emergency Response and Assessment Team (ERAT). The other ASEAN Member States can post offer of assistance to the affected country. Similarly, the affected country can post request for assistance in the WebEOC, which other Member States can immediately respond. The WebEOC will only be activated when a disaster happens.

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

Yes No

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

National Disaster Management Centre :

www.moha.gov.bn/jabatan/NDMC/tugastanggungjawab.aspx
www.ndmc.gov.bn

[Safety Guide Mobile Apps](#) provides guidelines to understand the nature of natural and man-made disasters; early warning signs and specific action plans to various emergency situations for individuals and the community as a whole. This app is based from the book published by the Brunei Darussalam National Disaster Management Centre in 2013 titled 'Buku Panduan Asas Kecemasan dan Keselamatan Awam'.

Brunei Darussalam Meteorological Department:

www.met.gov.bn – NDMC use BDMD platform (BruneiWX) as EWS where NDMC receive public weather warning issue by BDMD.

[Brunei WX Mobile Apps](#) provides you with weather forecasts for Brunei Darussalam and weather reports from several local areas around the country. You can also automatically get notifications for weather forecast and warnings issued by our Weather Centre.

Public Works Department Brunei Darussalam:

www.salirandds.com and www.kheiron-sp.io (DDS-DRAIN) – The platform shared specific river/water stream status and forecast in Brunei Darussalam. It is NDMC collaboration with JKR (Department of Drainage and Sewerage).

SafeBn – It is a platform system project to be done in near future with the purpose for monitoring disaster such as flood, landslide, strong wind through crowdsourcing involving public in order to reduce affected them and cost effective compared to long-term mitigation measures.

C. Legal Framework

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

Yes No

If yes, please provide link and detail.

Personal Data Protection Order socialization done by Aiti

- www.aiti.gov.bn/regulatory/pdp/public-consultation-paper-on-personal-data-protection-for-the-private-sector-in-brunei-darussalam/
- www.aiti.gov.bn/media/jc4mhify/pcp_personaldataprotectionprivatesector_20052021_final3.pdf

Content management for different platforms in Brunei is fragmented, with responsibilities spread across several government agencies. The establishment of Content Advisory Council (CAC) is to oversee on content related matter through cooperation between various agencies in dealing with regulatory, enforcement and content management issues in Brunei.

- Content Regulation - [AITI - Content Regulation](#)

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

Yes No

If yes, please provide link and detail.

Presently in Brunei, the processing of personal data in the private sector is largely unregulated. In recognising this importance, MTIC has designated AITI to develop a new law on PDP. AITI has since conducted public consultations with the stakeholders and drafted the PDP legislation, with consideration from the feedback of stakeholders. The upcoming law aims to govern the collection, use and disclosure of personal data by private organisations in a way that recognises the right of individuals to protect their personal data and the need of organisations to collect, use and disclose personal data.

Personal Data Protection Order socialization done by Aiti

- www.aiti.gov.bn/regulatory/pdp/public-consultation-paper-on-personal-data-protection-for-the-private-sector-in-brunei-darussalam/
- www.aiti.gov.bn/media/jc4mhify/pcp_personaldataprotectionprivatesector_20052021_final3.pdf

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

Yes No

If yes, please provide link and detail.

Computer Misuse Act - www.agc.gov.bn/AGC%20Images/LOB/pdf/Computer%20Misuse.pdf
Copy right Order - www.agc.gov.bn/AGC%20Images/LAWS/Gazette_PDF/2000/EN/s014.pdf
CSO - www.csb.gov.bn/cyber-security-order . The Cybersecurity Order, 2023 is at the final stage towards enactment.

Brunei Darussalam does not currently have a comprehensive legislation on Cybersecurity, but it's embedded in a few legislations such as *Computer Misuse Act 2000 (Chapter 194)*. This Act covers computer-related offences, such as unauthorized access to computer material, access with intent to commit or facilitate commission of offence, unauthorized modification of computer material, unauthorized disclosure of access code and unauthorized obstruction of use of computer. Another

piece of legislation is Copyright Act (1999) as it includes “literary work” protection for computer program and database.

Computer Misuse Act 2000 (Chapter 194):

Section 3-8 covers the listed offences for unauthorized access

Copyright Order (1999):

Section 23 – Literary work includes computer program

Section 25 – Reproduction and adaptation of computer programs.

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

√ Yes No

If yes, please provide link and detail.

www.agc.gov.bn/AGC%20Images/LOB/pdf/Cap.19.pdf

National Registration Act 2002 (Cap 19) – does not explicitly include or exclude digital identity

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

√ Yes No

If yes, please provide link and detail.

Electronic Transaction Act -

[www.agc.gov.bn/AGC%20Images/LOB/pdf/Electronic%20Transactions%20\(chp.196\).pdf](http://www.agc.gov.bn/AGC%20Images/LOB/pdf/Electronic%20Transactions%20(chp.196).pdf)

Brunei Darussalam recognizes the use of digital signatures through Electronic Transactions Act 2008 (Chapter 196). Digital signatures are not denied legal effect, validity or enforceability.

Electronic Transactions Act 2008 (Chapter 196):

Section 6-8 – legal recognition and requirement of electronic signatures

Section 17 – security of electronic signature

Section 19-22 – effect of digital signatures

Section 23-26 – general duties on digital signatures

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

√ Yes No

If yes, please provide link and detail.

Electronic Transaction Act -

[www.agc.gov.bn/AGC%20Images/LOB/pdf/Electronic%20Transactions%20\(chp.196\).pdf](http://www.agc.gov.bn/AGC%20Images/LOB/pdf/Electronic%20Transactions%20(chp.196).pdf)

Electronic Transactions Act 2008 (Cap. 196) specifically confirms that contracts can be formed and enforced electronically.

Electronic Transactions Act 2008 (Cap. 196):
Section 11-15: Validity and enforcement of electronic contracts

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

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

However, government expenditure and budget is tabled at the Legislative Council Meetings and reported expenditure and budget are published as public documents.

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

Yes No

If yes, please provide link and detail.

Launch of National Information Hub (NIH) :

[News \(egnc.gov.bn\)](https://egnc.gov.bn)

[News \(egnc.gov.bn\)](https://egnc.gov.bn)

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

Yes No

If yes, please provide link and detail.

18. 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

If yes, please provide link and detail.

The Authority for Info-communications Technology Industry of Brunei Darussalam (AITI) is currently conducting a public consultation in responding on 5G Plan of Action

- www.aiti.gov.bn/news/important-notice/5g-public-consultation-paper/
- www.aiti.gov.bn/events-and-publications/press-releases/brunei-darussalam-1st-5g-task-force-plenary-meeting/

5th Generation (5G) Mobile Network Trial Initiated

- www.aiti.gov.bn/news/2022/5th-generation-5g-mobile-network-trial-initiated/

The National 5G Task Force was formed consisting of representatives from Government agencies, private sectors, TelCos and academias, to identify key issues and ensure readiness in 5G technology adoption. The National 5G Task Force has produced the 5G Task Force Report which was submitted to the Minister of Transport and Infocommunications in April 2021.

- [Brunei kickstarts 5G pilot project to boost digital transformation - The Scoop](#)
- [AITI Annual Report 2020-2021](#)

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

Yes No

If yes, please provide link and detail.

However, there are many useful applications of AI and the right balance between promoting innovation and protecting the public interest is required in ensuring its development and deployment align with responsible and ethical practices. As a first step in the realm of teaching and learning, education institutions has introduced AI ethics and responsible AI practices modules.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

Through the [Digital Economy Masterplan 2025](#), the direction and main focus are aligned with the aspiration of His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam, for Brunei Darussalam to become a Smart Nation.

With the vision of ‘Smart Nation through Digital Transformation’ and mission ‘To drive and enhance Brunei Darussalam’s socio-economic growth through digital transformation’, the Digital Economy Masterplan 2025 is intended to support the objectives of Brunei Darussalam’s Wawasan 2035 which includes high quality of life, highly educated and skilled workforce and a sustainable and dynamic economy.

The Digital Economy Masterplan 2025 has the following strategic objectives:

- I. Vibrant and Sustainable Economy;
- II. Digital and Future Ready Society; and
- III. Digitally Conducive Ecosystem.

In addition, four (4) strategic thrusts have been identified to support the mission and vision of the Digital Economy Masterplan 2025, namely:

- Industry Digitalisation – This strategic thrust, among others, focuses on the need to evaluate the readiness of stakeholders to adopt IR 4.0 technologies and to undertake a comprehensive awareness programme, especially for micro, small and medium enterprises (MSMEs);

- Government Digitalisation – This strategic thrust emphasises the important role of government in facilitating economic growth. Among focus areas emphasised are the implementation of a digital identity ecosystem, innovation of public experience and evolvement of cloud usage;
- A Thriving Digital Industry – The ICT sector needs to emphasise the application of technologies to nurture and sustain growth for improvement of local digital and other sectors;
- Manpower and Talent Development – Manpower needs to be equipped with the capabilities required in line with the rapid advancement in technology.

