

View results

Respondent

131

Anonymous

248:01

Time to complete

1. Country name *

Sri Lanka

Contact information

2. Your name *

Mr. Kanchana Thudugala

3. Title *

Chief Digital Government Officer

4. Organization *

Information and Communication Technology Agency (ICTA) of Sri Lanka

5. Email *

kanchanat@icta.lk

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.

Official Web Portal of Government of Sri Lanka - <https://www.gov.lk>

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

- E-services or similar *

Official Web Portal of Government of Sri Lanka - <https://www.gov.lk> , Online Services - <https://www.gov.lk/government/eservices>

9. - E-participation or similar *

E- Participation - <https://eparticipation.gov.lk> , Government Information Centre - <https://www.gic.gov.lk> , Parliament of Sri Lanka - <https://www.parliament.lk> , National Council Management Information System of Parliament of Sri Lanka (Citizen engagement for the National Council) - <https://nationalcouncil.parliament.lk/dashbord.php?lang=E>

10. - Open government data

Open Data Portal of Sri Lanka - <http://www.data.gov.lk>

11. - Public procurement

Department of Public Finance of the Ministry of Finance - <https://promise.lk>
Department of National Planning - <http://www.npd.gov.lk>
Department of Public Finance - <https://www.treasury.gov.lk/web/department-of-public-finance-/section/links>

12. - Others (if any)

President of Sri Lanka - <https://www.president.gov.lk>
Prime Minister of Sri Lanka - <https://www.pmooffice.gov.lk>
Office of the Cabinet of Ministers - <http://www.cabinetoffice.gov.lk>
Parliament of Sri Lanka - <https://www.parliament.lk>
Ministry of Finance Portal - <https://www.treasury.gov.lk>
Ministry of Health Portal - <http://www.health.gov.lk>
Ministry of Education Portal - <http://www.moe.gov.lk>
Ministry of Foreign Affairs - Consular Services Portal - <https://mfa.gov.lk/consular-2>
Ministry of Justice - <https://www.moj.gov.lk>
Central Bank of Sri Lanka Portal - <https://www.cbsl.gov.lk>
District and Divisional Secretariat Portal - <http://www.ds.gov.lk>
Department of Government Printing - <http://www.documents.gov.lk>
Electronic Travel Authorization (ETA) System of Sri Lanka - <http://www.eta.gov.lk/slvisa>
Ministry of Public Administration, Home Affairs, Provincial Councils, and Local Government - <https://www.pubad.gov.lk>
Public Service Commission - <https://www.psc.gov.lk>
Government Information Centre - <https://www.gic.gov.lk>
Colombo Municipal Council - <https://www.colombo.mc.gov.lk>

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. *

Information and Communication Technology Agency (ICTA) of Sri Lanka - <http://www.icta.lk>
Ministry of Technology - <https://mot.gov.lk>

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 *

Mr. Mahesh Perera

16. Title *

Chief Executive Officer

17. Organization *

Information and Communication Technology Agency (ICTA) of Sri Lanka

18. Email *

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.

Details about the government vision on digital transformation
<https://www.icta.lk/vision>
https://www.icta.lk/Digital_Transformation_Strategy
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf
<https://www.icta.lk/icta-assets/uploads/2021/06/03.-Digital-Services-Strategy.pdf>

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 *

22. Education *

Ministry of Education - <http://www.moe.gov.lk> , National Institute of Education - <http://nie.lk> , Department of Examinations - <https://www.doenets.lk> , Education Publications Department - <http://www.edupub.gov.lk> , University Grants Commission - <http://www.ugc.ac.lk> , Tertiary and Vocational Education Commission - <https://www.tvec.gov.lk> , Vocational Training Authority of Sri Lanka - <http://www.vtasl.gov.lk> , Ministry of Higher Education - <https://www.mohe.gov.lk> , Sri Lanka Institute of Development Administration (SLIDA) - <http://www.slida.lk> , National Apprentice and Industrial Training Authority (NAITA) - <https://naita.gov.lk>

23. Health *

Ministry of Health - <http://www.health.gov.lk> , National Medicines Regulatory Authority - <https://www.nmra.gov.lk> , Medical Research Institute - <http://www.mri.gov.lk> , Department of Ayurveda - <http://www.ayurveda.gov.lk> , Health Promotion Bureau - <https://www.hpb.health.gov.lk/en> , National policy for non-communicable diseases - http://www.health.gov.lk/moh_final/english/public/elfinder/files/publications/publishpolicy/13_NCD.pdf

