

# **The road to E-governance of Cambodia: A Comprehensive analysis of E-government Project**

**Conference on E-Government in Asia and the Pacific  
UNPOG, 11-13 May 2011**

**Millennium Hilton Hotel**

**BORY SENG**

**Bory-seng@nida.gov.kh**

**bory.seng@gmail.com**

**National ICT Development Authority of Cambodia (NiDA)**

**[www.nida.gov.kh](http://www.nida.gov.kh)**

# The Overview of NiDA

- To formulate IT Promotion and development policy for the short, medium and long term
- In charge of IT Policy implementation to ensure maximum economic growth
- To monitor and audit all IT related projects in Cambodia
- Our vision is the Prime Minister's vision (World Street Journal on 31 July 1999
  - Cambodia would like to fully reclaim its destiny, to be a real partner in regional and global affairs and be well on its way to becoming a true free nation, free from want and free from poverty.
- Our strategy: we plan to achieve our vision through computerization and utilization of current technology.
- To achieve our vision, NiDA will work closely with donor countries, government agencies, industries and communities.

# Pioneering Electronic Government Service in Cambodia

- A pioneering E-government service was established under the GAIS(\*) project, a national pilot project in Phnom Penh city.
- The justification of GAIS
  - To improve the national competitiveness
  - Transparency and effectiveness
  - Speedy and qualified public administration office
  - Increase public services requirements
  - To Strengthen good governance and broaden citizen participation
  - To improve productivity and efficiency of clerical work at governmental offices (Back office service)
  - To promote development of Industry
  - Comply with global trend
- (\*) GAIS: Government Administration Information System

# Nationwide Electronic Government Service in Cambodia

- PAIS is a provincial pilot project, which extends GAIS to provinces as Phase 2 of Electronic Government
- It is expected the following can be materialized over PAIS project:
  - To leverage the capacity and effectiveness of the government administration system at provincial level
  - To ensure transparency and fairness within the work system
  - To strengthen good governance and public participation
  - To create better public services
  - To create public confidence in the government
- Furthermore, with this phase II project, PAIS has provided with a complete secure IP platform network “NII(\*)” for administration offices nationwide, which is usable for all government agencies to place their own developed applications which suite their needs.
- (\*)NII: National Information Infrastructure



# GAIS & PAIS Applications

- A successful IT applications for Government administrations
  - Vehicle Registration Information system
  - Resident Registration Information system
  - Real-Estate Registration Information system



# Vehicle Registration Information System

- Consists of:
  - Vehicle Basic Data Management
  - Registration Management
  - Ownership Transfer Management
  - Inspection Management
  - Vehicle Number Management
  - Tax Management
  - Vehicle Certification Issue
  - Statistic and Reporting

# Resident Registration Information System

- Management of basic data including address, family composition, children reaching school age.
- Management of change in the family situation, such as birth or death.
- Management of change in the family situation, such as marriage and divorce.
- Management of tax owed or paid.
- Management of the statistics of the resident.

# Real Estate Registration Information Management

- Management of the basic data about the property, such as address or location.
- Management of the change to the property, such as new building or subdivision.
- Management of Ownership Transfer.
- Management of the tax on the property.
- Management of the statistics of the property.

# The Challenges & Opportunities of E-government development

## Challenges:

- Legacy workforce
- Conflict of Interest Issue
- Vulnerable/marginalized group
- Insufficient ICT workforce in the government agencies
- Insufficient/unreliable electricity service at the provincial level
- Insufficient laws and regulations to promote IT growth
- Low literacy rate
- Lack of local contents

# The Challenges & Opportunities of E-government development

## Opportunities:

- Political will (NiDA is chaired by the Prime Minister)
- Decentralization
- The potential growth of telecommunication infrastructure both physical and soft

## ICT Policy & Cyber Law

- Cyber Law has been establishing
- National ICT Policy has been drafted
  - 1<sup>st</sup> draft in 2004 with the support from UNDP
  - 2<sup>nd</sup> draft in 2009 with the support from JICA under the Capacity Development on ICT Building Project in NiDA

## 2004's ICT Policy approached to Five areas

- Legal and regulatory frameworks
- Human Capacity Development
- Content Development
- ICT Infrastructure
- Enterprise Development

## • 2<sup>nd</sup> Draft of the National ICT Policy aims to achieve the following:

- Provide a clear ICT legal framework for every citizen and key stakeholders.
- Enhance the national level of awareness as to the role and potential of ICT.
- Create a culture of lifetime learning to maximize the existing potential of Cambodian people and accelerate innovation to develop a knowledge based system.
- Increase the competitiveness of national industry with the establishment of an adequate business environment
- Enforce the WID (Women in Development) within the scope of ICT.
- Enforce the awareness of the role ICT plays within the context of global warming

# Updated National ICT Policy (Draft)

## *ICT Frameworks*

1. Develop a *national ICT legal and regulatory framework* to ensure a national economic and social stimuli
2. Develop measures to achieve *the e-ASEAN Framework Agreement*, as well as to ensure efforts to keep pace with the ASEAN level of ICT technology through the promotion of a national ICT innovation

## *ICT Services*

3. Improve *government services* through the application of ICT
4. Support the use of ICT in *the private sector and the growth of e-commerce*
5. Encourage the growth of a *national ICT industry* and its links among the ASEAN region

## *ICT Infrastructure*

6. Develop a reliable national *ICT Infrastructure*

## *ICT Development*

7. Enhance the level of *ICT literacy* among the population
8. Develop regionally *competitive ICT experts and ICT savvy human resources*
9. Support *WID (Women in Development)* in the ICT Sector

## *Commitment to Global Issues*

10. Encourage an awareness of ICT as a tool for fighting *Global Warming*

**The Incredible Angkor Wat!!!**

**Thank you**



<http://www.enkalam.com/tourism/architectural-wonders-of-the-world.html>

**More Info:**

**National ICT Development Authority (NiDA)**

**[www.nida.gov.kh](http://www.nida.gov.kh), [www.cambodia.gov.kh](http://www.cambodia.gov.kh)**

**NiDA**

**[bory-seng@nida.gov.kh](mailto:bory-seng@nida.gov.kh)**

**[bory.seng@gmail.com](mailto:bory.seng@gmail.com)**

**Tel/Fax: +855-23216793**