With the Digital Economy Masterplan 2025, the Digital Economy Council will focus on the implementation of key projects under the nine (9) priority clusters which are expected to have a significant impact on economic growth through the implementation of digital transformation.

The clusters are:

1. Logistics and Transportation
2. Energy
3. Business Services
4. Tourism
5. Financial Services
6. Health
7. Agri-food
8. Education
9. Halal

Digital Brunei aims to build Brunei as a country fully embracing innovation and digital technology in today's age. From awareness of digitalisation efforts to improving access for all, from informing the latest news to providing hands-on resources, and from creating dialogue about digital transformation to carrying out action for it. The digital era is constantly and rapidly evolving, and it is time we not only follow its lead, but be in the forefront of the technologies and trends that will better our lives.

Digital Brunei is our step forward into actualising the reality of a Smart Nation — from the way we live, work and play. To do this, we have identified the need to employ the full scope of the Digital Economy, put forward by the Digital Economy Masterplan 2035.

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other _____

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

Yes No

All digital government projects are funded either through a ministerial budget or from the National Development Plan's fund. It usually spans several years where the most recent one, the Eleventh National Development Plan (RKN11), is scheduled to be implemented from 2018 to 2023 and now

further extended to 2024. The budget for digital government development for 2023/24 has been discussed during the [Legislative Council Meeting on 6 Mac 2023](#) (Page 5)

Ten (10) priority sectors were identified under the RKN11, with 5.0 percent allocated for Information Technology and Info-Communications sector from the total of BND3.5 billion that has been allocated to finance 186 projects across all the identified priority sectors (*extension period is excluded).

- <https://www.councils.gov.bn/JMM%20Images/laporan2019/Hansarrd%202019%20Jilid%202.pdf> (Page 750)

In supporting the country's aspiration to become a Smart Nation, Digital Economy Master Plan 2025, launched by Digital Economy Council in June 2020, a framework in support of development Digital Economy as Whole of Nation Approach. The masterplan has identified three key flagship projects that will become the main pillar to create digital transformation as a whole. The latest developments for the three flagship projects are as follows:

- National Information Hub Project (NIH) which serves as the storage of common data such as name, address and identity card number that already been used on June 2021. The use of the data uses the Application Programming Interface (API) method for the purpose of system integration. Up to now, as many as 10 Data Providers and 11 Data Users consisting of Government agencies have used the platform. In 2023, there will be 16 agencies Government and non-Government including financial institutions expected to join it.
- Digital Identity Project which is improvement of the existing e-Darussalam system and expected to complete its implementation and began to be used this year. This project will use authentication digital identity for login to some Government services. The service will also be adapted to the business sector through integration with National Business Services Platform to enable the businesses process and transactions digitally.
- Project Digital Payment Hub is a platform that enables integration between various existing and future payment systems allows users to make payments digitally more easily and quickly. This project expected to be completed and used at the end of the year subject to acceptance or adoption by local banks.

In efforts of digitization Digital Economy Master Plan 2025, Digital Economy Council through Smart Nation Office that is implementing the strengthening of the action plan in supporting development four main strategic thrusts ie Government Digitization, Industry Digitalization, Thriving ICT Industry and Manpower and Talent Development that includes several Development initiatives, programs and projects until the year 2025 and Key Performance Indicators (KPIs) to address and measure overall efficiency and effectiveness.

During the [Budget Speech 2023/2024](#) (page 38), it was mentioned that in order to enable the relevant agencies to support the efforts under this priority, some allocations will continue to provide:

- A total of \$1.9 million with a planning cost \$15 million under 11th National Development Plan for Government Data Center and Cloud Infrastructure that is to upgrade and expand the Government data center infrastructure to meet the needs of computing resources for the Ministries and its department for online applications and services.
- A total of \$2 million with a planning cost \$4 million under 11th National Development Plan for National Education Management System including for the preparation of Central Admission System and database to manage student's entry to all higher institutions under the Ministry of Education and Ministry of Religious Affairs.
- To support digital transformation and digital healthcare research, some provisions will be provided at under the Ministry of Health which is a total of \$18 million to finance the BruHealth System Phase II and III and a total of \$3.4 million for Bru-HIMS Level 1, 2 & 3 Support and Maintenance Service
- A total of \$127.8 million for ICT under Recurring Expenses including to finance projects IT Central Procurement projects and software licenses for all Ministries and its Departments.

Public service also plays an important role to drive economic activity and support national economy. Therefore, Government agencies are recommended to examine the appropriateness in exploring initiatives to improve the level and service quality more efficiently. Such steps directly will be able to increase the productivity of the public sector and subsequently be able to ensure public services are able to move forward more innovatively and creative to lead development through whole of nation approach to achieve the goals of Brunei Vision 2035.

- a total of \$500 thousand with a planning cost \$50 million under 11th National Development Plan will be provided for expanding the capabilities of the Bru-HIMS 2.0 System ie by introducing its main features which are Intelligent Electronic Medical Record (EMR), Intelligent Care Plan and Clinical Pathway Recommendation and a structured data system. The system will be able to provide an assessment health risks, predicting diagnosis and plan personal care, collect data in a structured manner to improve data quality and diversify capabilities other than the application systems.
- a total of \$148 thousand with a planning cost \$5 million under 11th National Development Plan will be provided for the MOD Integrated Platform to improve coordination between department under the Ministry of Development, to improve operational structure and processes towards efficiency of public service. The scope of work includes the preparation of a new Land Registration System that will can contribute data to the national database especially Land Hub. In addition, the system will allow the public to make online payment.
- a total of \$400 thousand with a planning cost \$5.8 million under 11th National Development Plan will continue to be provided for the Government Assets and Infrastructure System to develop an asset management system that includes data storage for Government assets and comprehensive logistics modules. Meanwhile, a total of \$406 thousand with a planning cost \$12.3 million under 11th National Development Plan to provide a platform for National Registration System and Biometric Border Control System. It will replace the Smart Identification Card Issuance System, Smart-ID System; Birth, Death and Adoption System; and integrate with the Visa and Pass system.

- To develop ability and capacity of public service towards service delivery excellent, the allocation of a total of \$41.3 million will continue to be provided under the Skill Upgrading provisions and Capacity for all Ministries.

23. 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

[Digital Economy Masterplan](#) (Page 12) covers the development across three areas such as Government, Industry and Society. These 3 elements are closely interrelated in the eco-systems of Digital Economy. Digital Economy is the key enabler to propel Brunei Darussalam to the status of a Smart Nation. For Brunei Darussalam, Smart Nation is driven by Digital Government, Digital Economy and Digital Society. This means that we need to go beyond enabling connectivity by leveraging on digital technologies and enriching out society with the necessary skill and knowledge.

Smart Nation is characterized by :-

- Vibrant and diversified economy;
- Improved competitiveness and economic growth by developing infrastructure, innovation, data capability, human capital and other resource; and
- Improved quality of life, public services, schools, safety, mobility of people and to achieve environment sustainability.

By these characteristic stated above that the masterplan is aligned with the Brunei's Vision 2035 where by the year 2035, Brunei Darussalam wants to be recognized around the world for the achievements of its people who are educated and highly skilled in accordance with the highest international standards; the high quality of life among the top 10 countries in the world; and an economy that is both dynamic and sustainable with a Gross Domestic Product (GDP) that is among the top 10 countries in the world. For further info on Wawasan Brunei 2035, go to www.wawasanbrunei.gov.bn

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

In general, Brunei Darussalam has shown good progress in SDGs, particularly in Health and Well-Being, Quality Education and the country continues to enjoy a safe, secure and prosperous environment. As mention in the Digital Economy Masterplan's Key projects (page 36) where the sectors are energy, agri-food, financial services, business services, education, health, tourism and transportation. One of key strategic thrusts under the Digital Economy Masterplan focuses on Government Digitalisation, where the government plays a critical role in facilitating economic development. In order for Government Digitalisation to support innovation, each ministry needs to develop Digital Transformation Plans within their respective sectors which includes the 4 components : jobs and skills, productivity, innovation and export-oriented. These sectors are aligned with the SDG areas as below:

SDG 1: No Poverty

The nation remains committed to caring for the well-being and welfare of its people and continues its efforts to eradicate poverty in all its forms. Through Brunei Darussalam's National Plan of Action on Poverty Eradication (2020-2024), several strategies are being undertaken to strengthen the social protection eco-system through a Whole-of-Nation Approach, as overseen by the National Council of Social Issues (MKIS).

