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Respondent

148 Anonymous

282:57

Time to complete

## 1. Country name \*

## Contact information

## 2. Your name \*

## 3. Title \*

## 4. Organization \*

## 5. Email \*

## 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.

TTConnect- <https://www.ttconnect.gov.tt/>

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

- E-services or similar \*

1. e-Tax: <https://etax.ird.gov.tt/> 2. GATE eService: <http://e-gate.gov.tt/gate-app/> 3. Housing Application: <https://hdc.gov.tt/apply/> 4. T&TEC e-bill Service: <https://ttec.co.tt/default/ebill> 5. TTBizLink: <https://info.ttbizlink.gov.tt/#/> 6. WASA Online Bill Payment: <https://customerportal.wasa.gov.tt/> 7. Register for a BIR number: <https://www.etax.ird.gov.tt/> 8. Applying for a Birth Certificate: <https://rgd.legalaffairs.gov.tt/ttAFSCClient/type> 9. Schedule an appointment with MOWT: <https://licensingappointment.mowt.gov.tt/> 10. Schedule a passport appointment: <https://tppassport.info/> 11. Schedule an appointment with Election & Boundaries Commission: <https://appointments.ebctt.com/> 12. EmployTT: <https://employtt.gov.tt/> 13. eAppointment: <https://appointments.gov.tt/>

9. - E-participation or similar \*

N/A

10. - Open government data

<https://data.gov.tt/>

11. - Public procurement

<https://oprnt.org/procurement-depository/>

12. - Others (if any)

Single Electronic Window: <https://tradeind.gov.tt/tag/single-electronic-window/>  
DevelopTT: [https://www.developtt.gov.tt/ttacps\\_app/mvmmc/eservices/acpsPublicService.tcpdPortalFaq](https://www.developtt.gov.tt/ttacps_app/mvmmc/eservices/acpsPublicService.tcpdPortalFaq)

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

Ministry of Digital Transformation: <https://mdt.gov.tt/>

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 \*

Wendell Mitchell

16. Title \*

National Chief Digital Officer

17. Organization \*

Ministry of Digital Transformation

18. Email \*

Wendell.C.Mitchell@gov.tt

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 is a community of practice called the Government ICT Leadership Advisory Council (GILAC).

### 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 Development: <https://www.planning.gov.tt/>

22. Education \*

Ministry of Education: <https://www.moe.gov.tt/>

23. Health \*

Ministry of Health: <https://health.gov.tt/>

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

Ministry of Social Development and Family Services: <https://social.gov.tt/>

25. Employment and Labour \*

Ministry of Labour: <https://www.labour.gov.tt/>

26. Environment \*

Environmental Management Agency: <https://www.ema.co.tt/>

27. Justice \*

Ministry of Legal Affairs and Office of the Attorney General: <https://agla.gov.tt/>

28. Economy/finance \*

Ministry of Finance: <https://www.finance.gov.tt/>

29. Industry/trade \*

Ministry of Trade and Industry: <https://tradeind.gov.tt/>

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

Ministry of Planning and Development: <https://www.planning.gov.tt/>

31. **Climate Change [NEW] \***

Environmental Management Authority: <https://www.ema.co.tt/>

## 32. Others (Please specify) \*

N/A

**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

**C. Legal Framework**

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

- Yes
- No

## 35. If yes, please provide link and detail.

Freedom of Information Act CHAPTER 22:02  
[https://rgd.legalaffairs.gov.tt/laws2/alphabetical\\_list/lawspdfs/22.02.pdf](https://rgd.legalaffairs.gov.tt/laws2/alphabetical_list/lawspdfs/22.02.pdf)

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

- Yes
- No

## 37. If yes, please provide link and detail.

DATA PROTECTION ACT CHAPTER 22:04- Partially Proclaimed. Sections Proclaimed: Part I - "Preliminary" - Sections 1 to 6, Part II - "Office of the Information Commissioner" - Sections 7 to 18 and Sections 22, 23, 25(1), 26, 28, Sections 42(a) and (b) - "When personal information may be disclosed".  
<https://agla.gov.tt/downloads/laws/22.04.pdf>