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

Department of Pensions - <http://www.pensions.gov.lk> , Department of Samurdhi Development - <http://www.samurdhi.gov.lk/web> , Ministry of Women Child Affairs and Social Empowerment - <http://www.childwomenmin.gov.lk> , National Committee on Women - <http://www.childwomenmin.gov.lk/institutes/national-committee-women/about-us> , Women's Bureau of Sri Lanka - <http://www.childwomenmin.gov.lk/institutes/womens-bureau> , National Secretariat for Early Childhood Development – <http://www.childwomenmin.gov.lk/institutes/childrens-secretariat> , Welfare Benefit Board - <https://wbb.gov.lk>

25. Employment and Labour *

Ministry of Labour and Foreign Employment - <https://labourmin.gov.lk> , Department of Labour - <http://www.labourdept.gov.lk> , The Employees Provident Fund (EPF) - <https://epf.lk> , The Employees' Trust Fund - <http://www.etfb.lk> , Sri Lanka Social Security Board - <http://ssb.gov.lk> , National Institute of Occupational Safety and Health - <https://www.niosh.gov.lk>

26. Environment *

Central Environment Authority - <http://www.cea.lk> , Department of Wildlife Conservation - <http://www.dwc.gov.lk> , Coast Conservation & Coastal Resource Management Department - <http://www.coastal.gov.lk> , Marine Environment Protection Authority - <http://www.mepa.gov.lk/web> , Forest Department - <http://forestdept.gov.lk>

27. Justice *

Ministry of Justice, Prison Affairs and Constitutional Reforms - <https://www.moj.gov.lk>

28. Economy/finance *

Ministry of Finance - <http://www.treasury.gov.lk> , Central Bank of Sri Lanka - <https://www.cbsl.gov.lk> , Department of External Resources - <http://www.erd.gov.lk> , Board of Investment - <https://investsri.lanka.com> , Export Development Board of Sri Lanka - <http://www.srilankabusiness.com/edb> , Sri Lanka Inland Revenue - <http://www.ird.gov.lk>

29. Industry/trade *

Ministry of Power - <http://powermin.gov.lk> , Ministry of Power and Energy - <http://energymin.gov.lk> , Public Utilities Commission of Sri Lanka - <http://www.pucsl.gov.lk> , Ceylon Petroleum Corporation - <http://ceypetco.gov.lk> , Irrigation Department - <http://www.irrigation.gov.lk> , National Water Supply and Drainage Board of Sri Lanka - <http://waterboard.lk> , Department of Excise Sri Lanka - <http://www.excise.gov.lk> , Sri Lanka Customs - <http://www.customs.gov.lk> , Department of Commerce - <http://www.doc.gov.lk> , Department of the Registrar of Companies - <http://www.drc.gov.lk> , Department of Import and Export Control - <http://www.imexport.gov.lk> , Export Development Board of Sri Lanka - <http://www.srilankabusiness.com/edb> , Industry Development Board of Sri Lanka - <https://www.idb.gov.lk> , Ministry of Transport and Highways - <https://www.transport.gov.lk> , Sri Lanka Railways (SLR) - <http://www.railway.gov.lk> , Sri Lanka Port Authority - <https://www.slp.lk> , Civil Aviation Authority of Sri Lanka - <https://www.caa.lk>

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

Sustainable Development Council of Sri Lanka - <https://sdc.gov.lk>
Department of Census and Statistics, SDGs in Sri Lanka - http://www.statistics.gov.lk/sdg/index.php/sdg/page/SDG_Goals

31. Climate Change [NEW] *

Department of Meteorology, Sri Lanka - <http://www.meteo.gov.lk>
Disaster Management Centre - <http://www.dmc.gov.lk>
National Building Research Organization - <https://nbro.gov.lk>
Irrigation Department - <http://www.irrigation.gov.lk>
Central Environment Authority - <http://www.cea.lk>
Department of Coast Conservation - <http://www.coastal.gov.lk>
Marine Environment Protection Authority - <http://www.mepa.gov.lk/web>
Forest Department - <http://forestdept.gov.lk>

32. Others (Please specify) *

President of Sri Lanka - <https://www.president.gov.lk> , Prime Minister of Sri Lanka - <https://www.pmooffice.gov.lk> , Office of the Cabinet of Ministers - <http://www.cabinetoffice.gov.lk> , Parliament of Sri Lanka - <https://www.parliament.lk> , Ministry of Foreign Affairs - <https://mfa.gov.lk> , Ministry of Public Administration, Home Affairs, Provincial Councils and Local Government - <https://www.pubad.gov.lk>