Amongst others, is through the improvement of social service access and delivery across all sectors. One of the Key projects in the Digital Economy Masterplan is National Welfare System that was established in July 2020 as a centralized System, has utilized Business Intelligence for welfare assistance applications, and this will further strengthen data-driven policy formulation and intervention programmes on poverty eradication. In addition, during the ongoing COVID-19 pandemic, and as part of the government's COVID-19 stimulus measures, in September 2021, the National Welfare System incorporated short-term financial assistance for workers in the sectors affected by COVID-19. Subsequent phases of the National Welfare System will integrate applications for in-kind educational assistance as well as the disbursement of Old Age Pension and Disability Allowances. The long-term goal is to ensure support is given to those who need it most, regardless of background

SDG 2: Zero Hunger

Various progress has been made to achieve food security, improve nutrition and promote sustainable agriculture. With the COVID-19 pandemic putting pressure on food security, efforts have been made to accelerate and ensure a more sustainable food system. This also includes the disbursement of food rations to families and individuals affected by COVID-19.

Brunei Darussalam remains committed to strengthening the food system by accelerating the production growth of the agriculture and fisheries sector; promoting both domestic and foreign direct investment (FDI); and increasing productivity through the use of technology to meet domestic demand and for export. The National Food Industry Roadmap has been prepared to increase the production of safe, Halal, and high-quality food, and strengthen the value chain of the food system.

Another significant development to support the food system has been the establishment of the Brunei Darussalam Food Authority (BDFA) as a regulator and competent authority for food safety and quality in Brunei Darussalam. BDFA primarily seeks to ensure that the food product in Brunei Darussalam is safe, clean, and of good quality. Ultimately, protecting consumer safety and health as well as establishing a robust and effective food regulatory and safety system in Brunei is a priority.

Several efforts have been made to address nutrition in the food system especially child nutrition. The Ministry of Health (MOH) continuously monitors the progress of achieving various national targets including reducing stunting amongst under-fives, low birth weight, controlling childhood obesity, and reducing childhood wasting. In line with this priority, the National Dietary Guidelines for Healthy Eating Brunei Darussalam were revised as a guideline for School Canteen Guidelines and School Feeding Scheme by the Ministry of Education (MOE) and Brunei Darussalam's Healthier Choice initiative.

SDG 3: Good Health and Well-Being

Significant progress has been made in terms of good health and well-being. The MOH continues its efforts in ensuring the population is in good overall physical and mental health. In battling the COVID-19 pandemic, nationwide public health measures and non-pharmaceutical interventions have been operationalized and steps taken to ensure the local adult and adolescent population will be fully vaccinated by the end of the year 2021.

SDG 4: Quality Education

Brunei Darussalam has long emphasized the importance of quality education to drive socio-economic development and foster social stability. Education is a lifeline for the children's future especially vulnerable children as it breaks the cycle of social exclusion by nurturing the next generation to become agents of change.

SDG 8 on Decent Work and Economic Growth.

The masterplan outlines key strategic thrusts focused on Industry Digitalization, as well as Manpower and Talent development that is aligned with the goal on decent work and economic growth.

As with other countries, some regression was seen in areas such as decent work and economic growth largely as a result of the COVID-19 pandemic. Despite the challenges, there are continuous and ongoing efforts to reduce unemployment rates and ensure productive employment and decent work for all. In addressing decent work, entrepreneurship plays an important role in the development of the Micro, Small, and Medium Enterprises (MSMEs) in Brunei Darussalam.

The Ministry of Home Affairs (MOHA) introduced a development grant called Belia Membangun to promote entrepreneurship and economic activities. It is intended for entrepreneurs registered under the patronage of their respective Mukim and Village Consultative Councils, who have succeeded in carrying out economic projects of great potential and sustainability towards accomplishing Wawasan Brunei 2035. It is hoped that the grant will act as a catalyst for the improvement of potential economic projects and can be raised as One Village, One Product (1K1P) projects that represent the respective villages.

The Manpower Planning and Employment Council (MPEC) continues to tackle the unemployment issue in the country, and a number of initiatives are currently being implemented to tackle the issue in three main aspects

Firstly, from the supply aspect, efforts are currently being carried out to further strengthen the supply of local workforce as it can fulfil industry needs, the provision of sustainable workforce from the aspects of mindset and work ethics as well as enhancing skills and competencies through up-skilling and re-skilling.

Secondly, from the demand aspect, which is focused on generating employment such as policy reviews and reforms as well as workforce processes. This includes enhancing cooperation between every ministry with the industrial private sector and FDI companies in generating economic growth to increase the number of quality employment in the public and private sectors.

Thirdly, from the aspect of Enablers, a matching activity between supply and demand including One-Stop Career Centre, synchronization, collection, and verification of the workforce information for the use of manpower planning and infrastructure provision. Towards that, JobCentre Brunei (JCB) has also introduced several programmes such as District Connect and Institution Outreach, aimed to disseminate JCB services such as Curriculum Vitae writing and tips for job interviews.

SDG 9 on Industry, Innovation and Infrastructure

The Masterplan highlights Research and Development and innovation in Digital technologies as a key enabler which aligns with the goal where R&D and innovation are crucial to power sustainable digital transformation plans.

In addition, Brunei has established Council for Research and the Advancement of Technology and Science (CREATES) effective of 10th April 2021 that will help to support the development and growth

of Science, Technology and Innovation activities in Brunei Darussalam, driving economic and social development towards realizing the vision of Wawasan 2035 to have educated and highly skilled people, a high quality of life, and a dynamic and sustainable economy. The duties of the councils are:

- To champion national Science, Technology and Innovation (STI) which includes Research and Development (R&D);
- Set national policies, strategies and planning priorities for STI including research activities for every 5 years;
- Strengthen STI cooperation with government, academia and industry, both locally and abroad;
- Approve budget for STI research related projects; and
- Ensure the development of STI that will be able to contribute to national development as well as the commercialization of research and development (R&D) projects

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

Ministry of Transport and Infocommunications (MTIC) plays a lead role spearheading Brunei Darussalam in developing its national digital and transport agenda. The national digital and transport agenda, amongst others, aims to reap benefits from rapid technological developments to enhance the standard of living of citizens as well as facilitating businesses for national development.

MTIC has established their Strategic Plan namely MTIC 2025 in 2020 which represents the intentions to communicate the vision for the transport and infocommunications sectors for the next five (5) years from 2020 to 2025 with its vision towards a Connected Smart Nation which are aligned with the Digital Economy Masterplan.

In driving Brunei Darussalam towards the status of a Smart Nation, MTIC is pursuing five (5) policy priorities, namely:-

- Developing infrastructure and its readiness through ensuring transport and ICT infrastructure are able to facilitate businesses, reduce cost of doing business and increase productivity;
- Strengthening Cybersecurity as a prerequisite to the growth of a Smart Nation by ensuring a safe and secure ecosystem for all users, governed efficiently and effectively through the formation of a national cybersecurity agency;
- Continued Agility as the principal aspect in keeping pace with the development of technologies, adaptability to digital technology is also vital in enhancing efficiency and productivity, accompanied by a review of relevant legislations in both the transport and infocommunications sectors;
- Improving Affordability, Accessibility and Reliability as the main aspects in policy-making for the benefit of the citizens and all users. Taking advantage of the high level of readiness of users to embrace new technologies and services, the adaptability to the advancement of technologies can provide more affordable, accessible and reliable services to all citizens;
- Furthering Engagement, where the journey towards a Smart Nation involves continuous collaboration, coordination and commitment of all stakeholders concerned

E-Government National Centre plays a significant role to shape and ensure that the adoption and

utilization of digital technologies in public services meets today's demands as well as those of tomorrow. EGNC Strategic Plan 2025 presents a new perspective informed by the priorities and orientations raised from the Digital Economy Council. It incorporates the subjects that have emerged in recent times on the expectation of communities. The [EGNC Strategic plan](#) outlines the high-level Key Performance Indicators (KPIs) that EGNC aims to achieve by 2025 and is aligned to the Ministry of transport and Infocommunications' (MTIC) Strategic Plan 2025 and the Digital Economic Masterplan 2025 which all contributes towards the realization of Wawasan Brunei 2025.

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

Brunei Darussalam embraces inclusivity in our culture and unique society through, among others, equal economic participation and opportunities and empowering women and girls. The pandemic threatened, not just the public health system, but also the nation's effort to uphold an inclusive society. To undermine the looming consequences, the Government of Brunei employed a whole-of-nation approach to close gaps created by COVID-19, ensuring the continued protection of persons with different abilities.

For Brunei Darussalam, reducing inequalities and ensuring no one is left behind remains as a priority, particularly for the welfare of persons with different abilities. In this regard, His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam announced the amendment of the Old Age Pension and Disability Act (Amendment) Order, 2021 effective 1st October 2021. In ensuring no one is left behind as well as continued welfare, the amendment includes ensuring persons with disabilities will also be entitled to continue receiving disability allowances in addition to old-age pensions upon reaching the age of 60.