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

- Yes
- No

## 39. If yes, please provide link and detail.

COMPUTER MISUSE ACT CHAPTER 11:17  
[https://rgd.legalaffairs.gov.tt/laws2/alphabetical\\_list/lawspdfs/11.17.pdf](https://rgd.legalaffairs.gov.tt/laws2/alphabetical_list/lawspdfs/11.17.pdf)

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

- Yes  
 No

41. If yes, please provide link and detail.

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

- Yes  
 No

43. If yes, please provide link and detail.

Electronic Transactions Act: The current ETA is only partially proclaimed and important provisions aimed at establishing uniformity of rules, regulations and standards regarding the authentication and integrity of electronic records are not yet in effect. Proclaimed sections: Parts I, II, III and IV have come into operation followed by Part VII.  
[https://rgd.legalaffairs.gov.tt/laws2/alphabetical\\_list/lawspdfs/22.05.pdf](https://rgd.legalaffairs.gov.tt/laws2/alphabetical_list/lawspdfs/22.05.pdf)

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

- Yes  
 No

45. If yes, please provide link and detail.

Public Procurement and Disposal of Public Property Act, No. 1 of 2015.  
<https://www.finance.gov.tt/wp-content/uploads/2019/07/The-Public-Procurement-and-Disposal-of-Public-Property-Act-2015.pdf>

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

Note: This is related to SDG Indicator 16.6.1

- Yes  
 No

47. If yes, please provide link and detail.

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

- Yes  
 No

49. If yes, please provide link and detail.

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

- Yes  
 No

51. If yes, please provide link and detail.

52. 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

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

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

- Yes
- No

55. If yes, please provide link and detail.

#### D. Strategy and Implementation

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

- Yes
- No

Please provide information where relevant:

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

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

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

\*

- Yes
- No

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

2023 estimates for expenditure for the Ministry of Digital Transformation stands at \$263,387,220.  
Total national government expenditure estimates for 2023 stands at \$67,944,048,911.  
Ministry of Digital Transformation's expenditure as a percentage of national government expenditure is 0.39%.  
Information source: Estimates of Expenditure for The Financial Year 2023, page vii (<https://www.finance.gov.tt/wp-content/uploads/2023/01/Estimates-Expenditure-2023.pdf>)

**60. 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**61. Please provide link and detail.**

Vision 2030 serves as our National Development Strategy for the period 2016-2030 and is informed by internationally agreed upon development goals, such as SDGs. Hence, all National Strategies that are developed are informed by this document, including the country's national e-government strategy (through the National ICT Blueprint, Strategic Thrust 3: Digital Government).  
Page 46 of the National ICT Blueprint outlines how Strategic Thrust 3: Digital Government is aligned with Vision 2030.  
Vision 2030: <https://www.planning.gov.tt/sites/default/files/Vision%202030-%20The%20National%20Development%20Strategy%20of%20Trinidad%20and%20Tobago%202016-2030.pdf>  
National ICT Blueprint: <https://mpa.gov.tt/publications/NICT%20Plan%202018-2022>

**62. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? \*** Yes No**63. Please provide link and detail.**

National ICT Blueprint page 46 outlines how Strategic Thrust 3: Digital Government is aligned with the Sustainable Development Goals.  
<https://mpa.gov.tt/publications/NICT%20Plan%202018-2022>

**64. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? \*** Yes No**65. Please provide link and detail.****66. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? \*** Yes No**67. Please provide link and detail.**

Digital Inclusion is targeted under Strategic Thrust 2, Strategy 3: Promoting Digital Inclusion(see page 45).  
<https://mpa.gov.tt/publications/NICT%20Plan%202018-2022>

**68. Does the national e-government strategy make specific reference to a national data governance framework or similar? \*** Yes No**69. Please provide link and detail.**