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. *

Information Security Policy Framework for Government Organizations - <https://www.onlinesafety.lk/government>

Information and Cyber Security Policy for Government Organizations - https://www.onlinesafety.lk/database/FINAL%20BOOK%2013%2001%202023_opt_opt%20ND.pdf

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]

Sri Lanka Computer Emergency Readiness Team (SL-CERT) - <https://www.cert.gov.lk>
Online Safety Initiative by SL-CERT - <https://www.onlinesafety.lk>
National Disaster Management Council - http://www.dmc.gov.lk/index.php?option=com_content&view=article&id=29&Itemid=189&lang=en
Disaster Management Centre - <http://www.dmc.gov.lk>
Department of Meteorology, Sri Lanka - <http://www.meteo.gov.lk>
Official Website for Sri Lanka's Response to Covid-19 - <https://covid19.gov.lk>
ICTA Covid-19 Response - <https://www.icta.lk/covid19-response>

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.

Access to Information such as Freedom of Information Act: Access to Information has been guaranteed under Article 14A (1) of the Constitution (19th Amendment) of Sri Lanka as a Fundamental Right (<http://documents.gov.lk/en/acts.php>). Said right has been further established by the Right to Information Act, No. 12 of 2016
Right to Information: <https://rti.gov.lk>
Right to Information Act: http://documents.gov.lk/files/act/2016/8/12-2016_E.pdf
Right to Information Commission: <http://www.rticommission.lk/web/index.%20php?lang=en>

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

Yes

No

40. If yes, please provide link and detail.

Personal Data Protection ACT, No. 9 of 2022 - <https://www.parliament.lk/uploads/acts/gbills/english/6242.pdf>

Personal Data Protection Act No. 09 of 2022 (the "Act") in March 2022 which provides for mechanisms of protecting of personal data, while simultaneously facilitating the growth and innovation in the digital economy in Sri Lanka with due protection being ensured to those identified as data subjects. The Act also intends strengthening cross-border co-operation while assuring the interoperability among personal data protection frameworks. The Act defines measures to protect personal data of individuals held by the government entities, banks, telecom operators, hospitals and other public and private personal data aggregating and processing entities.

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

Yes

No

42. If yes, please provide link and detail.

1. Government has Information and Cyber Security Strategy 2019-2023 - <https://cert.gov.lk/documents/NCSSStrategy.pdf>

2. Information and Cyber Security Policy for Government Organisations - Cabinet Approved August 2022 - https://www.onlinesafety.lk/database/FINAL%20BOOK%2013%2001%202023_opt_opt%20ND.pdf

3. Cyber Security Bill

<https://www.icta.lk/news/cyber-security-bill-approved-by-cabinet-to-be-presented-to-parliament>

https://www.icta.lk/icta-assets/uploads/2020/06/Cyber_Security_Bill_2019-05-22_LD_Final_Version.pdf

An act to provide for the implementation of the national cyber security strategy of Sri Lanka, to provide for the establishment of the cyber security agency of Sri Lanka, to provide for the empowerment of the Sri Lanka computer emergency readiness team and national cyber security operations center, to protect critical information infrastructure within Sri Lanka, and to provide for matters connected therewith or incidental thereto.

Bill covers the legal framework for e-Government, eBusiness and a trusted cyber security system operative. Its objectives are to empower the framework for facilitation of laws that would protect cyber objectives and ensure its bona fide users could work in a protected atmosphere.

Sri Lanka is in the process of drafting a Cyber Security Legislation. Other than that, privacy is an exemption for Right of Access to Information under Article 14A (2) of the Constitution (19th Amendment) of Sri Lanka and under Section 5(1) (a) of Right to Information Act, No. 12 of 2016.

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

Yes

No

44. If yes, please provide link and detail.

The objective of having a Sri Lanka Unique Digital Identity (SL-UDI) is to establish a secure and trusted digital credential, which is additionally biometrically and uniquely paired to a Physical Identity of an individual. The UDI framework also includes the platforms required for authentication, authorization and consent, replacing, and removing the requirement to create multiple digital identities.

Sri Lanka has a strong lineage in the (physical) registration and issuance of Identity Documents (including National Identity Cards), a core strength that is leveraged to establish the SL-UDI Framework. The Department for Registration of Persons (DRP) has been vested with powers by the Registration of Persons Act No. 32 of 1968 to secure the identity of persons by ensuring the timely registration of citizens of Sri Lanka.

As per Regulation No. 1 of 2017 (31/05/2017 gazette / approved by parliament in Aug. 2017) the person applying for an ID shall be required to give the person's biometrics. The citizen Re-enrollment process is being gazetted as Regulations under Section 32(1) Registration of Persons Act along with the international standards used for biometrics.

