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**INFORMATION AND COMMUNICATIONS TECHNOLOGY  
IN THE CARIBBEAN:  
*STOCKTAKING REPORT***

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## **INFORMATION AND COMMUNICATIONS TECHNOLOGY IN THE CARIBBEAN - STOCKTAKING REPORT**

### **A. Background**

At the twentieth session of the Caribbean Development and Cooperation Committee (CDCC), the Secretariat made a presentation on the Caribbean Information Society, focusing in particular on the challenges associated with the implementation of the Plan of Action agreed to at the first session of the World Summit on the Information Society (WSIS) which convened in Geneva in December 2003. That presentation to the CDCC highlighted areas earmarked by the WSIS for government intervention, as a means of accelerating the transition to an information society.

Following this presentation and the discussion which ensued, a resolution was submitted by the Delegation of Puerto Rico and the Dominican Republic and endorsed by the other delegations, requesting the Secretariat (ECLAC) to continue to provide such extra-budgetary support as was needed to undertake important activities in the Caribbean, including the implementation of a project designed to implement the WSIS plan of action in the Caribbean, entitled, "World Summit on the Information Society - supporting the transition".

This Stocktaking Report is one of the activities which the ECLAC Subregional Headquarters for the Caribbean has undertaken as a response to that request.

### **B. Introduction**

The WSIS "Declaration of Principles", a companion document to the Plan of Action, links the goals of the Information Society to those identified in the United Nations Millennium Declaration and identifies the challenge as the need to "harness the potential of information and communications technology to promote ... the eradication of extreme poverty and hunger; achievement of universal primary education; promotion of gender equality and empowerment of women; reduction of child mortality; improvement of maternal health; to combat HIV/AIDS, malaria and other diseases, ensuring environmental sustainability; and development of global partnerships for the development and attainment of a more peaceful, just and prosperous world."

This perspective has informed the manner in which ECLAC has treated with issues surrounding the Information Society. Historically the ECLAC Subregional Headquarters for the Caribbean has partnered with governments in their quest for solutions to the development challenges of the region. Moreover, ECLAC has had an ongoing substantive involvement in the practical use of information and communications technology as a tool for development.

The Caribbean has witnessed a tremendous volume of activity, not merely as a direct response to the WSIS process, but also as a result of government's own recognition that the "ICT for development" paradigm represents an opportunity for the vulnerable, cash-strapped economies of the Caribbean. However, much of this activity remains unreported both within and outside of the countries involved. It is also not reported to the WSIS Secretariat and this has

resulted in a fairly distorted and incomplete view of the region's achievements in this area. For example, Guyana was the only CDCC member country represented in a preliminary stocktaking report issued by the WSIS Secretariat in January 2005. A subsequent perusal of the database which provided the input to the January report (April 2005) merely confirms this data gap. A lot of pessimism is often voiced, perhaps with justification, about the slow pace of the Caribbean's transition to an information society. But until the actual facts are available, conclusions will be based on general impressions and guesses, not facts. The "fact" gap is what this stocktaking project is attempting to fill.

The stocktaking project, from which this report is derived, is a work in progress. Based mainly on documents found on the web and supplemented by interviews with relevant authorities in each country and information from other miscellaneous sources, this report provides an account of the progress made towards building an information society in the Caribbean. The initial focus is on government responsiveness with special focus on the implementation of the decisions arrived at the Geneva session of the WSIS but other elements will be added as time and resources permit.

The complete stocktaking report will be available as a database on the website of the ECLAC Subregional Headquarters for the Caribbean. It will facilitate the ongoing update of Information and Communication Technology (ICT) profiles of CDCC member States and provide input for a document issued annually. The ICT stocktaking database will also be a useful source of information on activities in Caribbean countries. Presented in a format that would allow ease of comparison and searching, it will facilitate ongoing study of the sector.

The ECLAC Subregional Headquarters for the Caribbean is committed to providing opportunities for dialogue on the issues, to facilitating access to and promoting the creation of digital content, both narrative and statistical, and to the ongoing monitoring and reporting of progress towards a Caribbean Information Society. This project is an important part of ECLAC's efforts in this regard.