In addition, a provision for care providers with the Care Provider Allowance in the amount of BND250 per month was introduced to help support them in caring for different-abled family members. Other amendments include revising the criteria in assessing the eligibility for disability allowances, by eliminating the condition of being "unable to work", thus empowering persons with disabilities with the right to be employed, regardless of whether they receive disability allowances. In another effort to widen welfare assistance is the ongoing study to assess the effectiveness of the Employee Trust Fund (TAP) in making sure there are sufficient retirement funds through mandatory savings for civil servants when reaching 60 years of retirement age

[Digital Economy Masterplan](#) (Page 13) mention on the Strategic Outcomes which focus on a Digital and future ready society, and the Key Success Measures (Page 39) which mention on the Widespread use of ICT in major industries, Increased rate of Bruneians with access to broadband as a basic utility, Improved quality of life through inclusive access to digital services, Increased digital literacy rate among Bruneians and lastly on Manpower and Talent Development Thrust (Page 31) mention that Brunei's future workforce needs to be digitally capable, equipped with the right skills to adapt to the rapid developments in Technology.

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes No

[Digital Economy Masterplan](#) (Page 32) mention on the Strategic Enabler 2 which mention on Digital Data Policy and Governance Framework. This will result in the establishment of a national data office

that will oversee the policy and governance of data for personal, commercial and official purposes in the long run.

Presently in Brunei, the processing of personal data in the private sector is largely unregulated. In recognising this importance, MTIC has designated AITI to develop a new law on PDP. AITI has since conducted public consultations (www.aiti.gov.bn/regulatory/pdp/public-consultation-paper-on-personal-data-protection-for-the-private-sector-in-brunei-darussalam/) with the stakeholders and drafted the PDP legislation, with consideration from the feedback of stakeholders. The upcoming law aims to govern the collection, use and disclosure of personal data by private organisations in a way that recognises the right of individuals to protect their personal data and the need of organisations to collect, use and disclose personal data.

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes No

In support of Brunei's Vision 2035, the foundation and flagship project of Brunei's digital economy, as highlighted in the [Digital Economy Masterplan 2025](#) (Page 12 and 42) where [Digital ID](#) is identified as a key flagship project that is envisioned to spur innovation for the benefit of the citizens and businesses as a Smart Nation in the age of Industrial Revolution 4.0. In addition, Digital ID is a focus under Government Digitalization (Page 30). Digital Identity Project which is improvement of the existing e-Darussalam system and expected to complete its implementation and began to be used this year. This project will use authentication digital identity for login to some Government services. The service will also be adapted to the business sector through integration with National Business Services Platform to enable the businesses process and transactions digitally.

In supporting the country's aspiration to become a Smart Nation, Digital Economy Master Plan 2025, launched by Digital Economy Council in June 2020, a framework in support of development Digital Economy as Whole of Nation Approach. One of key flagship projects that will become the main pillar to create digital transformation is Digital Identity project which is an improvement of the existing e-Darussalam system and expected to complete its implementation and began to be used this year. This project will use authentication digital identity for login to some Government services. The service will also be adapted to the business sector through integration with National Business Services Platform to enable the businesses process and transactions digitally.

The usage of Blockchain technology as an infrastructure for Digital Identity, and as a core backbone for future public services. Blockchain technology is a distributed ledger of immutable digital records shared amongst participating nodes on a peer-to-peer network based on a consensus verification mechanism achieved by a majority. The revolutionized technology has the ability to allow the verification and authentication of digital assets stored on the blockchain at any point of time. The technology's greatest advantage is its ability to manage digital assets by validating entries, securing entries, and preserving historic records added to the blockchain for future auditing without compromising its privacy.

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

¹ To provide link or description

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

[Digital Economy Masterplan](#) (Page 12 and 42) mention that People Hub is identified as a key flagship Project which serve as the backbone of the eco-system. [National Information Hub](#) (NIH) which serves as the storage of common data such as name, address and identity card number that already been used on June 2021. The use of the data uses the Application Programming Interface (API) method for the purpose of system integration. Up to now, as many as 10 Data Providers and 11 Data Users consisting of Government agencies have used the platform. In 2023, there will be 16 agencies Government and non-Government including financial institutions expected to join it.

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

Yes No

In the Masterplan, three (3) flagship projects have been identified as the drivers and enablers to the adoption of digital technologies namely; Digital Identity, Digital Payment and National Information Hub.

Digital Identity offers verifiable credential capabilities through the integration of blockchain technology. With this, the project is intended to allow public to store all of their verifiable credentials throughout their lifetime such as birth certificate, vaccinations and academic certificates, in a secure and tamper-proof manner.

This is accomplished through the integration with Immigration and National Registration System, at the initial launch, which among others include birth and death registry. Subsequent phase will include integration with high usage applications such as the health system and job-seeking portal.

As such, everyone is provided a Digital Identity platform that can be utilised across the entire lifecycle, providing a safe, secure, and privacy protecting mechanism to enable all citizens to interact with the government at various stages.

In addition to this, the Digital Identity platform is also intended to support eKYC service in the private sector. Thus, further increasing its utilisation across all areas of life, increasing the impact and ensuring access for all in the Digital Economy.

- www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%2025.pdf (Page 12)
- www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%2025.pdf (Page 36)
- <https://digitalbrunei.bn/initiatives/>

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

The vision of the [Masterplan](#) (page 15) is to create a Smart Nation through Digital Transformation. This includes improved quality of life for all citizens as defined in the Digital Economy Masterplan 2025.

As per the Masterplan, all ministries are to develop their respective Digital Transformation Plans which can support each ministry strategic plans. With respect to inclusion, [Ministry of Culture, Youth and Sports](#) (page 36) is advocating for community participation initiatives and programmes to enhance the citizens' quality of life.

Other than that, the manpower and talent development is another [strategic thrust](#) (page 31) that is being prioritized in order to ensure active involvement of the population and workforce during this digital era.

To support this, the Authority for Info-Communications Technology Industry of Brunei Darussalam has conducted several programmes that aims to educate the general public about digital literacy and basic ICT skills such as Digital for All programme and ICT Savviness programme. Since its implementation in 2019, more than 200 participants, including senior citizens, village representatives and underprivileged groups have undergone training in basic ICT skills, e-Commerce, Digital Marketing applications, and Online Cybersecurity for daily use.

- www.aiti.gov.bn/development/?pageNumber=1&pageSize=6&typeIds=5ad83845-07c9-4737-b5d6-a3381ba63ab8
- www.aiti.gov.bn/news/2023/instilling-ict-skills-in-communities-with-digital-for-all-programme/

A Digital Brunei website is also created as a platform to promote the digital transformation activities in Brunei Darussalam. A survey tab is available for public to post questions, comments and inputs.

- <https://digitalbrunei.bn/survey/>

Finally, to address accessibility of government services, EGNC has developed a website guideline for all government agencies to comply to.

- www.egnc.gov.bn/Shared%20Documents/EGNC%20Policies/ICT%20Policy%20-%20Government%20Web%20Interface%20Standard%20Guidelines.pdf

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

² To provide link or description

Yes No

If yes, please provide link and detail.

E-Government Development Index is one of the key success measures used to assess the progress of [Digital Economy Masterplan 2025](#) (page 21) which Online Service Index (OSI) measurement is included as one of the three components of the Index.

Additionally, the Digital Economy Council Secretariat is also keeping track of the percentage of public services that are available online through the Government Digitalisation Action Plan which is an internal document.

34. 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? Please provide link and detail.;

Artificial intelligence (AI); link/detail:

- MOH AI initiatives via www.healthinfo.gov.bn
 - o www.mofe.gov.bn/Lists/News/NewDispForm.aspx?ID=164
 - o www.mofe.gov.bn/Lists/News/NewDispForm.aspx?ID=103
 - o www.mofe.gov.bn/Lists/News/NewDispForm.aspx?ID=110
- Establishment of School of Digital Science at Universiti Brunei Darussalam in which 'AI and Robotics' is one of the majors offered under the faculty: <https://ubd.edu.bn/school-of-digital-science/>

Robotics; link/detail:

- Digitization of Rice Industry: Rice Fields Monitoring Using Agricultural Drones: <https://thescoop.co/2018/02/09/madgrow-to-use-drones-to-meet-paddy-target/>

Blockchains; link/detail:

- Digital ID project:
 - o www.gov.bn/SitePages/Digital%20Identity.aspx
 - o www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%202025.pdf (Page 12)
 - o www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%202025.pdf (Page 36)
 - o <https://digitalbrunei.bn/initiatives/>

5G; link/detail:

- AITI 5G Initiatives:
 - o www.aiti.gov.bn/news/important-notice/5g-public-consultation-paper/
 - o www.aiti.gov.bn/news/2022/5th-generation-5g-mobile-network-trial-initiated/
- University Technology Brunei:
 - o www.utb.edu.bn/news/aiti-and-utb-sign-collaborative-agreement-on-5g-use-cases/

Internet of Things (IoT); link/detail:

- Smart Farming pilot project: www.aiti.gov.bn/tenders-and-quotations/itt/provision-for-smart-farm-testbed-pilot-project-at-kawasan-kemajuan-pertanian-kkp-tungku/
- Sensor Platform pilot project focusing on river level monitoring, sewerage system monitoring and water network monitoring.
 - o www.mod.gov.bn/pwd/Lists/Quotation1/DispForm.aspx?ID=1957
 - o www.mod.gov.bn/pwd/Lists/Quotation1/DispForm.aspx?ID=1431

Invisible/anticipatory/proactive/seamless services³ [NEW]:

- Flagship projects of Digital Economy Masterplan 2025 namely Digital Payment Hub, Digital ID and National Information Hub.
 - o www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%202025.pdf (Page 12)
 - o www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%202025.pdf (Page 36)

Others; link/detail: Big Data and Data Analytics

- Big Data in Healthcare: www.evydtech.com/ministry-of-health-opens-moh-intelligence-hub-at-evyd-campus/
- Data Analytics on Smart Aquafarm: www.aiti.gov.bn/development/smart-aquafarm/
- Big data on education: www.moe.gov.bn/DocumentDownloads/Strategic%20Plan%20Book%202018-2022/Strategic%20plan%202018-2022.pdf (page 15)

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

√ Yes No

[Digital Economy Masterplan](#) (Page 21) mention on the Current Digital Landscape, where Brunei has taken into account other international benchmark such as E-Government Development Index from United Nations E-Government Survey by United Nations (UN), ICT Development Index from Measuring the Information Society Report by International Telecommunications Union (ITU), Global Cybersecurity Index by International Telecommunications Union (ITU) and Global Innovation Index from The Global Innovation Index Report by World IP Organisation (WIPO) and as stated in the Key Success Measures (Page 39) which looking at the ICT Development Index for International Telecommunications Union (ITU).

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

√ Yes No

The Vision of the [Digital Economy Masterplan](#) (Page 12) stated that Smart Nation through Digital Transformation, while the Mission is to drive and enhance Brunei Darussalam's socio-economic growth through Digital Transformation and on the way forward for Digital Transformation Plan (Page 41) is to be spearheaded by Ministries for the Clusters identified under Digital Economy Council. These Digital Transformation Plan to include the following components such as Productivity, Export-oriented, Innovation and Jobs and skills.

³ To explain

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Yes No

BDCB formally issued the FinTech Regulatory Sandbox Guidelines, which aims to aid in the development of FinTech companies in Brunei Darussalam through the creation of regulatory sandboxes. A regulatory sandbox allows the testing of FinTech products and services through a framework that enables qualified companies or businesses to experiment with innovative solutions in a relaxed regulatory environment, for a limited period of time and boundaries. On 9th December 2020, BDCB issued the amended FinTech Regulatory Sandbox Guidelines, where the application process has been streamlined to reduce the application assessment time.

- Fintech Regulatory Sandbox - www.bdcg.gov.bn/development/fintech

Authority for Info- Communication Technology Industry of Brunei Darussalam (AITI), as the telecom regulatory body and national champion for ICT development. One of their role is to champion of development programmes such as:

- the digital capacity building initiative among students, youth, businesses and the general public through series of relevant programmes run annually.
- runs ICT Industry development programmes including market creation, technopreneurship development, MSMEs digital transformation and nurturing tech start-ups
- spearheads programmes to instill innovation among students of all levels, tech enthusiasts, start-ups and SMEs through various initiatives.

The iCentre Incubation Programme is a one-year incubation programme by DARE and co-working space for existing and aspiring entrepreneurs with access to capacity building programmes, scaling and investment opportunities.

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

Similar to other strategic documents, Digital Economy Masterplan 2025 (page 36) also had a mid-term evaluation to assess the status and implementation of the Masterplan.

Four area of reviews had been identified in terms of performance, strategy, governance and operations. Four area of improvements were subsequently proposed:

- a. Streamlining governance
- b. Updating Key Success Measures
- c. Developing Strategic Thrust Action Plans
- d. Reforming Digital Ecosystem

E. Digital Inclusion and E-Participation

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

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

Yes No

If yes, please provide link and detail.

Brunei Darussalam embraces inclusivity in our culture and unique society through, among others, equal economic participation and opportunities and empowering women and girls. The pandemic threatened, not just the public health system, but also the nation's effort to uphold an inclusive society. To undermine the looming consequences, the Government of Brunei employed a whole-of-nation approach to close gaps created by COVID-19, ensuring the continued protection of persons with different abilities.

Healthcare in Brunei Darussalam has always been accorded highest priority by the government which is reflected by its generous allocation of financial resources to health, and the relentless commitment and dedication in providing high quality, comprehensive health care which is effective, responsive, affordable, equitable and accessible to all in the country. Universal Health Coverage (UHC) will continue to be the cornerstone of the national health policy development in Brunei Darussalam to ensure its people to be able to enjoy the benefits of quality and accessible healthcare including digital health provision towards the improvement of the population's health and wellbeing.

For Brunei Darussalam, reducing inequalities and ensuring no one is left behind remains as a priority, particularly for the welfare of persons with different abilities. In this regard, His Majesty the Sultan and Yang Di-Pertuan of Brunei Darussalam announced the [amendment of the Old Age Pension and Disability Act \(Amendment\) Order, 2021](#) effective 1st October 2021. In ensuring no one is left behind as well as continued welfare, the amendment includes ensuring persons with disabilities will also be entitled to continue receiving disability allowances in addition to old-age pensions upon reaching the age of 60.

In addition, a provision for care providers with the Care Provider Allowance in the amount of BND250 per month was introduced to help support them in caring for different-abled family members. Other amendments include revising the criteria in assessing the eligibility for disability allowances, by eliminating the condition of being "unable to work", thus empowering persons with disabilities with the right to be employed, regardless of whether they receive disability allowances. In another effort to widen welfare assistance is the ongoing study to assess the effectiveness of the Employee Trust Fund (TAP) in making sure there are sufficient retirement funds through mandatory savings for civil servants when reaching 60 years of retirement age.

The digital infrastructure was a crucial enabler for the Ministry of Education as mention on their [Strategic plan](#) (page 21) on the strategic objective 2 is to provide equal and equitable access to quality education to ensure no one is left behind in digital learning during the pandemic. Digital learning during the pandemic, however, uncovered a more prominent issue of ensuring access to digital technology. While there was improved digital infrastructure, in which 98.9% of the population received mobile network coverage and its fixed broadband penetration has seen an increase with 88,123 subscribers (as of March 2022), a survey on studying/working from home 2021 by Brunei Computer Emergency Response Team (BruCERT) uncovered that not all students had access to a laptop (86%) and desktop

(17%), whilst the rest relied on using their mobile phones and tablets to access online learning. In addition, 33% of the student respondents had to share their devices for online learning from home.

Realising this, the Brunei Community of private individuals and companies, led various initiatives to support the Ministry of Education's efforts with E-learning. One such example is that of Brunei's Telecommunication Industry where the Unified Nations Network (UNN) and the telecommunication service providers namely DST, Imagine, and Progresif played a part in supporting the Ministry of Education's efforts by providing a total of 15,000 units of laptops and 1,700 mobile devices for the recipients, in particular, those from underprivileged families.

Government agencies also work hand-in-hand to ensure accessibility of vulnerable groups to education is maintained. Under the Infaq Tarbiah Khas COVID-19 programme, the Brunei Islamic Religious Council (MUIB) and the Community Department (JAPEM) provided 297 students from Arabic and Religious Primary schools with necessary tools for online learning including laptops, tablets and sim cards.

In response to the second wave of COVID-19, the Ministry of Education collaborated with the Ministry of Transport and Info-communication and Authority Info-communications Technology Industry of Brunei Darussalam to implement the Devices Donation campaign to maintain continuous learning for students online learning. A total of 1,293 devices were distributed to students under this Campaign.

An e-Education solution that focuses on providing accessibility of learning tools for teachers to provide online classes, and students who come from socio-economically challenged families who struggle to attend their online classes, was introduced with the Ministry of Education in partnership with the Ministry of Religious Affairs. This would help to facilitate access to online content and classes, special provisions in the network are also allocated to provide specific traffic and e-Learning source.

The national framework on child protection (NFCP) is a national guide that aims to further develop the existing child protection ecosystem from 2020 to 2024. It focuses on children and young persons (CYP) who are under 18 years old and sets the strategies for addressing key national priorities on child protection through a whole-of-nation and whole-of-government approach. The framework sets a direction for where the country should focus its investments to enhance the protection of CYP from all types of harm.