The project is currently underway and the relevant laws may be updated as needed.

Please refer fourth objective (Establish a Unique Digital Identity Framework) under Services Delivery of Digital Government Strategy - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

National Digital Government/ Governance Policy for Sri Lanka -

https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

Sri Lanka Unique Digital Identity (SLUDI) - <https://www.icta.lk/sludi>

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

Yes

No

46. If yes, please provide link and detail.

The Electronic Transactions Act No, 19 of 2006 provides legal recognition for Electronic Signatures – including Digital certificates.

Digital Certification/Signature: Section 7 of Electronic Transactions Act, No: 19 of 2006 as amended by Act No. 25 of 2017 :
http://www.documents.gov.lk/files/act/2017/11/25-2017_E.pdf

The Central Bank of Sri Lanka has approved Lanka Sign as an authorized Certification Service Provider.

LankaSign Certification Service Provider (CSP) - <https://www.lankaclear.com/knowledge-center/lankasign>

Digital Signature for Government Entities - <https://www.icta.lk/digital-signature>

Standard Operating Procedure (SoP) for obtaining Digital Signature by Government Entities - <https://www.icta.lk/icta-assets/uploads/2022/05/Operating-Procedure.pdf>

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

Yes

No

48. If yes, please provide link and detail.

The Electronic Transactions Act No, 19 of 2006 provides legal provisions for e-procurement.

The Ministry of Finance has introduced an electronic procurement system that facilitates an efficient and transparent procurement process in the entire public sector. National Shopping Module of the E-Procurement process is already in place. Various organisations are implementing this module based on the organisational level approvals obtained.

PROMISE - Procurement Management Information System is the single Web based interactive Government Procurement System introduced under the initiative of the Department of Public Finance of the Ministry of Finance. <https://promise.lk>

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.

Right to Information Act, No. 12 of 2016 (http://documents.gov.lk/files/act/2016/8/12-2016_E.pdf)

Details about Right to Information Act

Right to Information: <https://rti.gov.lk>

The ACT provides for proactive disclosure to be made by a public authority.

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.

Lanka Interoperability Framework - <https://life.gov.lk>

Data Sharing policy - <https://life.gov.lk/images/pdfs/National-Data-Sharing-Policy.pdf>

Data Sharing Framework - https://life.gov.lk/index.php?option=com_content&view=article&id=2&Itemid=148&lang=en#data-sharing-policy-framework

Information Classification Framework and Services Classification Framework -
<https://life.gov.lk/images/pdfs/National-Data-Sharing-Policy.pdf>

National Digital Government/Governance Policy for Sri Lanka
https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

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

Yes

No

54. If yes, please provide link and detail.

The e-Government Policy document adopted by the Government institutions provides the policy framework for open data.

Open Data Initiative of Government of Sri Lanka - <http://www.data.gov.lk>

ICTA Policy Framework
<https://www.icta.lk/policy-framework>

National Digital Government/Governance Policy for Sri Lanka
https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

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).

AI Strategy for Sri Lanka - <https://www.icta.lk/ai-strategy-for-sri-lanka>

Please refer Technology Diffusion Pillar of Digital Economy Strategy - https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf

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.

AI Strategy for Sri Lanka - <https://www.icta.lk/ai-strategy-for-sri-lanka>

Please refer Technology Diffusion Pillar of Digital Economy Strategy - https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf

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.

National Total Expenditure (2023 Estimate) - 7,879,499 LKR Mn

Ministry of Technology Total Expenditure (2023 Estimate) - 7,540 LKR Mn (Dedicated budget for Digital Government Development)

Percentage of Dedicated budget for Digital Government Development - 0.096%

[https://www.treasury.gov.lk/web/budget-estimates-2023\(approved-activity-estimates\)](https://www.treasury.gov.lk/web/budget-estimates-2023(approved-activity-estimates))

Refer Total Country Expenditure Estimates and Ministry of Technology Expenditure Estimates - <https://www.treasury.gov.lk/api/file/817341f9-142b-44cc-a649-0e2400e49b0>

Other Government Ministries and Government Organizations have allocated budgets for digital development under different categories, hence the above mentioned percentage allocation does not reflect the entire budget allocated for the digital development of the country.

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.