### **C. Stocktaking report - Summary**

The information gathered in the initial stage of this project includes:

- (a) ICT policy, as indicated in major government statements on the issues, especially, the national budget address, or other statements where the focus is on the information and communications sector;
- (b) Strategic plan for the development of ICTs;
- (c) Institutions assigned to lead ICT development initiatives;
- (d) E-government initiatives;
- (e) Enabling legislation;

- (f) Government web-sites;
- (g) ICT indicators collected by statistical offices;
- (h) Technical documents on aspects of the ICT sector;
- (i) Number of references in the Caribbean Digital Library;
- (j) Related news items;
- (k) ICT contacts.

Other elements will be added in response to suggestions from users.

## 1. Policies and policy statements

Policy statements made by government officials on issues related to ICTs are an indicator of the extent to which the paradigm of the information society as a major driver of development has been accepted. Policy statements also indicate the areas of ICT development where individual governments place most emphasis. Excerpts from recent government policy statements are presented below.

**Anguilla:** is *“poised to effect significant diversification of our economy with the liberalization of telecommunications; strengthening the institutional and technological platform for our international financial and business services sector; with development of a policy framework for e-commerce and ICT based businesses”*. The high cost of telecommunications and the continuing existence of a monopoly and the absence of the requisite bandwidth and capacity are identified as the major constraints to the development of the financial services sector. 2005 Budget Statement

**Antigua and Barbuda:** *“The government will develop a comprehensive diversification strategy. The financial services sector shows great promise for revenue delivery to the Antigua and Barbuda economy. Appropriate support will therefore be provided to the Financial Services Regulatory Commission to enhance its capacity to monitor and assess operations in the international financial services sector. This will include Internet gaming.”* Source: Antigua and Barbuda Budget Statement 2005.

**The Bahamas:** *“The Government has set as a long-term, broad-based objective, the transformation of the Bahamian economy to a digital one as a means of generating viable opportunities for Bahamians to participate in the global economy. The realisation of such opportunities will come about through the pervasive use of the Internet to engage in activities such as e-commerce, e-learning, e-health, e-government services and certain niche markets within the supply chain”*. Policy Statement on Electronic Commerce and the Bahamian Digital Agenda. 2003

**Barbados:** *“Initiated since 1998, the liberalization of the telecommunications industry, presided over by the Fair Trading Commission, is now in the second phase of a three-phase process. The Government has undertaken a number of ICT enabled projects geared towards streamlining operations and the delivery of its services to its customers.”* Source: Barbados 2004 budget.

**Belize:** The 2003 manifesto on which the return to office of the People’s United Party of Belize was based, promised *“a high tech Belize”* as a means of *“helping poor people bypass some traditional barriers to development, assuring, that the computer will become as commonplace in homes, at school and in the workplace as television sets. To achieve this, competition in the telecommunications market would be encouraged in order to lower rates, ensure a community ‘phone and internet access in every village and promote affordable internet access everywhere.”*

**British Virgin Islands:** *“The appropriate application of science and technology to our production platforms for Tourism, Financial Services and IT is one of the most critical developmental strategies which our government will choose in the future. The Government is devising clear strategies for turning the BVI into a knowledge-based economy”.*

**Grenada:** The passage of Hurricane Ivan in September 2004 has resulted in a reordering of the priorities of the Grenada Government. The 2005 budget address makes no mention of ICTs. However an allocation of EC\$3 million has been made in the estimates of expenditure. Some five years earlier, the Prime Minister of Grenada, in sharing his *Millennium Vision* on the 31 December 1999, had suggested that the acquisition and utilization of knowledge was one of the most effective ways of reducing the level of poverty in the domestic economy. He was convinced then that ICT must be embraced as a vital tool in the next phase of Grenada’s development. *“My government is totally committed to creating an attractive policy and regulatory environment to facilitate the development ...of Grenada as a Knowledge Society”* The Government also designated the new decade as the **Knowledge Enhancement Decade** for Grenada, and set out a series of specific objectives to be achieved within the ten-year period.

