Cambodia National Web Portal

05 September 2022

United Nations e-Government Survey (2014)

The Four Stages of e-Government Development (UN 2014)

01

Emerging Presences:

Offering basic information online

Channels

Basic website, public kiosk

02

Enhanced Presence:

Greater sources of information, e-tools and e-services

Channels

Web portal, SMS, Mobile portal, Public kiosk

03

Transactional Presence:

Two-way interactive applications provide citizens with opportunities for online, financial and non-financial transactions

Coordinated Channels

Web portal, SMS, Mobile app, Mobile portal, Public kiosk, Public-Private partnerships

04

Connected Presence:

The way government operates fundamentally coherence, and there is better coherence, integration and coordination of processes and systems within and across government agencies. Government transforms itself into a connected entity.

Integrated Channels:

All

United Nations e-Government Survey (2012-2020)

Cambodia e-Government Development Index (UN rank)

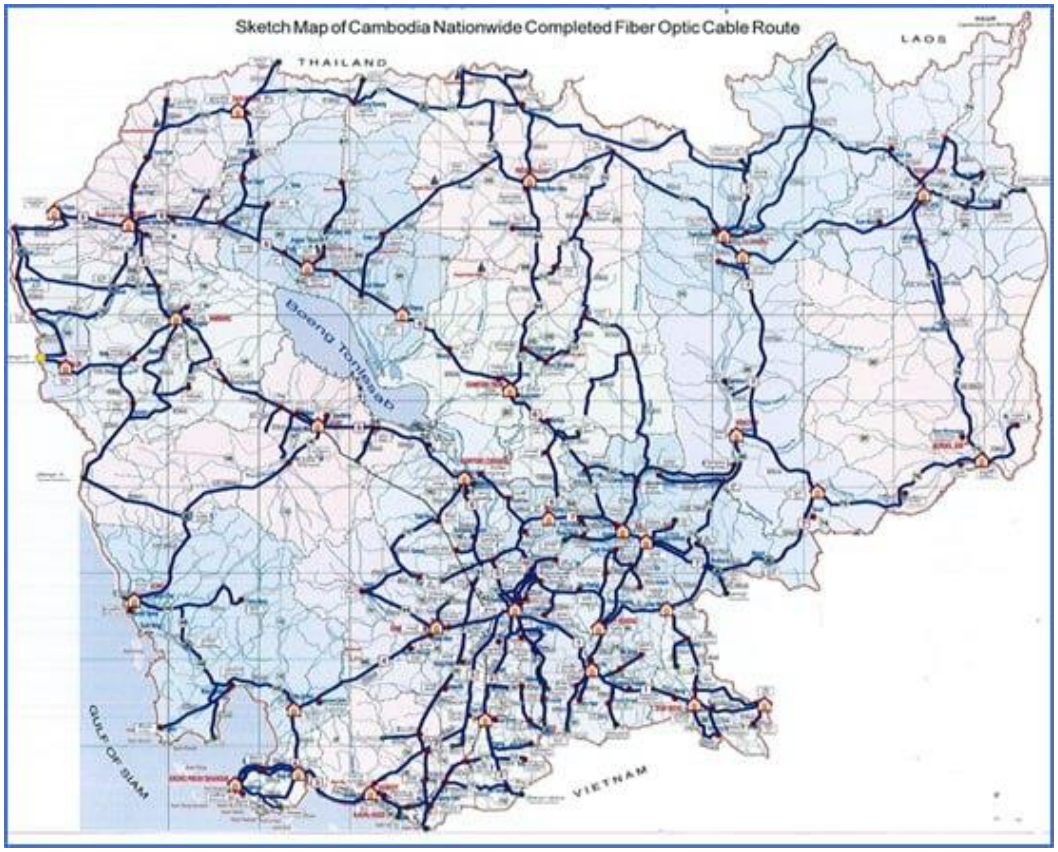
2020 Cambodia	2020	2018	2016	2014	2012
E-Government Development Index rank	**124**	**145**	**158**	139	155
E-Government Development Index value	**0.5113**	**0.3753**	**0.25927**	0.29986	0.29021
E-Participation Index rank	129	171	179	137	161
E-Participation Index value	0.4167	0.1742	0.0678	0.19607	0
Online Service Index value	**0.4529**	**0.25**	**0.05072**	0.17322	0.18954
Telecommunication Infrastructure Index value	**0.5466**	0.3132	0.24862	0.20745	0.08141
Human Capital Index value	**0.5344**	0.5626	0.47847	0.5189	0.59967