The formulation of the NFCP is driven by the Brunei Vision 2035 (Wawasan 2035), existing legislations, the Plan of Action on the Well-being of Children (POA) and the United Nations Convention on the Rights of the Child (UNCRC). However, it is also guided by Brunei Darussalam's national philosophy of Malay Islamic Monarchy; Sustainable Developmental Goals; concluding observations on the combined second and third periodic reports of Brunei Darussalam to the Committee on the Rights of the Child, and the Regional Plan of Action on Violence Against Children (2016-2025) under the Association of Southeast Asian Nations (ASEAN). Brunei Vision 2035 is a long-term national vision where by 2035 Brunei Darussalam is to be recognised as a nation whose people are highly educated, skilled and accomplished; has a high quality of life and has a dynamic and sustainable economy. It contains 12 national outcomes, 28 key areas and 37 national key performance indicators. With the NFCP it will aim to achieve these aforementioned goals particularly

National Framework on Child Protection - <http://japem.gov.bn/Documents/nfcp.pdf>

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

Yes No

If yes, please provide link and detail.

41. 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

If yes, please provide link and detail.

Utilisation of children and girls helpline (Talian A.N.A.K 121): Against the backdrop of a global pandemic in 2020, where countries all over the world were disrupted of their regular activities including efforts towards Agenda 2030, women and young girls continue to be vulnerable to gender-based violence and discrimination. Since its launch in October 2019, a dedicated helpline (Talian A.N.A.K 121) for children and the public to report on any cases related to children, including girls.

There is a significant increase in users of Talian A.N.A.K 121 during the pandemic showing an increase in the total number of calls received from 21% in 2020 and 52% by end of 2021. The challenge remains awareness-raising efforts to protect children and girls against violence

- www.japem.gov.bn/statistik

Other alternative service delivery and digitalisation of government services.

The COVID-19 pandemic has accelerated the provision of alternative service delivery and the digitalisation of government services. Amongst some of the efforts that were put in place were drive-through payment service for pensions, disbursement of payments through digital platforms, and additional services which allow government agencies to make necessary payments through online platforms. Most government agencies have also started to provide online services for the convenience of the public

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

Yes No

If yes, please provide link and detail.

The Government introduced the National Welfare System, also known as Sistem Kebajikan Negara (SKN), in July 2020, to align the processes of social assistance provided by various agencies in Brunei Darussalam, such as the Ministry of Culture, Youth and Sports, Ministry of Religious Affairs, and Ministry of Education.

SKN was launched with the aim to improve the effectiveness of the provision of social assistance in the country and to ensure that those truly in need are assisted and not left behind.

During the pandemic, it was also utilised in the provision of financial assistance to those affected by

COVID-19, namely retrenched employees, workers who are on unpaid leave for over seven days or issued a quarantine order, as well as self-employed individuals or freelancers. Single employees who are eligible for the aid received \$250 per month, while married workers received an additional \$50 for each dependent, including their spouse and up to four children aged below 18 years old.

This aid was part of the Government's additional measures to assist struggling individuals and businesses amid extended coronavirus restrictions.

- Sistem Kebajikan Negara - www.skn.gov.bn

Ministry of Culture, Youth and Sports Strategic Plan (page 45) mention on their vision outcomes are

- Progressive Community - Sustainable community capacity development ecosystem that is resilient, competitive, dynamic and progressively inclusive
- Productive and inclusive workplace – Actively engaged, agile, capable and confident personnel in delivery services that meet diverse needs and to further the strategic objectives.

The Department of Community Development (Jabatan Pembangunan Masyarakat, JAPEM) under the Ministry of Culture, Youth and Sports (MCYS) is the focal and lead agency for the promotion and protection of children from a rights-based approach including the support, care, protection, rehabilitation, development and well-being of children nationwide.

All services under JAPEM - www.japem.gov.bn/Muat%20Turun%20Borang/Forms/AllItems.aspx

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

Yes No

If yes, please provide link and detail.

Women's Meaningful Economic Participation

Increased participation of women in the global workforce has brought about with it many economic and social changes. The role and contribution of women to Brunei's economy and national development are becoming increasingly significant. With women making up half of Brunei's population, women are seen as a valuable source for the development of the economy and nation-building.

In 2021, women comprised over 40% of the total labor force in Brunei Darussalam. Women must be continuously empowered and supported in their participation in economic activities. Since 2016, the Ministry of Youth, Culture, and Sports implemented Employment Plan Program which assists welfare recipients, specifically women, to increase their employability through digital literacy courses and resume writing courses to find gainful employment. The program saw a steady increase of participants from 53 women in 2020 to 62 women in 2021. However, during the third wave of COVID-19 with rising cases, only 17 women participated in the year 2022.

There have been several efforts to empower women in economic activities. Youth Development Centre provides a variety of skills training courses which includes the Community Empowerment Program to welfare recipients including single and young mothers. The program was designed to provide training tailored to an individual's skills and interests in the cottage industry to help women in upgrading their employability and entrepreneurship skills. However, in 2020, the COVID-19 pandemic caused the

program to halt, creating a setback to national efforts for women's empowerment. The program resumed in 2021 with 18 women participating. Stay-at-home mothers or housewives are provided with an assistance through the initiative Business from Home (BDR). This programme provides them with entrepreneurship opportunities including product marketing, and entrepreneurial guidance through collaboration with Darussalam Enterprise (DARE)'s flagship programs Institute Business Academy and Micro Business Bootcamp.

In 2020, a total of 39 women benefited from this project. Other government-funded programs such as Micro-grant for Empowerment and Special Underprivileged Mothers Empowerment Entrepreneurship Development were put in place ensuring that as a nation, 'Leave no one behind'. These projects were designed specifically for vulnerable groups such as low-income community groups and underprivileged mothers, providing them with grants, training, and economic opportunities to facilitate and sustain their development as competitive and resilient entrepreneurs and contributors to the economy. These programs enable women to be financially independent and empowered to be impactful contributors toward a sustainable and developed world.

International Women's Day

Every year on the 8th of March, Ministry of Culture, Youth and Sports plan events in conjunction with International Women's Day with the aim to provide a platform for women empowerment in Brunei Darussalam through the sharing of ideas and experiences. For 2021 and 2022, both events were held virtually strategically placing the women issue at the forefront of national priority in the face of global pandemic

High hopes rest on youth shoulders

The [National Youth Policy and Strategy 2020-2035](#) aims to ensure that the basic youth development guidelines formulated through the National Youth Policy 2002 remain relevant and sensitive to the current situation, particularly considering the impact of globalisation and the Fourth Industrial Revolution (IR 4.0). This National Youth Policy and Strategy that is in line with the aspirations of policies and strategies at the national level, in particular the Brunei Vision 2035, Digital Economic Master Plan 2025, National Climate Change Policy, and Manpower Planning and Employment Council Strategic Plan. Therefore, what is most important is that our journey is successful in implementing initiatives and strategies towards achieving the goals by 2035. Among the significant reforms outlined were the redefinition of youth as individuals aged between 15 and 35 years, (according to statistics showing the group itself comprises 37 per cent of the Brunei population today), as well as the redefinition of youth leaders as individuals up to 45-years-old, based on the importance of continuous close guidance of youth in preparation to become future leaders, especially in youth movements.

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

Yes No

If yes, please provide link and detail.

In times of uncertainty and slow activity, companies were encouraged to conduct upskilling, and reskilling trainings for their local staff, provided for by the Manpower Planning and Employment Council (MPEC). Online and hands-on courses in IT, programming and data analytic as well as in the food and

beverage sector were provided. The Industry Business Academy (IBA), Darussalam Enterprise (DARE) offered sponsored courses to businesses through Coursera in over 300 business- related courses in seven key domains including marketing and sales, finance and accounting, innovation and design, and data skills. This was also in line with the Ministry of Education's (MOE) efforts with the Lifelong Learning Centre. Currently, the centre aims to develop policy, framework, and guidelines to promote access to lifelong learning (LLL) programmes, review the provision of LLL, and promote enrolment for learners of all ages.