**Jamaica:** *“Our vision is of a public sector, which manages, develops and analyses information in a manner that is accurate, timely and accessible to improve the quality of decision-making, and which applies information, communication and other modern technologies to effect an improved delivery of services to citizens. Information and communication technology is revolutionising our lives, including the way we work, the way we communicate and the way we learn. .... As a part of public sector reform, we will spearhead the use of information and communication technology to allow us to manage in a more innovative, integrated, and coordinated manner, measure efficiency and improve the planning processes of government.”* Source: Government at your service: public sector modernisation vision and strategy 2002-2012.

**Montserrat:** *“We cannot modernise the service without the use of appropriate technology. Our efforts to date have cost over four million dollars (\$4m). My Government intends to support our E-government initiatives. At this point every ministry has the capability to make payments and manage their budget allocation electronically. There is a corporate email and other facilities to enable all public officers to communicate quickly and efficiently and to work on an electronic document from different locations without ever printing the document until it is necessary to do so. We are also, in the process of developing our government website.”* 2005 Budget Statement

**St. Kitts and Nevis:** *“The signing of the Eastern Telecommunications Authority (ECTEL) agreement some three years ago was critical in shaping the direction of the telecommunications sector ... Of course such advances in telecommunications and information technology must be supported by appropriate training and human resource development activities. Government will continue to improve on the computer education provided in our primary and secondary schools and expand the activities of the computer laboratories at the schools ..... the Inland Revenue Department has been modernised and the Customs department undergoing a reform process that will modernise its organisation, management and operations. It will also give the Customs Department state of the art Information Technology systems that would allow brokers and importers the convenience of electronic transfer of documents to and from the department.”*

**Saint Lucia:** In order to ensure the strategic and coordinated development at the organizational and national levels, key integration measures must accompany the expansion of information technology infrastructure in the Public Service. Computer systems need to be integrated with each other, with the data and information resources that they act upon, with related business processes and procedures, and executed within a suitable institutional framework. To facilitate this objective, the Electronic Government Unit in the Office of the Prime Minister will be expanded to coordinate the IT initiatives within the Public Service. The E-government Unit will also be supported by an executing/implementing agency. This will entail the restructuring of the government-owned Computer Center Limited (CCL) as the central IT executing agency for the Public Service, operating within a clear mandate and with the necessary policy and strategic direction.

**St Vincent and the Grenadines:** A Web Unit has been established within the Ministry of Telecommunications, Science, Technology and Industry, to develop Internet and Intranet applications. Staffed with a web manager, web editor, two documentation officers, a graphic artist and six web administrators, the Unit is expected to have an impact on the manner in which government services are accessed, and facilitate more transparent communication between the citizens and the government. The Government of St Vincent and the Grenadines has also established a National Institute of Technology which offers training to citizens at all levels, from basic computer literacy to advanced certification courses. The government is in the process of creating an Intranet linking all government agencies through a wide area network. Already the Prime Minister's Office, ministries of agriculture, education, the treasury, and the police department are linked via the Intranet.

**Trinidad and Tobago:** *“The Government's vision to bring Trinidad and Tobago to Developed Nation Status by 2020 recognises that developments in the ICT sector are critical to achieving this goal. The National Information and Communication Technology (NICT) Project is linked and integrated with Vision 2020. There are common members on the Steering Committees of both efforts. ... a competitive Telecommunications Sector can add to the diversification and development of the non-oil sector. We have therefore established an independent regulator for the sector, the Telecommunications Authority of Trinidad and Tobago, which will implement policies to facilitate competition in a fair, equitable and transparent manner.”*

## **2. ICT strategic plans**

ICT strategy documents were located for: Anguilla, Antigua and Barbuda, Barbados, the Bahamas, Cuba, the Dominican Republic, Grenada, Jamaica, Montserrat, Saint Lucia, St. Vincent and the Grenadines, and Trinidad and Tobago. Dominica has a draft ICT policy for the education sector. Suriname's ICT, strategy originally expected to be completed by the end of 2004, is still being developed.