E-Government (2020 EGDI: 0.5113)	
2020 Rank	124
Group	HEGDI
Rating Class	H1
2018 Rank	145
Change	-21

E-Participation (2020 EPART: 0.4167)	
2020 Rank	129
2018 Rank	171
Change	-42

Infrastructure Status

Current situation of telecommunication sector



Spine fiber optic cable network totaling 45,933 km (1)

Capable of transmitting STM-1 data (155Mbps),STM-64 (9953Mbps) and Dense Wavelength technology Division Multiplexing - DWDM) (32Tbps, 64Tbps)

- CFOCN = 17,099 km
- TC = 2,180 km

Underground cable ducts totaling 2,424 km (1)

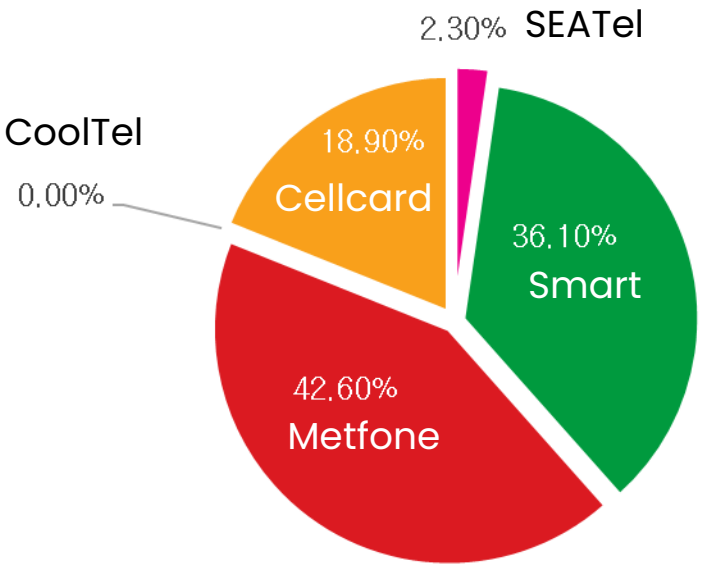
- CFOCN = 2,313 km
- TC = 111 km

(1) As of March 2021

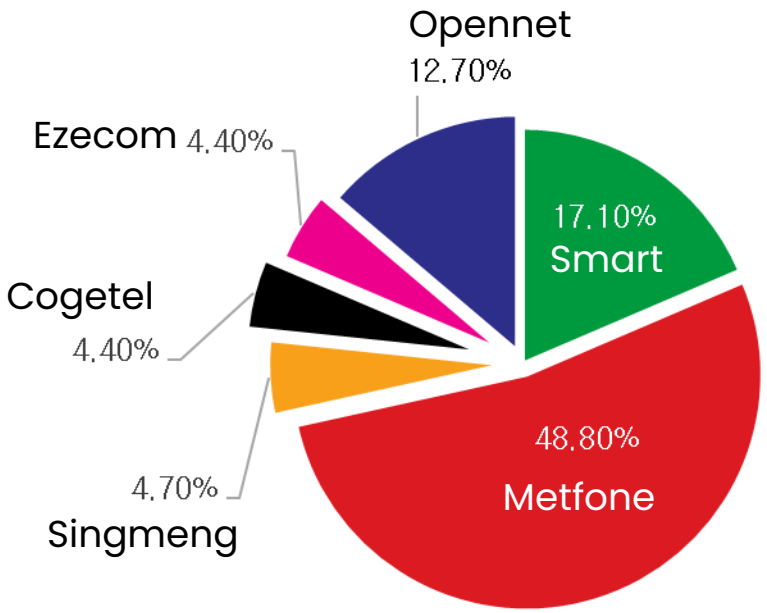
Infrastructure Status

Current situation of telecommunication sector (continued)

Total number of mobile subscriptions 20,535,928 (June 2021)