Youth Development Centre offers programme for individuals with different abilities. The programme is part of the centre's efforts to promote inclusiveness for people with different abilities. It also provides courses, which prioritizes vulnerable groups. Youth Development programmes offered:

- Introduction to computer system and productivity software MS Office
- Multimedia - Illustrator, Photoshop, Video editing Adobe Premier etc
- Level 1 Certificate in IT Users
- Improving productivity using IT and Networking
- Presentation software
- Database
- Email and Internet
- Typing skills
- Word Processing
- 3D Design

Other initiatives are as below:

1. Coding.bn is a learning programme to train youth jobseekers with the necessary in-demand programming skills so they are more employable and industry-ready. It also aims to tackle the issue on unemployment in Brunei Darussalam.
 - Coding.bn - www.aiti.gov.bn/development/codingbn/
2. As Brunei Darussalam undergoes digital transformation towards a Smart Nation, AITI has been introducing various initiatives to prepare and train the locals with relevant skills related to Industrial Revolution 4.0 (IR 4.0) such as Data Analytics and Artificial Intelligence. One of the initiatives is the Upskilling Training Programme for Local Youth Jobseekers and Local Workforce that aims to facilitate the upskilling and reskilling of participants with industry-ready competencies based on the demand and requirements of hiring entities.
 - Digital Upskilling training programme - www.aiti.gov.bn/development/digital-upskilling-training-programme/
3. Tech Kids Camp is an annual competition organised by the Authority for Info-communications Technology Industry of Brunei Darussalam (AITI) and supported by the Ministry of Education. This competition is targeted at participants from the primary school level from Year 3 to Year 5, and is conducted every school holiday in March since 2012. The camp aims to generate passion in Information and Communications Technology (ICT) at an early age, as well as to provide a platform for innovation by allowing the young generation to experience ICT in a practical and fun way. This plays an important role in educating the children with valuable and relevant ICT skills, such as programming/coding, in order to equip them for Industrial Revolution (IR) 4.0 and the Smart Nation of the future.
 - Tech Kids Camp - www.aiti.gov.bn/development/tech-kids-camp/
4. Productivity and Efficiency Joint-Funding for Digital Adoption (PENJANA) Scheme aims to encourage the adoption of digital solutions by MSMEs through financial funding to a portion of the solutions total cost. With the adoption of digital solutions, it is hoped that MSMEs would

be able to scale their businesses, reduce operating cost and improve productivity managing her resources efficiently.

- Penjana Scheme - www.aiti.gov.bn/msme-digital/penjana-scheme/

5. Lifelong Learning centre serves as a one-stop information centre and a gateway for lifelong learning programs offered by L3C and various lifelong learning providers from both government and non-government sectors. The centre aims to provide equal and equitable access to quality education through improvement of lifelong learning opportunities.

- Lifelong learning - <https://l3c.moe.gov.bn/>

6. Industry Business Academy (IBA) is an integral component of MSME developmental programme to provide knowledge for need to start, grow and export a business. DARE IBA is normally set in a workshop style training while talks and sharing sessions are also an integral part of the programme. Subject matter experts from the public and private sectors are engaged to provide industry specific knowledge for aspiring entrepreneurs and seasoned entrepreneurs alike.

- Industry Business Academy - <https://www.dare.gov.bn/iba>

45. Does the Government use social media platform(s)? *

Yes No

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

Government Social Media - www.gov.bn/social_hub/Home.aspx

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

Government Social Media Guidelines - www.egnc.gov.bn/Shared%20Documents/EGNC%20Policies/ICT%20Policy%20-%20Government%20Social%20Media%20Guidelines.pdf

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

Yes No

If yes, please provide link and detail.

The Department of Councils of State is one of the department under the Prime Minister's Office. Its main function is to organize and facilitate the Privy Council, Cabinet Ministers' Council and Legislative Council by preparing working papers, recording discussions, preparing reports, disseminating information to the Members of the Councils and storing information and documents in a safe place

- Legislative Council Meeting - www.councils.gov.bn/SitePages/Home.aspx

F. Usage, User Satisfaction and Evaluation

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

Effectiveness of Government Services -
www.egnc.gov.bn/Shared%20Documents/Report/Effectiveness%20of%20Government%20Services.pdf

48. Does the Government measure usage data with dis-aggregation by gender?*

Yes No

If yes, please provide link and detail.

EGNC has conducted the Effectiveness of Government Services survey mentioning on the Gender where 54% male participate on the online survey and 47% female participants.

Effectiveness of Government Services -
www.egnc.gov.bn/Shared%20Documents/Report/Effectiveness%20of%20Government%20Services.pdf (page 6)

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

Yes No

If yes, please provide link and detail.

EGNC has conducted the Effectiveness of Government Services 2021 during the Mid-Year Conference and Exhibition (MYCE) 2021, where the objectives of the survey are:

- To enhance the government services for everyone by providing multiple channels of delivery;
- To highlight which digital government services are in the greatest need of attention and tweaking for the better;
- To further improve and make adjustments for online services to improve user experiences.

Effectiveness of Government Services -
www.egnc.gov.bn/Shared%20Documents/Report/Effectiveness%20of%20Government%20Services.pdf

G. Partnership and International Cooperation

50. 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]

UNDP Introductory Workshop

With the UNDP as well as the Ministry of Foreign Affairs, an introductory workshop entitled role of UNDP and Experiences in Localising the SDGs was held virtually on 9th March 2022. The webinar

garnered a wide audience in Brunei Darussalam and achieved its objective to raise awareness that can help to improve the implementation of SDGs.

On 19th July 2022, the JKPK SDGs Secretariat had the pleasure of meeting Her Excellency Karima El Korri, United Nations Resident Coordinator (UNRC) in Malaysia, Singapore, and Brunei Darussalam with Dr. Richard Marshall, Senior Economist and Ms. Juanita Joseph, Head of UN Resident Coordinator & Strategic Planning. Noting the achievements made so far by Brunei Darussalam, Her Excellency shared the best approach and practices fitting to Brunei Darussalam's context especially stakeholder engagement for the preparation for the Second Voluntary National Review (VNR). On this note, UNRCO stood ready to support Brunei Darussalam's endeavour especially VNR preparation as well as addressing SDGs implementation gap

National Workshop on Voluntary National Review

The workshop offered an overview of global, regional, and local progress of the global sustainability agenda, presented by expertise from the United Nations Resident Coordinator Office, United Nations Economic and Social Commission for Asia and the Pacific, United Nations Development Programme and Department of Statistics, Ministry of Finance and Economy.

A dialogue on Goal 13 (Climate Action) was engaging, bringing different perspectives brought by representatives from the Department of Environment, Parks and Recreation, Ministry of Development; Bank Islam Brunei Darussalam; Universiti Brunei Darussalam; Bruwild; and Science Technology Environment Partnership Centre (STEP).

Other than that, 5 focused groups discussions were held, looking into the 5 'P's namely People, Planet, Prosperity, Partnership and Peace. The outcomes sets a motion in forming a storyline for the Second Voluntary National Review report. Prosperity, Partnership and Peace. The outcomes set a motion in forming a storyline for the Second Voluntary National Review report.

Digital Innovation Profile

Brunei Darussalam is a member of International Telecommunications Union (ITU) which is the United Nations specialized agency for information and communication technologies – ICTs (including digital).

One of the initiatives being implemented in cooperation with ITU is the development of the Brunei Darussalam Digital Innovation Profile. In an effort to propel further the Brunei ICT industry landscape, the Authority for Info-communications Technology Industry (AITI) and the E-Government National Centre (EGNC), in cooperation with the International Telecommunication Union (ITU) is currently developing the Brunei Darussalam Digital Innovation Profile (DIP). DIP aims to provide an assessment of our country's ecosystem capacity and maturity to help the stakeholders to navigate through the innovation landscape with a view to building a competitive, sustainable, ICT-enabled economy.

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

Brunei Darussalam recognises the necessity for intensified commitment to global partnership and collaboration through a whole of nation approach to find long-term solutions towards achieving the SDGs amidst the multitude of challenges the world is currently facing. To build back better from the pandemic, a full- scale transformation will be required.

Development assistance heightened, largely due to COVID-related aid

Given the ongoing nature of the pandemic and the stark differences in vaccine distribution between different nations, Brunei Darussalam has aided both in the form of financial and in-kind on an ad hoc basis, such as contributions to COVID-19 relief funds and vaccines to countries like Malaysia, Indonesia, Philippines and China.

In the spirit of assisting other nations in their development journey, Brunei Darussalam continues to provide financial and technical assistance to other countries through international organisations, including programmes such as UN Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) and Commonwealth Fund for Technical Cooperation (CFTC).

Financing for development improved

Brunei Darussalam also encourages and promotes effective public-private partnerships (PPP), particularly in infrastructure projects, through the Fiscal Consolidation Programme (FCP). The programme is aimed at minimising government costs in the provision of quality public infrastructure, goods, and services; improving the productivity, efficiency, and quality of the said goods and services; and increasing the performance of priority economic sectors. Such projects include the corporatisation of the Government Rice Mill under the Ministry of Primary Resources and Tourism as part of ensuring food security in Brunei Darussalam

International Participation

One of the Committee's strategic initiatives to localize the 2030 Agenda is to connect with proactive stakeholders in sustainable agenda and establish a tie as SDG Partners. Building such a partnership is potentially the beginning of the greater collaboration in the implementation of the SDG. The partnership does not end at the national level. These are the international participation:

- Ninth Asia Pacific Forum on Sustainable Development
- Jakarta Forum on ASEAN-China Relations: Advancing the Implementation of the United Nations 2030 Agenda Through Exploring Cooperation between the ASEAN Community Vision 2025 and China's Global Development Initiative.
- Sixth High-Level Brainstorming Dialogue on Enhancing Complementarities between ASEAN Community Vision 2035 and United Nations 2030 Agenda for Sustainable Development
- 2022 High-Level Political Forum on Sustainable Development
- 2022 Effective Development Co-operation Summit

Brunei Darussalam continues to build stronger ties to further strengthen bilateral, regional and international cooperation in supporting and achieving the overarching goal of sustainable development.