There was wide variation in the scope of various plans. Some were little more than statements of intent that merely identified priorities for action while others went into detailed implementation arrangements.

There were common themes in all strategies, such as affordable access and greater efficiency in the production of government services, but countries had different emphases and priorities. For the Bahamas, the emphasis was on providing the telecommunications infrastructure and an adequate legal framework to support e-government and e-business. For Antigua and Barbuda, the emphasis was on providing access to and awareness of government information. Anguilla's focus was on enriching the lives of its people and ensuring that the benefits of the knowledge economy would accrue to all. Barbados' policy priorities seem to involve the liberalisation of the telecommunications industry and the achievement of greater government efficiency. Belize focused on poverty alleviation, promising a high-tech Belize as a means of helping the poor bypass the traditional barriers to development. Haiti's apparent focus was on increasing e-literacy among the young people, while in Montserrat the emphasis was on providing information to encourage residents to return to the island. Betting and gaming were also part of the ICT agenda in some countries: Dominica, St Kitts and Nevis, and Antigua and Barbuda.

One could not easily confirm how actively some existing strategies were being implemented since in some cases, Antigua and Barbuda for instance, the government that had prepared the initial strategy had changed. Grenada's case was also unique. This was the first country in the Organisation of Eastern Caribbean States (OECS) subregion to have prepared an ICT strategy, proposed as an effective tool to help advance sustainable development in that country. Indeed the Grenada strategy was used as a model for similar strategies in the rest of the OECS. However, Grenada's policy priorities have changed subsequent to the passage of Hurricane Ivan. The life span of the strategic plan expires in 2005 but reports suggest that much still remains to be implemented.

## **3. Institutional arrangements**

There was similar variation in the institutional arrangements which governments had put in place to manage the information society. In general, ministries of communication were given responsibility for telecommunications regulation. In the case of Belize, it was the Ministry of Energy and Communication. For the Netherlands Antilles, the authority was the Bureau Telecommunicatie. In Guyana, this was the responsibility of the Office of the Prime Minister. Five member States of the OECS (Dominica, Grenada, Saint Lucia, St. Kitts and Nevis, and St. Vincent and the Grenadines) under the umbrella of the Eastern Caribbean Telecommunications

Authority (ECTEL), each established a National Telecommunications Regulatory Commission within the Ministry of Communication.

Data processing departments whose responsibilities were once limited to activities related to government payroll had been strengthened, renamed data centres or departments of information technology and assigned the task of implementing of processes to achieve efficiencies in other areas of government.

By and large, the choice of other lead institutions reflected the strategic priorities of each country. In Montserrat and Saint Lucia, Government Information Services were strengthened and restructured to manage the network of government websites. In Jamaica, a Central Information Technology Office was established within the Ministry of Commerce Science and Technology. In Trinidad and Tobago, the Ministry of Public Administration was given overall responsibility for all aspects of ICT development. In Barbados, a Central Information Management Agency was proposed, but responsibility currently lay with the Ministry of Commerce, Consumer Affairs and Business Development. In the Dominican Republic a National Commission for the Information Society was established and in Guyana an ICT Unit was established within the Ministry of Finance.

#### **4. Government web-sites and E-government services**

All countries reviewed seem to have well-developed networks of government web-sites. This network was very extensive in the case of Jamaica (which also has a Jamaica Development Gateway) but less so in most other countries. The government web-sites for St. Vincent and the Grenadines and Antigua and Barbuda did not show up in searches using the popular search engines. One needed to know that these sites existed in order to locate the information.

The Guyana government web-site was particularly dynamic with items added almost daily. One page solicited feedback with more than 85 per cent of respondents indicating that the site was excellent or good. All sites visited were functional, even though some pages remain under construction. Some sites had a distinct marketing slant - created to attract attention. Others seemed content to just provide information. Whatever the emphasis, all were useful.