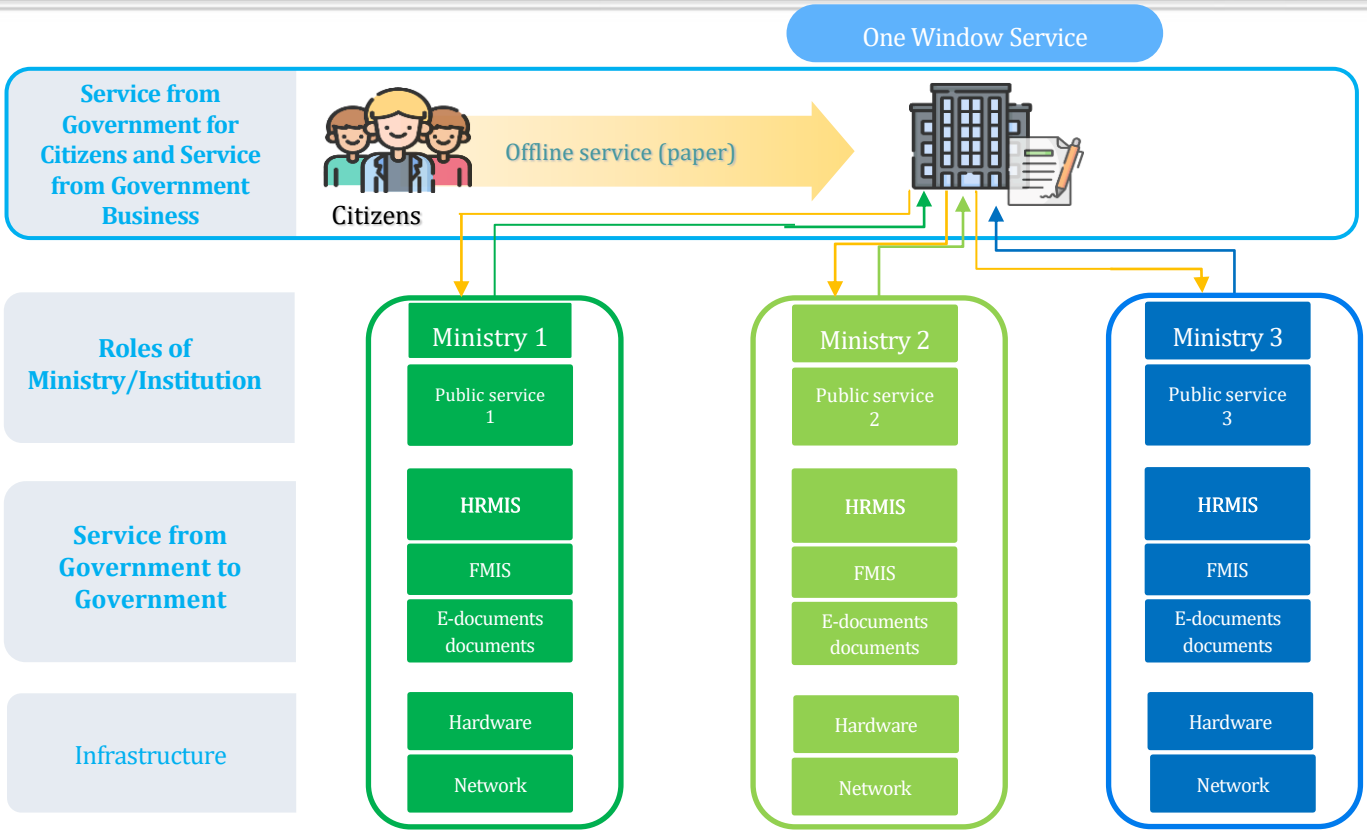
Total number of fixed internet subscribers 304,071 (June 2021)



The total population in Cambodia in 2021 is around a 16million. As a percentage compared to a mobile user is 128% because some citizens use 2-3 sim cards.

Fixed broadband subscriptions in Cambodia surged from 184,379 number in 2019 to 317,907 number in September 2021 due to pandemics.

Current Status of Digital Government of Cambodia



- Public Service delivery is based on paper-documents required by the relevant ministries and institutions.
- The hardware and network of ministries and institutions are siloed
- Processes and forms are not yet commonly standardized
- Lack of institutional information sharing

Cambodia Digital Government Policy 2022-2035

Vision and Goal

"Establishing digital government to improve people's quality of life and build trust among the people through better public service provision"

Strategy Goal

1. Promote the development of digital government infrastructure
2. Build digital governance and create digital public services
3. Digital capacity building and innovation
4. Promote cooperation and partnerships between public and private sectors

Cambodia Digital Government Policy(2022-2035)

4 Strategic thrusts, 10 Strategies, 83 action plans

1 Development of Digital infrastructure

Establishment of digital government network, national data center, information sharing system, information security infra. etc.