As ASEAN Chair 2021, Brunei Darussalam also continued the collective efforts of ASEAN to care for its people and prepare for future challenges and opportunities, with the goal of ensuring that the whole ASEAN Community can sustainably prosper.

ASEAN also encouraged the acceleration of efforts to deliver the United Nations SDGs in view of the Decade of Action for the SDGs and the reversal in the progress of achievement of the SDGs particularly on 'No Poverty' (Goal 1) and 'Reduced Inequalities' (Goal 10) caused by the impacts of the COVID-19

pandemic. The alignment of the Work Plans / Work Programmes of the ASEAN Political- Security Community (APSC), ASEAN Economic Community (AEC) and ASEAN Socio-Cultural Community (ASCC) Sectoral Bodies with the 2030 UN SDGs and other regional priorities, will lead to consistent efforts in helping the community advance to 2025 and beyond. Aligned to Goal 17, the following priorities, among others, have been successfully accomplished:

- Establish a Dialogue Partnership with the United Kingdom;
- Establish a Comprehensive Strategic Partnership with Australia;
- Establish a Comprehensive Strategic Partnership with China;
- Launch of Negotiation for the ASEAN-Canada Free Trade Agreement;
- Adoption of the ASEAN Investment Facilitation Framework;
- Develop the ASEAN Framework to support Food Agriculture and Forestry Small Producers, Cooperative and MSMEs to improve product quality to meet regional/international standards and ensure competitiveness;
- Adoption of the Bandar Seri Begawan Declaration on the Strategic and Holistic Initiative to Link ASEAN Responses to Emergencies and Disasters (ASEAN SHIELD), which is a strategic, holistic, cross-sectoral and coordinated approach across the three ASEAN Community Pillars, to ensure ASEAN's collective, rapid, effective and timely response in mitigating the impacts of different types of emergencies and disasters that have or may affect the Southeast Asian region, with a view to better protect the society, economy and the broader developmental agenda;
- Adoption of the Framework for Circular Economy for the AEC;
- Adoption of the Consolidated Strategy on the Fourth Industrial Revolution for ASEAN;
- Adoption of the ASEAN Leaders' Declaration on the Blue Economy; and
- Adoption of the ASEAN Leaders' Declaration on Upholding Multilateralism; and
- Adoption of the ASEAN Comprehensive Framework on Care Economy, which serves to guide ASEAN's development of the care economy in response to complex crises and growing challenges in order to protect different segments of populations and sectors and to also become an indispensable part of ASEAN inclusive socio-economic growth towards sustainable development in the region.
- Adoption of the Leaders' Statement on Advancing Digital Transformation in ASEAN
- Adoption of the Bandar Seri Begawan Roadmap: An ASEAN Digital Transformation Agenda to Accelerate ASEAN's Economic Recovery and Digital Economy Integration
- Develop Work Plan on the Implementation of the ASEAN Agreement on Electronic Commerce 2021-2025 Initiate the development of ASEAN Taxonomy on Sustainable Finance

This year, for example, the Government signed an agreement with the Philippines for the avoidance of double taxation and the prevention of fiscal evasion with respect to taxes on income. The agreement is expected to enhance economic, trade and investment cooperation between Brunei Darussalam and the Philippines in exchanging information, while ensuring greater transparency on tax matters to be in line with developed global standards.

Brunei Darussalam is a member of the following regional and international organisations which discusses among others digital cooperation with dialogue and development partners including ITU, United States, European Union (EU), Japan, China, Republic of Korea and India:

- a. ASEAN Digital Ministers Meeting (ADGMIN)
 - i. JOINT MEDIA STATEMENT for the 3rd ASEAN Digital Ministers' Meeting and Related Meetings Boracay, Malay, Aklan, Philippines, 9-10 February 2023
 - <https://asean.org/wp-content/uploads/2023/02/Endorsed-3rd-ADGMIN-JMS.pdf>

- b. ASEAN Digital Senior Officials Meeting (ADGSOM)
- c. ASEAN Coordinating Committee on Cyber Security

Brunei Darussalam is also involved in the following which among others involves discussions on matters relating to digital cooperation:

- a. Indo-Pacific Economic Framework for Prosperity (IPEF) (ongoing)
- b. ASEAN Coordinating Committee on E-commerce and Digital Economy (ACCED)
- c. ASEAN Canada Free Trade Agreement (ACAFTA) – E-Commerce (ongoing)
- d. ASEAN China Free Trade Agreement (ACFTA) – Digital Economy (ongoing)
- e. Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP) - E-commerce (ratified)
- f. ASEAN Australia New Zealand Free Trade Area (AANZFTA) – E Commerce (the Second Protocol to Amend the AANZFTA concluded)

In addition to the above, the Ministry of Transport and Infocommunications of Brunei Darussalam has signed several Memorandum of Cooperation (MoU) and initiatives related to digital cooperation:

With Republic of Korea:

- MoU between the Ministry of Transport and Infocommunications of Brunei Darussalam and the Ministry of the Interior and Safety of the Republic of Korea in the Area of E-Government
- MoU between the Ministry of Transport and Infocommunications of Brunei Darussalam and the Ministry of Science and ICT of the Republic of Korea on Cooperation in the Field of Information and Communications Technology
- MoU between the Ministry of Home Affairs of Brunei Darussalam and the Ministry of Land, Infrastructure and Transport of the Republic of Korea on Cooperation in the Field of Smart City Development

With Republic of Singapore:

- MoU between the Ministry of Transport and Infocommunications of Brunei Darussalam and the Ministry of Communications and Information of the Republic of Singapore in the Field of Digital Cooperation

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

- Digital Economy Masterplan 2025 - www.mtic.gov.bn/DE2025/documents/Digital%20Economy%20Masterplan%202025.pdf
- PMO Strategic Plan 2021 – 2025 - www.pmo.gov.bn/SiteCollectionDocuments/PSJPM-2021-2025.pdf

- Pelan Strategik Kementerian Hal Ehwal Dalam Negeri 2023 – 2027 - [www.moha.gov.bn/Pelan%20Strategik%20KHEDN/Pelan%20Strategik%20KHEDN%20\(For%20Public\).pdf](http://www.moha.gov.bn/Pelan%20Strategik%20KHEDN/Pelan%20Strategik%20KHEDN%20(For%20Public).pdf)
- Ministry of Education Strategic Plan 2018 – 2022 - www.moe.gov.bn/DocumentDownloads/Strategic%20Plan%20Book%202018-2022/Strategic%20plan%202018-2022.pdf
- MOD Digital Paradigm Framework 2020 – 2025 - <https://online.pubhtml5.com/qcni/pjub/#p=1>
- MCYS Strategic Plan 2020 – 2024 - www.kkbs.gov.bn/Documents/MCYS_Strategic_Plan_2020_2024_Eng.pdf
- Rancangan Strategik KHEU 2020 – 2024 - www.mora.gov.bn/Rancangan%20Strategik/RS2024_Feb2021.pdf
- MTIC Strategic Plan 2025 - www.mtic.gov.bn/MTIC2025/documents/MTIC_2025-Strategic-Plan_FINAL.pdf
- The Brunei Darussalam Road Safety Strategic Plan 2025 - www.mtic.gov.bn/Documents/mkkjr2025/MKKJR_Brunei%20Road%20Safety%20Book_Final_Page.ind.pdf
- EGNC 2025 Strategic Plan - www.mtic.gov.bn/egncsp/egncsp/docs/EGNC-2025.pdf
- National Framework on Child Protection - <http://japem.gov.bn/Documents/nfcp.pdf>
- Economic Blueprint for Brunei Darussalam - www.deps.gov.bn/DEPD%20Documents%20Library/NDP/BDEB/Econ_Blueprint.pdf
- Brunei Darussalam National Climate Change Policy - www.climatechange.gov.bn/SitePages/BNCCP/index.html#page=1
- AITI Strategic Plan 2020 -2025 - www.aiti.gov.bn/SiteCollectionDocuments/Strategic_Plan/AITI%20Strategic%20Plan%202020-2025.pdf
- Brunei Darussalam Road Safety Strategic Plan 2025 - www.mkkjr.gov.bn/SitePages/Home.aspx
- Perancangan Strategik Jabatan Perkhidmatan Pengurusan 2023 - [www.msd.gov.bn/MSD%20Images/PS/Pengemaskinian%20BSC%20PS%20MSD%2020182019%20-%2020222023%20-%20Booklet%20\(website\).pdf](http://www.msd.gov.bn/MSD%20Images/PS/Pengemaskinian%20BSC%20PS%20MSD%2020182019%20-%2020222023%20-%20Booklet%20(website).pdf)
- Safe & Smart Driving in Brunei Darussalam - www.jpd.gov.bn/SiteAssets/Safe%20And%20Smart%20Driving%20Second%20Edition.pdf

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.