There was a much more uneven distribution in the area of e-government services available through these sites. Most carried major policy speeches, laws, and reports. Several sites offered the facility of downloading various forms which would then be printed for use. In Anguilla, for example, various immigration forms could be downloaded.

#### **5. Enabling legislation**

Legislative arrangements also reflect the strategic priorities of each country. Antigua and Barbuda, Jamaica, and Trinidad and Tobago have passed legislation in respect of freedom of or access to information.

Dominica, and the other states under the OECS/ECTEL umbrella, are all party to the Treaty establishing ECTAL. Similar telecommunications legislation was enacted in all States.

In Barbados a telecommunications act was passed in 2001. For the Dominican Republic the Telecommunications Act of 1998 created INDOTEL. The telecommunications legislation currently in force in the Bahamas dates back to 1999.

In 2002 e-commerce legislation was passed in the Dominican Republic. Barbados passed an Electronic Transactions Act in 2001. The Bahamas with its emphasis on enabling e-business has enacted legislation aimed at increasing confidence in e-business transactions has passed a Computer Misuse Act 2003; a Data Protection (Privacy of Personal Information) Act, 2003 and legislation in respect of Electronic Communications Transactions, 2003 all of which came into force in 2003. An electronics transactions bill for Jamaica is currently being drafted.

The Telecommunications Act of Trinidad and Tobago was amended in 2004 and since then a series of related legislative drafts have been issued for public comment. They are Draft Policy on Cable Television Networks and Services; and a Draft Policy on Micro, Small and Medium-sized International Public Telecommunications Services and/or Networks. Draft national policies for data protection and electronic transactions are also available for public comment currently. The NALIS Act, (no 18 of 1998), an act to establish the National Library and Information System, to provide for the development of coordination of all library and information services in Trinidad and Tobago and related matters was also key to facilitating access for all.

## 6. Statistical indicators

ECLAC conducted a study last September on the number of indicators being collected by Statistical Offices. Of the 27 ICT indicators identified, Montserrat was the only country to collect them all. The lowest number of indicators was collected by Aruba (7). St. Kitts and Nevis (8), Guyana (11), and the Netherlands Antilles (10) relied exclusively on the census process for the data which they collected. Apart from Montserrat, only the British Virgin Islands (15) and Anguilla (18) collected more than half of the indicators. Trinidad and Tobago, Saint Lucia, Dominica, and the Bahamas collected 13 indicators with varying degrees of regularity. The situation in Antigua and Barbuda, Cuba, the Dominican Republic, Grenada, Jamaica, Puerto Rico and the United States Virgin Islands was not known at the time of writing. The indicators queried are listed below:

<b>LIST OF INDICATORS</b>
Number of households with television sets
Number of persons living in households with television sets
Number of Households with personal computers
Number of persons living in households with personal computers
Number of households with telephones (fixed lines)
Number of persons living in households with fixed lines
Number of households with internet connections

Number of persons living in households with internet connections
Number of households with access to mobile phones
Number of persons living in households with access to mobile phones
Number of (main) fixed line subscribers: Business
Number of (main) fixed line subscribers: Residential
Number of pager subscribers
Number of mobile cellular subscribers
Number of cell sites
Number of Internet cafes
Number of fixed line service providers
Number of Internet Service Providers(ISPs)
Number of pager service providers
Cost of internet access from ISPs
Cost of internet access from internet cafes
Cost of (main) fixed line services: Business
Cost of (main) fixed line services: Residential
Cost of pager services
Number of persons employed in the telecommunications sector
Number of firms active in Information Communications Technology(ICT)
Number of persons employed in firms active in ICT

## 7. Conclusion - related news items

Information and communications technologies and their deployment in the Caribbean continue to make news as the following excerpts from recent news items indicate:

**Belize:** "Young people demonstrate to protest interruption in Internet service" (April 2005).

**Saint Lucia:** "Internet Fiesta 2005 got off to a steady start on April 19<sup>th</sup> ... The theme for this year which is really a point of departure from last year is the information society, lifelong learning and you" (April 2005)

**Haiti:** "The 2<sup>nd</sup> National Youth Forum on the Information Society was held at Fonds Jean Noel on 1-2 April. The first was held in 2003." (April 2005).