National digital transformation strategy which included digital government pillar is entirely consistent with and covered under the Vistas of Prosperity and Splendour - The National Digital Policy outlines - <https://www.icta.lk/policy-framework/>
<http://www.doc.gov.lk/images/pdf/NationalPolicyframeworkEN/FinalDovVer02-English.pdf>

Digital Government - <https://www.icta.lk/digitizing-gov/>

Digital Government strategy - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

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 National Digital Transformation strategy has been developed with an aim of contributing towards SDGs. However, instead of taking an approach that contributes to each SGD separately Sri Lanka has followed a holistic approach where the contribution can be seen at multiple places. For example, building a digital economy will result in savings in travelling (environment goals) and reducing the government costs, so that the money can be invested elsewhere (development goals). The strategies are formed with the Green ICTs concept, which will eventually contribute towards many environment related SDGs. Overall, the National Digital Transformation strategy is highly development oriented, without making serious compromises in the environment front.

Digital Transformation Strategy - https://www.icta.lk/Digital_Transformation_Strategy/

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.

Digital transformation strategy focuses on improving efficiency and effectiveness and ensuring inclusiveness across the society irrespective of geographical disparities.

Please refer third objective (Increase Government Efficiency /Revenue, Law and order) under Services of Digital Government Strategy - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

National Digital Government/ Governance Policy for Sri Lanka - https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

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.

The very foundation of the national digital government is to ensure inclusive growth and development and provide citizen centric and business friendly government.

https://www.icta.lk/Digital_Transformation_Strategy/
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf
<https://www.icta.lk/icta-assets/uploads/2021/06/03.-Digital-Services-Strategy.pdf>

E-Participation - <https://eparticipation.gov.lk>

National Council Management Information System of Parliament of Sri Lanka (Citizen engagement for the National Council) - <https://nationalcouncil.parliament.lk/dashbord.php?lang=E>

GIC – Customer Complaints (Make Complaints on Consumer Affairs) - <https://gic.gov.lk/gic/index.php/en/component/info/?id=469&catid=31&task=info>

The Ombudsman (Parliament Commissioner for Administration) - <http://www.ombudsman.gov.lk>

Public review and recommendations for the Policy for Digital Transformation of Education
<https://www.icta.lk/news/icta-and-ministry-of-education-develop-a-national-policy-for-digital-transformation-of-education>

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.

This is addressed in the Digital Government Policy. More details are at National Digital Government/ Governance Policy for Sri Lanka - <https://www.icta.lk/national-digital-government-governance-policy-for-sri-lanka>

Refer Link - https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

Data Sharing policy - <https://life.gov.lk/images/pdfs/National-Data-Sharing-Policy.pdf>

Lanka Interoperability Framework - https://life.gov.lk/index.php?option=com_content&view=featured&Itemid=101&lang=en

Data Sharing Framework - https://life.gov.lk/index.php?option=com_content&view=article&id=2&Itemid=148&lang=en#data-sharing-policy-framework

Information Classification Framework and Services Classification Framework - <https://life.gov.lk/images/pdfs/National-Data-Sharing-Policy.pdf>

Digital Government Strategy (Interoperability Framework) - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

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

Yes

No

74. Please provide link and detail.

This is addressed in the Digital Government Policy. Sri Lanka Unique Digital Identity (SL-UDI) provides governments a cross-sector platform that allows leapfrogging to more efficient and modern systems, enhancing digital government service delivery. This represents the transformational potential for developing countries, particularly those with weak or nonexistent national identification systems.

The objective of having a Sri Lanka Unique Digital Identity is to secure and trust digital credentials, as well as a platform for authentication, authorization and consent, replacing, and removing the requirement to create multiple digital identities.

The Department for Registration of Persons (DRP) has been vested with powers by the Registration of Persons Act No. 32 of 1968 to secure the identity of persons. The Electronic National Identity Card (e-NIC) Project which had been granted approval by the Cabinet of Ministers (Cabinet Paper No. 11/1611/503/088 dated 27.07.2011) intended among others, to establish a secured centralised National Register of Persons (NRP) of citizens with biographic and biometrics data. Digital identification and authentication (Digital ID): to provide users with a single digital identity to transact with the Government and private sector organizations securely and conveniently. The envisaged "digital democracy" will be achieved by building an inclusive and trusted Digital ID framework, including civil registration, using multi-sectoral approaches and leveraging digital solutions that are applicable and add value to the day to day lives

Sri Lanka Unique Digital Identity will be issued at the birth of an individual and unless automatically removed with the loss of citizenship, is valid till the death; No citizen of Sri Lanka can legally be denied the right to have a Unique National Digital Identity.