2 Digital Governance And public service

Promotion process and organization, digital government law, establishment of G2G service, G4C and G2B, etc.

3 Human resources and Digital innovation

Digital leadership, digital skills, government official training.

4 Public private Partnership

Collaboration on digital government development.

- Realize digital government by guiding and providing all administrative services of the Cambodian government in one place
- Providing administrative services needed by the people as a one-stop service

Cambodia Public Service Status

Public Services provided by Ministries and OWSO

When citizens want to request a service, they have to go directly to the ministries and institutions. Having to travel back and forth is difficult and document tracking is impossible.

Name	Overview (example)
Ministries	**(Issuance)** Diplomatic Visa, Patent, Khmer Citizenship, Nationality, ID Card, Passport **(Certificate)** Birth-Marriage-Death in English, Patent, Product Quality, ISO9001, Origin, Land **(License)** Driving License, Tour, Mining, Transport, etc
OWSO Unit at capital/ province	**(Issuance)** Business import-export (Copy), Company Registration (Copy), Degree(Master Degree Copy), Land maps, Cadastral document, Construction document(Copy) **(Certificate)** Enterprise, **(License) Hotels (8-20 rooms), Driving license, etc**
OWSO at district	**(Issuance)** School Degree (Copy) , Company Registration (Copy), patent (Copy) Transfer of unregistered real estate(Copy), VATs(Copy), ID card, Resident book/Family book(Copy), Driving license(Copy), Vehicle ID(Copy), Birth Married and Death(Copy) **(License) Hotel (>8 rooms)** **(Transfer)** Unregistered real estate, etc
OWSO at commune	**(Legal Work: Copy Confirm)** Birth, Married, Death **(Certificate)** Single or Widow, Residence, Land history, Behavior, Power and Water network connection, **(Registration)** Birth, Married, Death

Marriage certificate

Before Marriage

commune

Request to sign
the letter
(Residence book,
single certificate,
birth certificate)