**Jamaica:** “Jamaica's telecommunications sector earned some \$50 billion in revenues last year with \$8 billion of that going to the Government's coffers.”

**Bahamas:** Caribbean central banks conference with the theme "The Digital Central Bank: integrating and communicating in the information technology age." (July 2005).

More detailed information on the status of ICT in each country is appended.

**Annex****ICT COUNTRY PROFILES<sup>1</sup>**

- Anguilla
- Antigua and Barbuda
- Aruba
- Bahamas (The)
- Barbados
- Belize
- British Virgin Islands
- Dominica
- Dominican Republic
- Grenada
- Guyana
- Haiti
- Jamaica
- Montserrat
- Netherlands Antilles
- St Lucia
- St Kitts and Nevis
- St Vincent and the Grenadines
- Suriname
- Trinidad and Tobago

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<sup>1</sup> The attached ICT profiles are a work in progress. More up-to-date information will be available in the web version of this document found at [www.eclacpos.org](http://www.eclacpos.org)

## **Anguilla**

### **1. Policy statements**

Anguilla's 2005 Budget Statement indicated that the island was "poised to effect significant diversification of our economy with the liberalization of telecommunications; strengthening the institutional and technological platform for our international financial and business services sector; with development of a policy framework for e-commerce and ICT based businesses". The high cost of telecommunications and the continuing existence of a monopoly and the absence of the requisite bandwidth and capacity are identified as the major constraints to the development of the financial services sector.

### **2. ICT strategic plan**

Anguilla has identified priorities in a document (ICT Strategic Plan) entitled: Strategic framework for an information economy for Anguilla with 10 strategic objectives, intended to "ensure that the lives, work and well-being of all Anguillians are enriched, jobs are created and the natural wealth is enhanced, through the participation of all Anguillians in the growing information economy."

### **3. Lead institution(s)**

- Ministry of Communications Utilities and Housing (Telecommunications Regulation)
- Department of Information Technology and E-Government services:

The department has an Information Systems & Technology Unit which has responsibility for:

- Managing of Information Systems
- Reviewing and implementing Government's Information Systems Strategy
- Managing and Implementing Government's Information Technology
- Coordinating Government Training of Information Technology Personnel
- Planning Hardware Installation

### **4. E-government initiatives**

The government has an official web-site, through which several services are offered. For example, immigration-related forms can be downloaded. This is an active website, described as "an authoritative source of information about the departments and agencies of the Government, current information on policies and programmes, and general information for prospective clients, visitors, students and investors."

The following forms can be downloaded:

- Application for Anguilla Entry Clearance
- Application for travel document
- Application for belonger status

- Application for permanent residence
- Application for residence stamp

Programmes from the government-run Radio Anguilla Online are web cast. The number of visitors recorded at 18 March 2005 was 45,016.

## 5. **Enabling legislation**

(None found)

## 6. **Government web sites**

Government of Anguilla

Disaster Management

Immigration Department

Radio Anguilla

Anguilla Elections

Statistics Unit

Department. IT and E-Government Services

Postal Service

Customs and Excise

Physical Planning

## 7. **ICT indicators collected by Statistical Offices**

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Number of persons living in households with access to mobile phones	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A

Number of mobile cellular subscribers	A
Number of Internet cafes	A
Number of fixed line service providers	A
Number of Internet Service Providers(ISPs)	A
Number of persons employed in the telecommunications sector	O
Number of firms active in Information Communications Technology(ICT)	O

Frequency of collection:

Annually

C Census

M Monthly

O Occasional survey

- 8. ICT documents**
- 9. Documents in Caribbean Digital Library: 19**
- 10. Related News**

**Young Anguillian web designers urged to enter the international web design competition**

Young Anguillian web designers have just two weeks left to win an all expenses paid trip to Jamaica as part of an international web design competition.