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

- Yes
- No

71. Please provide link and detail.

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

- Yes
- No

73. Please provide link and detail.

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

- Yes
- No

75. Please provide link and detail.

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

- Yes
- No

77. **Please provide link and detail.**

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

- Yes
- Maybe

79. **Please provide link and detail.**

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

- Yes
- No

81. **Please provide link and detail.**



82. 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:

N/A

83. Robotics - please provide link and detail:

N/A

84. Blockchains - please provide link and detail:

N/A

85. 5G - please provide link and detail:

N/A

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

N/A

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

N/A

88. Others - please provide link and detail:

89. 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

90. Please provide link and detail.

The national e-government strategy is aligned with the Sustainable Development Goals.  
National ICT Blueprint page 46 outlines how Strategic Thrust 3: Digital Government is aligned with the Sustainable Development Goals.  
<https://mpa.gov.tz/publications/NICT%20Plan%202018-2022>

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

Yes

No

92. Please provide link and detail.

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

Yes

No

94. Please provide link and detail.

A regulatory sandbox is being rolled out for Fintech.  
<https://www.central-bank.org.tt/fintech/regulatory-sandbox>

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

Yes

No

96. Please provide link and/or details.

### E. Digital Inclusion and E-Participation

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

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

Yes

No

98. If yes, please provide link and detail.

The National ICT Blueprint 2018-2022, Strategic Thrust 2, Strategy 3 places emphasis on promoting digital inclusion (please see page 45 of the Blueprint)  
<https://mpa.gov.tt/publications/NICT%20Plan%202018-2022>

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

Yes

No

100. If yes, please provide link and detail.

101. 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

102. If yes, please provide link and detail.

The Telecommunications Authority of Trinidad and Tobago, through the Universal Service Fund provides devices to persons with disabilities. Additionally, Access Centres are strategically established in underserved communities (ICT Access Centres, branded AccessTT, provide underserved or ICT-excluded communities with a world of opportunities through access to ICT devices and the internet).

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

Yes

No

104. If yes, please provide link and detail.

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

Yes

No

106. If yes, please provide link and detail.

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

Yes

No

108. If yes, please provide link and detail.

Training programmes to build digital skills are offered at Access Centres.

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

Yes

No

110. 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

(i) e-information: <https://www.mdt.gov.tt/>  
(ii) e-consultation: <https://www.mdt.gov.tt/submit-your-input.php>

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

N/A

112. 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

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

## F. Usage, User Satisfaction and Evaluation

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

Yes

No

115. If yes, please provide link and detail.

The National Information and Communication Technology Company Limited (iGovTT) monitors and collects usage statistics of e-government services. However, this data is not published online.

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

No

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

Yes

No

118. If yes, please provide link and detail.

iGovTT first launched the Client Satisfaction Survey, in 2011, it continues with the previous year's condensed version of 12 questions in its ninth iteration. Also, for the ttGovChat service, all users are requested to complete a survey to provide feedback on the customer satisfaction level.

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

No

## G. Partnership and International Cooperation [NEW]

120. **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] \***

A Digital Readiness Assessment for Trinidad and Tobago was conducted by the UNDP in 2022.

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

A Memorandum of Understanding was established with Estonia under which the E-ID and Interoperability Framework are listed as key activities. Record of this was detailed in Senator the Honourable Allyson West's Keynote address at the Trinidad and Tobago IGF 2021 on January 28, 2021 - Digitalisation, The New Normal: [https://mpa.gov.tt/sites/default/files/file\\_upload/speeches/MinisterWest%27s%20keynote%20address%20revised%20V%202.pdf](https://mpa.gov.tt/sites/default/files/file_upload/speeches/MinisterWest%27s%20keynote%20address%20revised%20V%202.pdf)

THANK YOU

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

Trinidad and Tobago is currently in the process of developing its National Digital Transformation Strategy 2023-2026 which will place focus on the realm of Digital Government. The country is currently holding public consultations in order to finalize the strategy.

123. **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.