Declare the marriage permit
in front of the house
10 days before the wedding

After Marriage

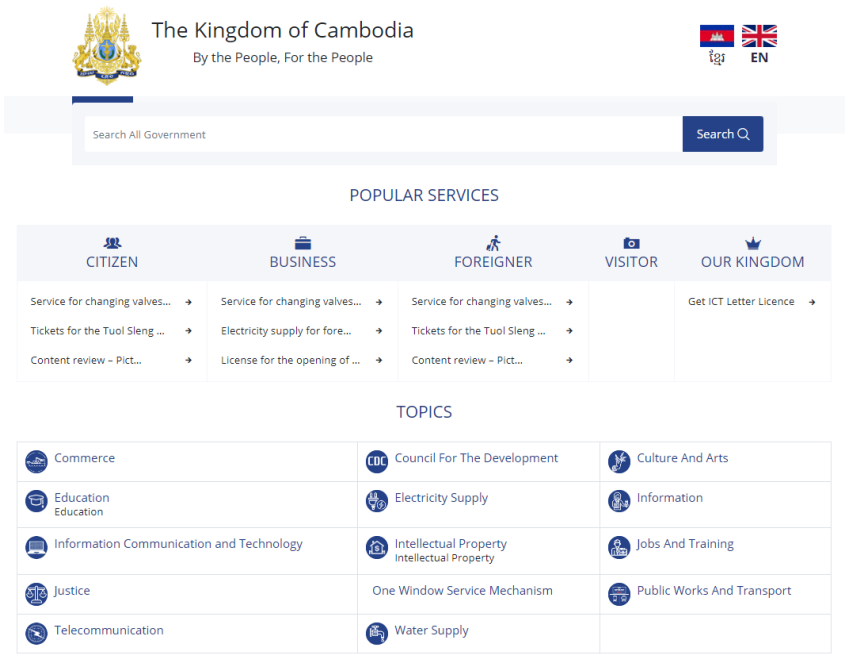
Commune

1. Birth certificate
2. Identity card
3. Family books
4. Marriage permit

- Take the above documents to the bride to apply for marriage certificate

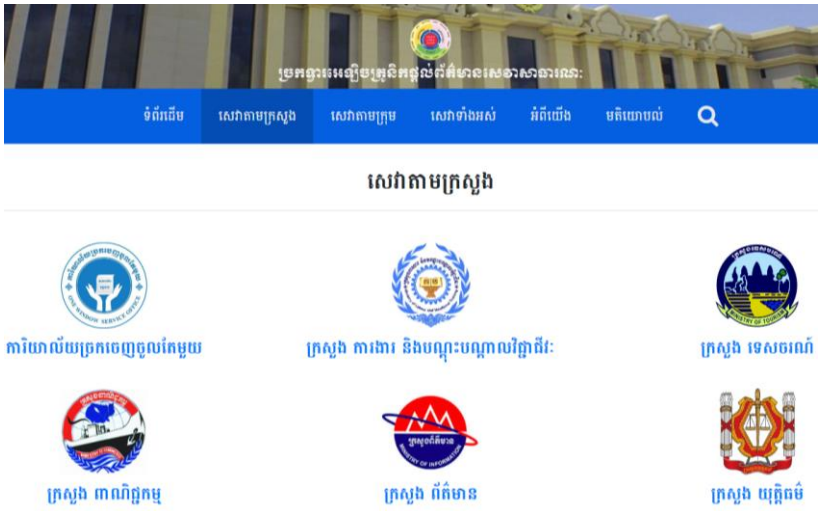
Cambodia Public Service Status

Current Online Civil Service Website and related Systems



Cambodia national web portal (demo.Cambodia.gov.kh)

Build one re-use everywhere, Guide information (public service),



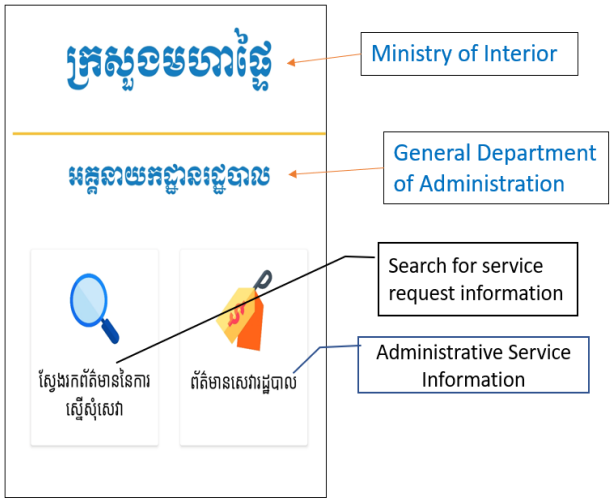
Public Service Gateway (service.gov.kh)

Guide information (public service),

Current Online Civil Service Website and related Systems

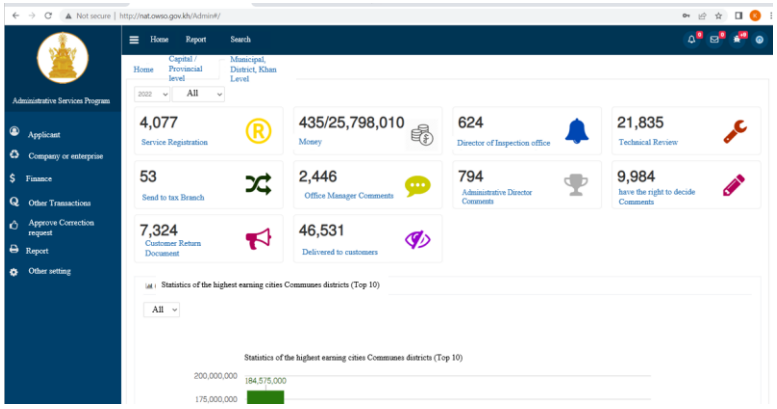
One Window Service Mechanism (owso.gov.kh)

OWSO management, news, OWSM overview, ombudsman office, legal documents



OWSU App

Provide Service Request information and Track down the status of service approval by entering the applied service Registration Code.