The competition, open to web developers aged 18 years and under, is part of the Cable & Wireless Childnet Academy 2005 which can be reached at [www.childnetacademy.org](http://www.childnetacademy.org).

Winners will be invited to attend the week-long Academy in Jamaica next Easter, where they will be offered specialist web support, technical advice and leadership training by a team of internet experts.

The deadline for competition entries is 6 December 2004.

The initiative, run by Internet charity Childnet International and Cable & Wireless, aims to recognize the outstanding creativity of children and young people who are developing online projects to benefit young people worldwide.

As well as a trip to Jamaica, winners will receive a share of a special £30,000 web development prize fund, established by Cable & Wireless to help participants develop their own websites.

Chief Executive of Cable & Wireless Anguilla, Mr Sutcliffe Hodge said Cable & Wireless is proud to support this competition to encourage young people to use the Internet in a positive way and he hopes to see entries from young people here in Anguilla. He added that Information communications technology is at the heart of business and the Academy demonstrates how young people are using ICT to express their creativity, share ideas and benefit young people across the world.

**Radio Anguilla News Archive**  
**Sunday 28 November 2004 1:30 PM**

## **Antigua and Barbuda**

### **1. Policy**

Antigua and Barbuda has embraced information and communications technology as a "key contributor" to the development of the country. To this end the government has established some key institutions: an Information Technology Centre, a Government Data Centre, and a wide area network. These initiatives have facilitated the re-engineering of the Customs and Inland Revenue departments, and other Government finance procedures have also been re-tooled. There is also an active Internet domain name registry which administers and collects fees for the .AG top level domain name.

### **2. ICT strategic plan**

A [Strategic Plan](#) for information and communications technology has been drafted and several of the objectives have already been achieved. Among the strategic objectives included in the plan are the promotion of public awareness, access to government information, online government services, the provision of an e-commerce portal, affordable access to computers, and human capacity building.

### **3. Lead institution(s)**

Antigua and Barbuda Institute of Technology  
Information Technology Centre  
Government Data Centre

### **4. E-government initiatives**

The Government of Antigua and Barbuda has an interesting and attractive web presence, apparently supported at the highest level, prominently featuring an invitation from the Prime Minister to provide feedback on government's performance: "I welcome and invite you to contact me with your views as we build a prosperous and dynamic Antigua and Barbuda in the sunshine."

### **5. Enabling legislation**

## 6. Government web-sites

The official web-site of the Government <http://www.antiguabarbuda.gov.ag/><sup>2</sup> is a useful and dynamic source of information, providing access to the texts of proposed and existing laws, acts and regulations, statistics, speeches and reports. Various government forms can also be downloaded

Government of Antigua and Barbuda  
Department of Tourism  
NIC Ag Domain Name Registry  
Permanent Mission to the UN

## 7. ICT indicators

## 8. Related documents

## 9. Documents in Caribbean Digital Library : 16

## 10. Related news

India is prepared to offer continued assistance to Antigua and Barbuda in the areas of information technology training. Four nationals have successfully completed courses of training in various IT areas in India and have already returned to the public service with two remaining in India undergoing training in IT.

It was agreed that 10 additional persons will be sent to India for training this year in varying areas of ICT. Talks were also held on attracting consultants to the country in information technology security, software engineering and database; and consultants to formulate policies, legislation and regulation to address telecommunications and broadcasting convergence, the impact of new technologies and e-commerce issues.

Source: *Caribbean Net News - March 15, 2005*

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<sup>2</sup> The government website could not be located using the popular search engines, so it is likely to be missed by persons who do not have prior knowledge of its existence.