Please refer fourth objective (Establish a Unique Digital Identity Framework) under Services Delivery and Figure 1 under Architecture of Digital Government Strategy - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

National Digital Government/ Governance Policy for Sri Lanka - https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

Sri Lanka Unique Digital Identity (SLUDI) - <https://www.icta.lk/sludi>

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.

Under Digital Government Strategy the 3rd Strategy is to Develop high available and secure systems. Means, Systems will be designed, developed and operated, which will be resilient to cyber threats, in order to protect citizens, business and government data stored and shared across systems.

Please refer third strategy (Develop high available and secure systems) under Strategies of Digital Government Strategy - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

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

Yes

No

78. Please provide link and detail.

The basis for the strategy to provide efficiency and effectiveness of providing citizen services. In the strategy, more focus is given to reduce the administering burden to citizens and protecting their personal data avoiding as far as possible submission of same information multiple times when interacting with public administrations.

<https://www.icta.lk/digitizing-gov/>

<https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital-Government-Strategy.pdf>

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

Yes

No

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

National Digital Transformation Strategy

https://www.icta.lk/Digital_Transformation_Strategy/

<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

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

Yes

Maybe

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

National Digital Transformation Strategy

https://www.icta.lk/Digital_Transformation_Strategy/

<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

Please refer the Capacity Building Section of Digital Economy Strategy - https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf

National Digital Government/ Governance Policy for Sri Lanka -

https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

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

- Yes
- No

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

National Digital Transformation Strategy
https://www.icta.lk/Digital_Transformation_Strategy/

Please refer Key Performance Indicators of Digital Government Strategy - <https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
<https://www.icta.lk/digitizing-gov>

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:

AI Strategy for Sri Lanka - <https://www.icta.lk/ai-strategy-for-sri-lanka>
Please refer to Technology Diffusion Pillar of Digital Economy Strategy - https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf
Sri Lanka Association for AI - <https://slaai.lk>
Sri Lanka Association of Software and Service Companies - <https://slasscom.lk>

86. Robotics - please provide link and detail:

87. Blockchains - please provide link and detail:

88. 5G - please provide link and detail:

Telecommunication Regulatory Commission - <http://www.trc.gov.lk/trcsl-reinitiates-5g-trials.html>
Sri Lanka Telecom Mobitel - <https://5g.sltmobitel.lk/5gmobitel>
Dialog Axiata - <https://social.dialog.lk/5g>

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

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

91. Others - please provide link and detail:

Open Data Portal of Sri Lanka - <http://www.data.gov.lk>

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.

National Digital Transformation Strategy is aligned with the UN e government development approach based of Whole-of-government concept.
https://www.icta.lk/Digital_Transformation_Strategy/
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>

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.

Digital Government - <https://www.icta.lk/digitizing-gov/>
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
<https://www.icta.lk/icta-assets/uploads/2021/06/03.-Digital-Services-Strategy.pdf>

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.

Regulatory Sandbox of Central Bank of Sri Lanka -
https://www.cbsl.gov.lk/sites/default/files/cbslweb_documents/about/20200214-FinTech-Regulatory-Sandbox-of-CBSL-Framework-e.pdf

A framework set up by the Central Bank of Sri Lanka to allow small scale, live testing of innovations by select entities, in a controlled environment (operating under a special exemption, allowance, or other limited, time bound exception) under its supervision.

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.**

The National Evaluation Policy (NEP) of Sri Lanka, was launched in 2018. Sri Lanka is the first country in the South Asian region to introduce a National Evaluation Policy. The Department of Project Management and Monitoring (DPMM), is in the process of developing a strategic framework to implement this policy.

Department of National Planning (NPD) is the responsible agency for providing approvals for national level development programs, already adopted results-based management principles in designing and implementing development programs providing more focus on outcomes. Project Submission Format - <https://www.npd.gov.lk/index.php/en/2017-03-02-07-02-41/project-submission-format.html>

Department of Project Management and Monitoring (DPMM), monitor, evaluate and facilitate all development initiatives and advocate implementing agencies to ensure delivery of intended development results.
<https://www.treasury.gov.lk/web/department-of-project-management-and-monitoring/section/Department-of-Project-Management-and-Monitoring>

The ICTA M&E system has been designed based on the Cabinet Approved National Evaluation Policy using a comprehensive Results-Based M&E system across all components implemented under Digital Transformation Strategy - <https://www.icta.lk/results>

Monitoring & Evaluation Reports - <https://www.icta.lk/monitoring-and-evaluation-reports>

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.

