

Date: 18 May 2022.

**National Information and Communication Technology Company Limited**

GovTech Maturity Index Survey 2022 (GTMI 2022)

Responses from iGovTT

# Sections with Questions and Submitted Answers

As requested, the [2022 GovTech Maturity Index (GTMI)](https://onlinesurveyv2.worldbank.org/s/MoKhYcs5virsfuFI2FVa/take?ngs_pid=B0A1D7F36B704BA48BC9A643AEECDC2E) online survey with specific parts to be completed by iGovTT have been completed. Please see below for same.

* [**Citizen Participation, Citizen Feedback – Sub-indicators & Government Responsiveness: Questions 1-30 to 1-32**](https://onlinesurveyv2.worldbank.org/s/MoKhYcs5virsfuFI2FVa/take?ngs_pid=B0A1D7F36B704BA48BC9A643AEECDC2E)

|  |  |
| --- | --- |
| Questions | Answers |
| I-30 Are there national platforms that allow citizens to participate in policy decision-making? | No |
| I-31 Are there government platforms that allow citizens to provide feedback (e.g., complements, complaints, suggestions, info requests) on service delivery? | Yes, there are government platform that provide citizens with access for compliments and complaints on service delivery. These locations are at [www.ttconnect.gov.tt](http://www.ttconnect.gov.tt) and [www.tatt.gov.tt](http://www.tatt.gov.tt) |
| I-31.1 Citizen feedback/GRM portal URL Grievance Redress Management | No |
| I-31.2 Does the government make the service standards (e.g., response times and procedures) available to the public? | No |
| I-31.3 Are these platforms universally accessible or provide support for users with disabilities (e.g., e-services, availability of voice commands)? | No |
| I-31.4 Is there any advanced technology (e.g., chatbots or AI-enabled discussion forums) used to improve citizen engagement? | Yes |
| I-31.5 Universal accessibility (omnichannel access)? | Yes |
| I-31.6 Does the Gov respond to citizen feedback? (how the Gov has updated their services in response to citizen feedback) | Yes |
| I-31.6.1 If Yes > Supporting document (report/URL) | Yes. Through agencies such as iGovTT through its ttconnect unit at [www.ttconnect.gov.tt](http://www.ttconnect.gov.tt), the Telecommunications Authority of Trinidad and Tobago at [www.tatt.org.tt](http://www.tatt.org.tt) and other government Ministries such as the Office of the Prime Minister at [www.opm.gov.tt](http://www.opm.gov.tt) and [www.moc.gov.tt](http://www.moc.gov.tt) |
| I-32 Does the government publish its citizen engagement statistics and performance regularly? | MPA will provide feedback. |
|  |  |

* [**Online Public Service Portal**: **Questions 1-19** **to 1-19.7.1**](https://onlinesurveyv2.worldbank.org/s/MoKhYcs5virsfuFI2FVa/take?ngs_pid=B0A1D7F36B704BA48BC9A643AEECDC2E)

|  |  |
| --- | --- |
| Questions | Answers |
| I-19 Is there an online public service portal? (also called "One-Stop Shop" or similar)  online public service portal, also called "One-Stop Shop" or similar, providing access to all available services including Government to Citizens (G2C), Government to Businesses (G2B), Government to Employees (G2E) and more. Level 1 or 2 is mostly information/forms and some online transactions. Level 3 or 4 is mostly transactional, including single sign-on. Transactional services refer to the requests that can be submitted online after a secure sign in process, ideally with no paper submission or electronic document upload, and it can be processed and completed online. The connected government systems handle the interchange of administrative documents (e.g., filing of administrative forms, delivery and cross-checking of administrative certificates, between end users and service providers) and pull necessary data from relevant registries and databases to complete the service request. | Yes, Transactional: (Level 3 or 4) |
| I-19.1 Online service (e-Service) portal URL | [www.ttconnect.gov.tt](http://www.ttconnect.gov.tt) |
| I-19.2 Are citizens/businesses involved in the design of e-Services (user-centric design)? | No |
| I-19.3 Universal accessibility (omnichannel access)? | Yes |
| I-19.4 Has the government released any mobile app for the citizens' access to public services? | No |
| I-19.5 Can residents start a business through online service portal? | Yes |
| I-19.6 Can individuals establish an e-residency through online service portal? | No |
| I-19.7 Publishing of online service delivery performance/user experience? | No |
|  |  |

* [**E-payment: Questions** **1-22 to 1-22.4**](https://onlinesurveyv2.worldbank.org/s/MoKhYcs5virsfuFI2FVa/take?ngs_pid=B0A1D7F36B704BA48BC9A643AEECDC2E)

|  |  |
| --- | --- |
| Questions | Answers |
| I-22 Are e-Payment services available? | Yes (in use) |
| I-22.1 e-Payment service URL (or explanation / report) | Yes, an e-payment service is available. It is branded GovPayTT. It is available at participating government agencies. Please see one (1) example of a government Ministry that uses it.  [ONLINE SERVICES – Ministry of the AGLA](https://agla.gov.tt/home/online-services/) |
| I-22.2 Type of e-Payment service | Fragmented systems;  Multiple platforms |
| I-22.3 Available e-Payment methods? | Note that there are no answers without Bank Transfers (BT): The service that GovPayTT provides is aligned to Credit Cards and Debit Cards. |
| I-22.4 e-Payment service for government/treasury payments? | No |
|  |  |