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Respondent

164

Anonymous

406:12

Time to complete

1. Country name *

Lao PDR

Contact information

2. Your name *

Sonesavanh KITTIPHANH

3. Title *

Government official

4. Organization *

Digital Government Center

5. Email *

sonesavanh@mtc.gov.la

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

Lao Services Portal (www.laoservicesportal.gov.la) The website contains all information including legal documents, measures, procedures, forms, services commitments, news, publications, and other useful information related to trade-in services in Lao PDR (available for the user to view or download) it will facilitate both domestic and foreign entrepreneurs and investors to access all laws, regulations, and necessary information on investment and business operations in services sectors. The portal is located at the Department of Foreign Trade Policy, Ministry of Industry and Commerce. Lao PDR Trade Portal (laotradeportal.gov.la) is the single-stop point for all information relating to import and export into and from Lao.

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

- E-services or similar *

www.laoservicesportal.gov.la, <http://lsp.moi.gov.la/>

9. - E-participation or similar *

<http://www.laoofficialgazette.gov.la/index.php?r=site/list&legaltype=16&draft=1>

10. - Open government data

<https://laosis.lsb.gov.la/>

11. - Public procurement

12. - Others (if any)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

<https://dgc.gov.la/>

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

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Dr. Thavisak MANODHAM

16. Title *

Director General

17. Organization *

Digital Government Center

18. Email *

thavisak@mtc.gov.la

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

Yes

No

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

There are several sectoral/line-ministry/local CIOs or equivalent positions across government agencies/departments/ministries/jurisdictions to manage their respective e-government strategies/programs

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

Ministry of Planning and Investment (<https://mpi.gov.la/en/>)

22. Education *

Ministry of Education (<http://www.moes.edu.la/>)

23. Health *

Ministry of Health (<https://moh.gov.la/>)

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

Ministry of Labour and Social Welfare (<https://www.molsw.gov.la/>)

25. Employment and Labour *

Ministry of Labour and Social Welfare (<https://www.molsw.gov.la/>)

26. Environment *

Ministry of Natural Resources and Environment (<http://www.monre.gov.la/>)

27. Justice *

Ministry of Justice (<https://www.moj.gov.la/>)

28. Economy/finance *

Ministry of Finance (<https://www.mof.gov.la/index.php/en/home/>)

29. Industry/trade *

Ministry of Industry and Trade (<http://lsp.moic.gov.la/>)

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

Ministry of Planning and Investment

31. Climate Change [NEW] *

Ministry of Natural Resources and Environment

32. Others (Please specify) *

Ministry of Public Works and Transportation

B. Crisis/Emergency Response and Recovery [NEW]

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

*

Yes

No

Other

34. Please provide links and details. *

There is an ICT law that requires the state to be able to use the information technology system of all parties in the event of an emergency such as a natural disaster, epidemic prevention or national security.

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

Yes

No

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

C. Legal Framework

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

Yes

No

38. If yes, please provide link and detail.

The Law on press and Law on ICT, http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

Yes

No

40. If yes, please provide link and detail.

Law on data protection, http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

Yes

No

42. If yes, please provide link and detail.

Law on Cybercrime, http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

Yes

No

44. If yes, please provide link and detail.

Law on E-transaction, http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

- Yes
- No

46. If yes, please provide link and detail.

Law on E-signature, http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

- Yes
- No

48. If yes, please provide link and detail.

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

Note: This is related to SDG Indicator 16.6.1

- Yes
- No

50. If yes, please provide link and detail.

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

- Yes
- No

52. If yes, please provide link and detail.

The Data Government measures are defined as some provisions in Decree on Digital Government Administration and Services, http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

Yes

No

54. If yes, please provide link and detail.

Open data governance measures are defined as some provisions in Decree on Digital Government Administration and Services,
http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

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

It's defined as some provisions in Law on ICT, Law on Telecommunications, and Law on Advance technology,
http://www.laoofficialgazette.gov.la/index.php?r=site/listlegislationcp&agencies_id=9&old=0

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

Yes

No

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

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

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

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

*

- Yes
- No

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

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

- Yes
- No

64. Please provide link and detail.

It's aligned with 5 years of the National Socio-economic Development Plan, https://data.laos.opendevlopmentmekong.net/lo/library_record/9th-five-year-national-socio-economic-development-plan-2021-2025

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

- Yes
- No

66. Please provide link and detail.

The Lao PDR's national e-government strategy is also in line with the SDGs, particularly SDG 9, which has the objectives of fostering innovation, promoting inclusive and sustainable industrialization, and creating resilient infrastructure.
<https://sustainabledevelopment.un.org/memberstates/lao#:~:text=The%20Government%20of%20Lao%20PDR,into%20its%20national%20planning%20framework.>