OWSO Management System

a system for IT management and services in the OWSO of Municipalities, Districts, and Communes to manage service registration, fee income, management comments, returning documents to customers, Statistics of the highest-earning Cities Communes districts

Current Online Civil Service Website and related Systems

Download Bakong Apps

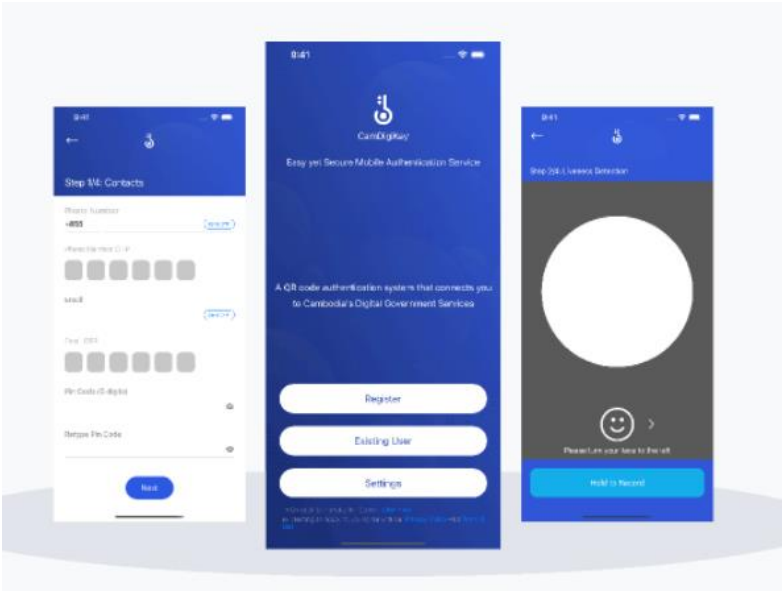
Bakong App is availabled both on Adroid and IOS.

Download link for Google Play and App Store.

Google Play App Store

e-Payment (NBC-bakong)

Receive and send money via personal QR code or phone number.

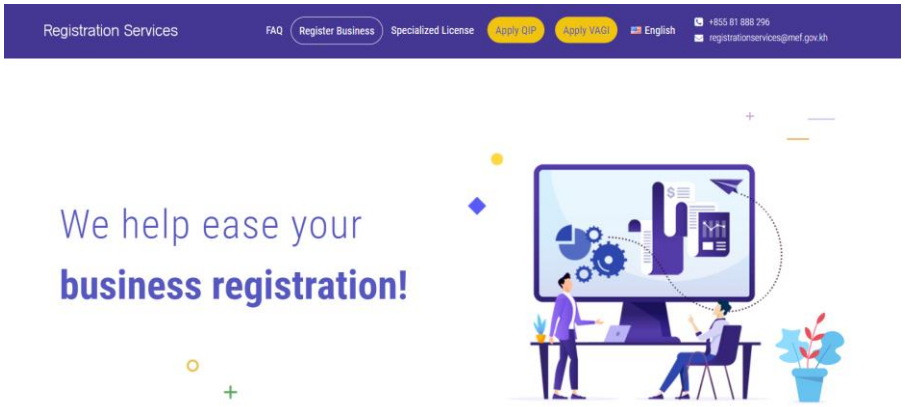


CamDigiKey

Authenticate oneself digitally, valid digital identity, log into any Cambodian government portal.

Cambodia Public Service Status

Current Online Civil Service Website and related Systems

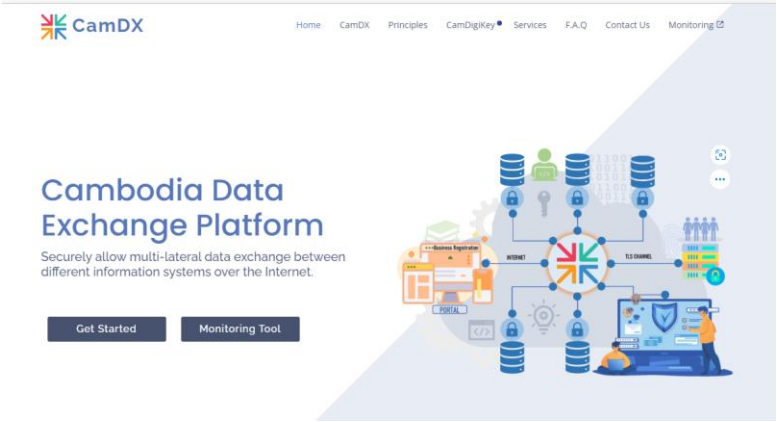


Online Business Registration (single portal)

Digital business registration and license, online submitting documents, pay online and approval process.