The national Development strategy as well as ICTA digital Gov. Vision primarily focus on inclusiveness.
<http://www.doc.gov.lk/images/pdf/NationalPolicyframeworkEN/FinalDovVer02-English.pdf>

National Digital Transformation Strategy
https://www.icta.lk/Digital_Transformation_Strategy/
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf

National Digital Government/ Governance Policy for Sri Lanka -
https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

Digital Inclusion Guidelines - <https://www.icta.lk/digital-inclusion-guidelines>

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

Yes

No

103. If yes, please provide link and detail.

E-Participation - <https://eparticipation.gov.lk/>

National Digital Government/ Governance Policy for Sri Lanka -
https://www.icta.lk/icta-assets/uploads/2022/06/Digital-Govt-Policy_Ver-4.2_Latest.pdf

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.

The Ministry of Technology in collaboration with the Telecommunication Regulatory Authority ensures providing broadband connectivity across the country irrespective of the geographical and gender or any other potential disparities.
Telecommunication Regulatory Authority - <https://www.trc.gov.lk/>

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.

e-services can be accessed by all citizens irrespective of geographical and other disparities especially through the Official Web Portal of the Government of Sri Lanka - <https://www.gov.lk/government/eservices>

In addition, Lanka Women e-Market Digital Marketing Platform is an online system that has been launched to promote the products of women entrepreneurs using information and communication technology with the aim of uplifting the quality of life of women entrepreneurs and empowering them economically is currently running successfully, which is designed and developed by Ministry of Women, Child Affairs and Social Empowerment.

Lanka Women e-Market - <http://www.childwomenmin.gov.lk/services/lanka-women-e-market>

Pension Management System by Department of Pensions - <https://sathkara.pensions.gov.lk>
<https://www.pensions.gov.lk>

Integrated Welfare Management System for Welfare Benefit Board - <https://wbb.gov.lk/test/en/iwms.php>
<https://wbb.gov.lk>

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.

The national Development strategy as well as ICTA digital Gov. Vision primarily focus on inclusiveness.
<http://www.doc.gov.lk/images/pdf/NationalPolicyframeworkEN/FinalDovVer02-English.pdf>

National Digital Transformation Strategy
https://www.icta.lk/Digital_Transformation_Strategy/
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf

Suhuruliya (SMART Woman Initiative) -
https://lightingdigital.gov.lk/wp-content/uploads/2023/03/Suhuruliya-booklet-12_03_23-Final.pdf

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.

Capacity Building is one of the main pillars of Digital Economy Strategy under National Digital Transformation Strategy.

National Digital Transformation Strategy
https://www.icta.lk/Digital_Transformation_Strategy/
https://www.icta.lk/icta-assets/uploads/2021/06/02.-Digital_Economy_Strategy.pdf
<https://www.icta.lk/icta-assets/uploads/2021/06/01.-Digital-Government-Strategy.pdf>
Suhuruliya (SMART Woman Initiative) - https://lightingdigital.gov.lk/?page_id=861

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

Please Refer the following social media platforms.

Official Facebook Page for ICTA - Facebook: <https://www.facebook.com/ictasrilanka>

Official LinkedIn Profile for ICTA - LinkedIn: <https://lk.linkedin.com/company/information-and-communication-technology-agency-of-sri-lanka>

Official Twitter Account for ICTA - Twitter: https://twitter.com/icta_srilanka

Official YouTube Channel for ICTA - YouTube: <https://www.youtube.com/user/ictasrilanka>

Official Instagram for ICTA - Instagram: https://www.instagram.com/icta_srilanka

Capacity Building Engagement of Government Officials - <https://www.facebook.com/nextgengovlk>

Capacity Building Engagement of Education & Talent - <https://www.facebook.com/ictadigitaledu>

Capacity Building Engagement of Citizens - <https://www.facebook.com/d4e.lk>

Suhuruliya (SMART Woman Initiative Facebook Page) - <https://www.facebook.com/suhuruliya>

Smart Social Sri Lanka (Community Engagement Facebook Page) - <https://www.facebook.com/SMARTSocialCircleSriLanka>

ICTA Web Social Wall - <https://www.icta.lk/social-media>

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

E-Participation - <https://eparticipation.gov.lk>

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.

E-Participation - <https://eparticipation.gov.lk>

ICTA Web Social Wall - <https://www.icta.lk/social-media>

Capacity Building Engagement of Citizens - <https://www.facebook.com/d4e.lk>

Suhuruliya (SMART Woman Initiative Facebook Page) - <https://www.facebook.com/suhuruliya>

National Council Management Information System of Parliament of Sri Lanka (Citizen engagement for the National Council) - <https://nationalcouncil.parliament.lk/dashbord.php?lang=E>

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.