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

- Yes
- No

68. Please provide link and detail.

Provinces have enacted 5 years (2021-2025) provincial socio-economic development plan by reference to Digital Economy Strategy (It's enacted in Lao Version only) <https://drive.google.com/file/d/1Z-CDuNz3PAmTw9obt3xHg0VqlmuJXW4R/view?usp=drivesdk> (It's enacted in Lao Version only)

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

- Yes
- No

70. Please provide link and detail.

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

- Yes
- No

72. Please provide link and detail.

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

- Yes
- No

74. Please provide link and detail.

it's a provision under the digital economic strategy master plan but there is no the guideline and detail for implementation yet
(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

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

- Yes
- No

76. Please provide link and detail.

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

- Yes
- No

78. Please provide link and detail.

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

- Yes
- No

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

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

- Yes
- Maybe

82. Please provide link and detail.

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

- Yes
- No

84. Please provide link and detail.

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

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

Yes, it's a provision under the digital economic strategy master plan but there is no the guideline and detail for implementation yet
(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

86. Robotics - please provide link and detail:

Yes, it's a provision under the digital economic strategy master plan but there is no the guideline and detail for implementation yet
(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

87. Blockchains - please provide link and detail:

Yes, it's a provision under the digital economic strategy master plan but there is no the guideline and detail for implementation yet
(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

88. 5G - please provide link and detail:

Yes, it's a provision under the digital economic strategy master plan but there is no the guideline and detail for implementation yet
(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

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

Yes, it's a provision under the digital economic strategy master plan but there is no the guideline and detail for implementation yet
(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

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

No data

91. Others - please provide link and detail:

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. Please provide link and detail.

(<https://mtc.gov.la/index.php?r=site/contents&id=29>)

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

Yes

No

95. Please provide link and detail.

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

Yes

No

97. Please provide link and detail.

we have launched one sandboxes project named Pilot Projects for Digital Asset Transactions (Ministerial Decision)

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

Yes

No

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

We have reporting mechanism (annually, midterm) to monitor and review the implementation of E-government initiatives under 5 years development plan

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

it's a provision under the digital economic strategy master plan (<https://mtc.gov.la/index.php?r=site/contents&id=29>)

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

Yes

No

103. If yes, please provide link and detail.

it's a provision under the digital economic strategy master plan (<https://mtc.gov.la/index.php?r=site/contents&id=29>)

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

Yes

No

105. If yes, please provide link and detail.

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

Yes

No

107. If yes, please provide link and detail.

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

Yes

No

109. If yes, please provide link and detail.

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

Yes

No

111. If yes, please provide link and detail.

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

Yes

No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

https://moic.gov.la, <https://laocert>"/>

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

The Cyber Security Department under the Ministry of Technology and Communications has published many guidelines for social media awareness (In Lao version only) <https://laocert.gov.la/articles>

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

- Yes
- No

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

The government is open for all citizens including women, and vulnerable groups to share their opinion on social-economic development plan issues. This is one of the activities that organized by the Lao women Union together with International organization <https://laowomenunion.org.la/%e0%ba%81%e0%ba%ad%e0%ba%87%e0%ba%9b%e0%ba%b0%e0%ba%8a%e0%ba%b8%e0%ba%a1%e0%ba%9b%e0%ba%b6%e0%ba%81%e0%ba%aa%e0%ba%b2%e0%ba%ab%e0%ba%b2%e0%ba%a5%e0%ba%b7%e0%ba%81%e0%bb%88%e0%ba%bd%e0%ba%a7%e0%ba%81-4/>

F. Usage, User Satisfaction and Evaluation

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

- Yes
- No

118. If yes, please provide link and detail.

The Ministry of Technology and Communications has collected statistics on the usage of e-government services among government agencies through the data consolidation from Lao Digital Government Center and It's published in annually. <https://mtc.gov.la/index.php?r=site/contents&id=15>

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

No.

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

- Yes
- No

121. If yes, please provide link and detail.

We open for all citizens to give their comments on government services through government contact channels such as social media pages, hotlines, and mailboxes.

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

No

G. Partnership and International Cooperation [NEW]

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

Currently, we are cooperating with UNDP for Lao digital transformation including establishing the e-Government master plan, e-Government standard framework, and some of the eService systems, and also we are promoting and installing the e-Service system to all ministries and bringing them to be the same platform. UNDESA cooperation on baseline study on digital data governance framework. ITU cooperation introduction to Govstack

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

We have bilateral cooperation agreements with neighboring countries for studying and implementing digital government projects.

THANK YOU

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

We're starting to draft the specific master plan for Digital Government Transformation and deploying the new online services for business and citizen

126. **Consent to publish this Questionnaire**

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

Yes

No

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