Cambodia Data Exchange Platform (CamDX)

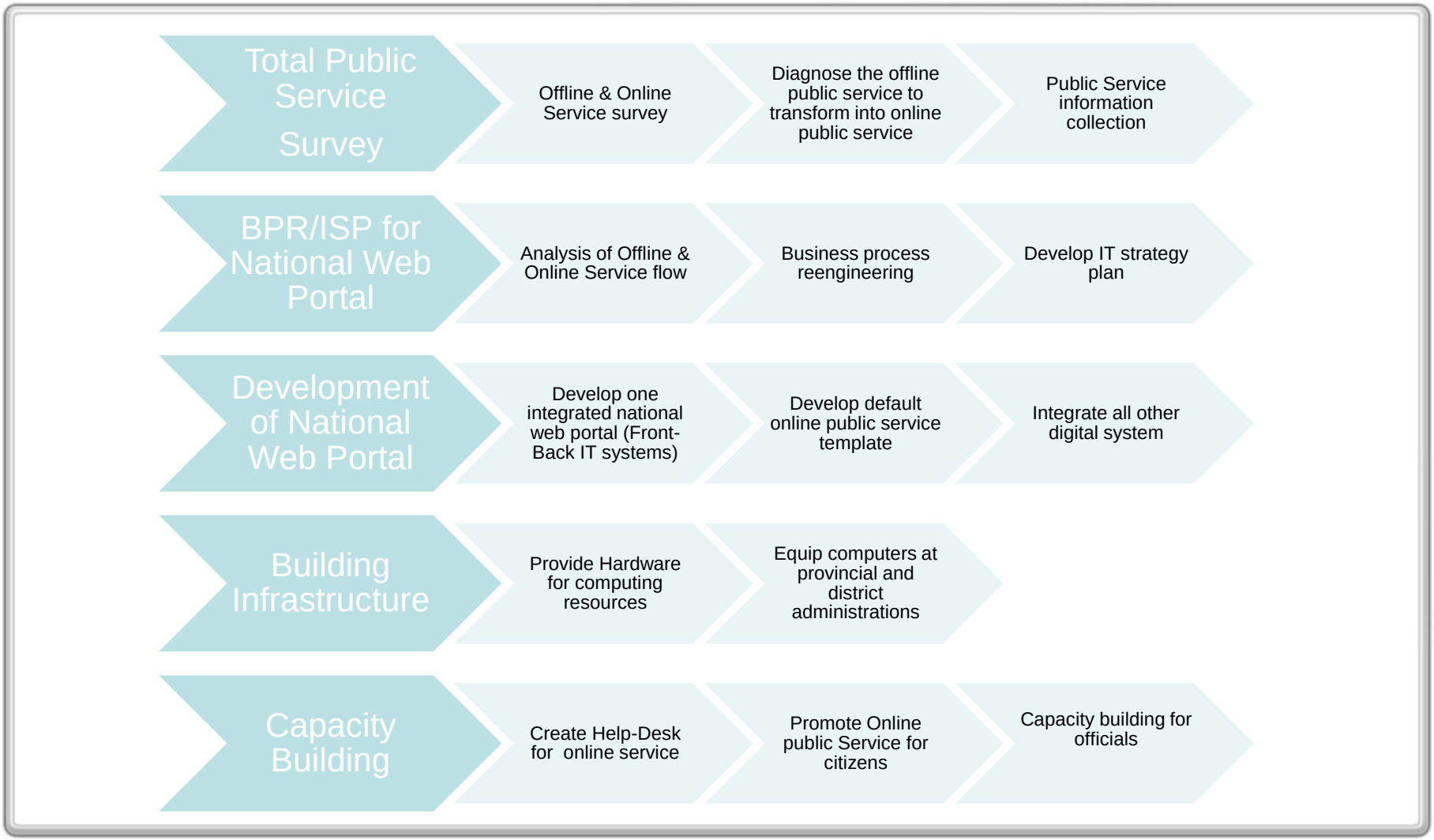
A unified way of data exchange, A distributed system based on collaboration, A platform that handles data security, authenticity and integrity, A unified APIs for easing Interoperability, A platform designed to be scaled.



Benchmark from other countries

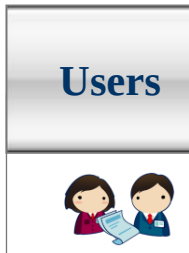
- Korea – Minwon
- Singapore – National web portal
- India – National web portal

Establishment of National Web Portal



National Web Portal

One-stop on-line services (Paperless green services)



Natives

Foreigners

Disabled

Corporations

Users

Multi-Channels Devices

Internet Explorer Safari

Mobile

PC

Integrated Civil Service Portal
(G4C: Government for Citizen)

Integrated management of civil service affairs

Application → Processing → Issuance

Apply for the service

Receive the document

Immediately

Public Information Sharing Center (ex. Cambx)

Civil service application system (e-visa, vehicle,etc.)