Country-Wide ICT Access and Survey – Primary objective of the survey is to conduct a comprehensive country-wide representative survey to draw a clear picture on ICT skills/literacy of citizens, their readiness to use ICT as well as their level of actual ICT usage for improving their day to day life.

Digital Government Survey – The primary objective of this survey is to develop in-depth understanding on the expectation of citizens in terms of the availability and quality of government services. In addition, the study will also focus on carrying out an assessment of employee's perspectives, knowledge, skills, attitudes and behaviour towards delivering government services to citizens efficiently and effectively.

Further under the M&E system, data generated through project implementation including utilization data are gathered by applying various M&E techniques to monitor the outputs. In addition baseline and periodic evaluations are undertaken to measure the progress of achieving desired outcomes.

<https://www.icta.lk/monitoring-and-evaluation-reports> (link for the present survey and the previous reports)

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

Yes across the government it is recognized as essential and the Department of Census and Statistics measures usage. Department of Census and Statistics - <http://www.statistics.gov.lk>

ICTA Monitoring & Evaluation Reports - <https://www.icta.lk/monitoring-and-evaluation-reports>

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

Yes

No

121. If yes, please provide link and detail.

National Digital Government Survey – The primary objective of this survey is to develop in-depth understanding on the expectation of citizens in terms of the availability and quality of government services. In addition, the study will also focus on carrying out an assessment of employee's perspectives, knowledge, skills, attitudes and behaviour towards delivering government services to citizens efficiently and effectively.

In addition baseline and periodic evaluations are undertaken to measure the achievement of desired outcomes, using rapid appraisal techniques, etc.

<https://www.icta.lk/monitoring-and-evaluation-reports> (link for the present survey and the previous reports)

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

Yes across the government it is recognized as essential and the Department of Census and Statistics measures usage. Department of Census and Statistics - <http://www.statistics.gov.lk>

ICTA Monitoring & Evaluation Reports - <https://www.icta.lk/monitoring-and-evaluation-reports>

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]**

*

ICTA and UNICEF in association with the State Ministry of Education reforms developed developed the curriculum for Teacher Transformation aligned to UNICEF Teacher Competency Framework and trained 600 Teachers as mater trainers - National rollout is ongoing -
<https://www.facebook.com/ictadigitaledu>

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

1. Sri Lanka received Financial Grant Assistance from the Government of India for the implementation of Sri Lanka Unique Digital Identity (SLUDI) Framework. SLUDI - <https://www.icta.lk/sludi>
2. With the support of World Bank, Contingency Emergency Response Program (CERC), ICTA implemented Digital Forms Solution to bring services online in Government Organizations by digitizing forms. Pilot completed for 9 Government Organizations (currently adoption in progress) and the rolling out the solution in new 40 government organisations is in progress, in collaboration with the Ministry of Technology - <https://forms.gov.lk/welcome/public>
<https://blogs.worldbank.org/endpovertyinsouthasia/digitalization-way-forward-sri-lanka>
3. ICTA in collaboration with the World Bank devised a comprehensive ICT Status Quo Report for Sri Lanka.
4. META (Social Metaverse Company) partnership with Suhuruliya Women Empowerment initiative to capacitate Women Development officers and rural entrepreneurs in Sri Lanka (17,350 Female Entrepreneurs have already been capacitated in the first phase. Second phase of strategy formulation is ongoing.
https://lightingdigital.gov.lk/wp-content/uploads/2023/03/Suhuruliya-booklet-12_03_23-Final.pdf
https://lightingdigital.gov.lk/?page_id=861
<https://www.facebook.com/suhuruliya>
5. ICTA in collaboration with Ministry of Agriculture and Bill & Melinda Gates Foundation have formulated the draft Inclusive Digital Agriculture Transformation (IDAT) Strategy with an interministerial committee supported by the Presidential Secretariat - <https://digitalsrilanka.lk/bill-melinda-gates-foundation-offers-to-assist-sl-to-develop-digital-strategy-for-agriculture>
6. World University Service Canada (WUSC) in partnership with ICTA under the thematic areas of Gender Equity & Social Inclusion and Environment Sustainability & Climate Action - <http://www.icta.lk/projects/partnership>
7. In partnership with USAID, ICTA implement for Access to Internal Markets (AIMS) Program for IT_BPM Companies and LEAP (Learn Engage Aim Prosper) Program under the Digital Economy Strategy of National Digital Transformation Strategy - <https://www.icta.lk/industry-development>

THANK YOU

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

Please refer:
<https://www.icta.lk>
<https://mot.gov.lk>
<https://www.gov.lk>

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.