Public officers

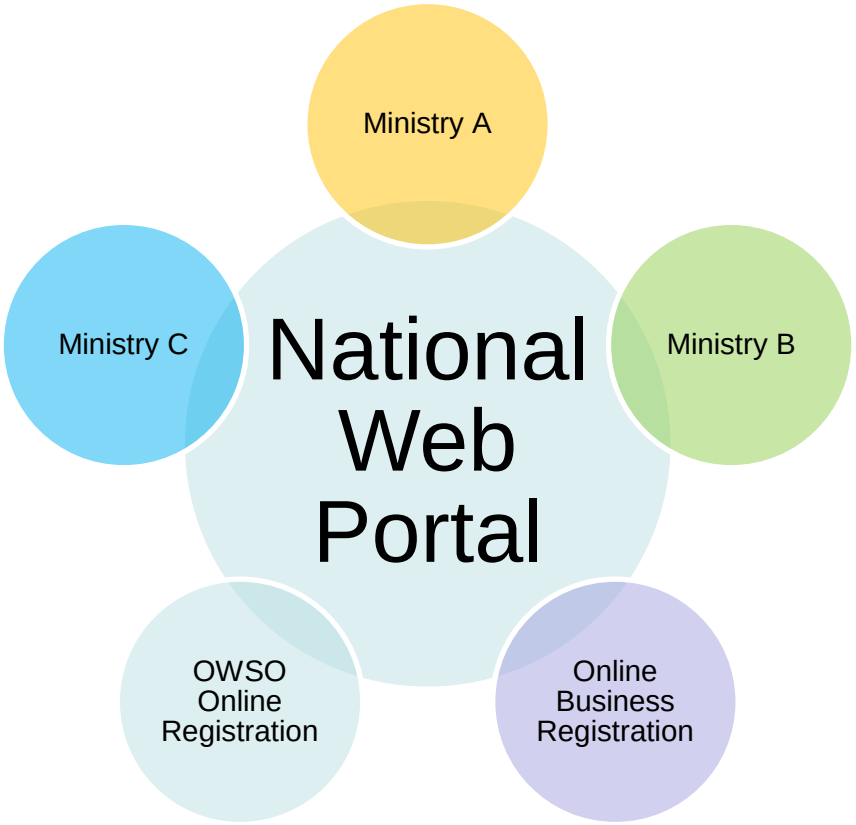
Central government

Local governments

Private agency

Organizations for public interest

Establishment of National Web Portal



Implementation Structure

Structure

National Digital Government Committee

National Web Portal Working Group

Secretariat

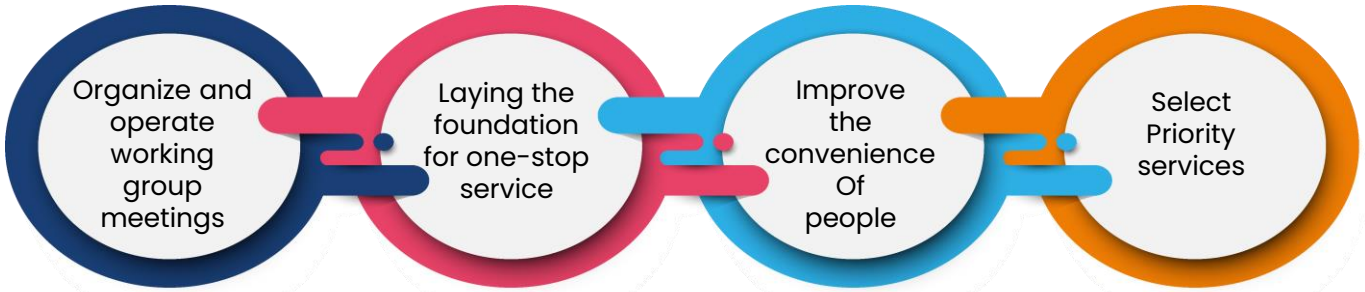
MPTC

Ministries

OWSO

Public Organizations

Project Direction



Thank you !

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២០២២-២០៣៥