## Aruba

### 3. Lead institution(s)

Ministry of General Affairs  
Bureau of Intellectual Property

### 6. Web-sites

Government of Aruba  
Financial Centre  
Bureau of Statistics  
Chamber of Commerce and Industry  
Cruise Tourism Authority  
Central Bank of Aruba

### 7. ICT Indicators

INDICATOR	Frequency of Collection
Number of households with television sets	O
Number of Households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of households with internet connections	C
Number of Internet cafes	O
Number of firms active in Information Communications Technology (ICT)	O
Number of persons employed in firms active in ICT	O

Frequency of collection

A     Annually  
C     Census

M     Monthly  
O     Occasional survey

## The Bahamas

### 1. Policy statements

The Government has set as a long-term, broad-based objective, the transformation of the Bahamian economy to a digital one, as a means of generating viable opportunities for Bahamians to participate in the global economy. The realisation of such opportunities will come about through the pervasive use of the Internet to engage in activities such as e-commerce, e-learning, e-health, e-government services and certain niche markets within the supply chain.

### 2. ICT strategy

The Government of the Bahamas has developed a detailed ICT strategy articulated in a document entitled “Policy statement on electronic commerce and the Bahamian digital agenda”. January 2003. The document details an action plan and proposes institutional arrangements in respect of e-business, the telecommunications infrastructure, legal, financial, content and human resource development issues, and e-government.

### 3. Lead institution(s)

Ministry of Finance Data Processing Unit

Ministry of Works and Utilities (Telecommunications regulation)

### 4. E-Government

The government is committed to the expansion of its wide area network connecting all government agencies and accelerating the development of online processes to facilitate business. The government will also place as priority the coordination of regulatory policy among various government entities that will promote transition to a digital economy; upgrade infrastructure for the delivery of government information including converting public information to electronic form; and continue work on the expansion and enhancement of the government portal and website.

### 5. Legislation

The Bahamas with its emphasis on enabling e-business has enacted legislation aimed at increasing confidence in e-business transactions has passed a

Computer Misuse Act 2003

Data Protection (Privacy of Personal Information) Act, 2003

Electronic Communications Transactions, 2003

**6. Web-Sites**

Government of the Bahamas  
Ministry of Education  
College of the Bahamas

**7. ICT indicators collected by Statistics Office**

INDICATOR	Frequency of Collection
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	O
Number of persons living in households with fixed lines	O
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A
Number of pager subscribers	A
Number of mobile cellular subscribers	A
Number of persons employed in the telecommunications sector	C

Frequency of collection

A Annually

C Census

M Monthly

O Occasional survey

Documents in Caribbean Digital Library: 20

## **Barbados**

### **1. ICT policy priorities (Source: Barbados 2004 budget)**

Initiated since 1998, the liberalization of the telecommunications industry, presided over by the Fair Trading Commission, is now in the second phase of a three-phase process. The government has undertaken a number of ICT enabled projects geared towards streamlining operations and the delivery of its services to its customers:

Smartstream: the computerization of government's financial and human resource management system

EEPSI: The Enabling Environment for Private Sector Investment, a project linking approximately 15 ministries and departments to make it easier to collaborate and share common information

ASYCUDA: to facilitate full electronic document processing by the Customs Department

Soon to come on stream will be the Barbados Integrated Portal Project which will provide an electronic gateway to the services, information and knowledge contained in the Public Sector.

### **2. ICT strategy**

An ICT Strategic Plan has been prepared and issued August 2005.

### **3. Lead institution(s)**

- Ministry of Commerce Consumer Affairs and Business Development (E-Commerce)
- Ministry of the Civil Service (E-Government)
- Data Processing Department
- National Council for Science and Technology (Data gathering)
- Fair Trading Commission
- Central Information Management Agency (Proposed)

### **5. Legislation**

Telecommunications Act (2001)

Electronics Transactions Act (2001)

### **6. Government Web-Sites**

Ministry of Tourism

Solid Waste Management Programme

Postal Service

National Insurance Scheme

National HIV/AIDS Commission

National Conservation Commission  
Land Tax Department  
Ministry of Labour and Social Security  
Ministry of Industry & International Business  
Barbados Government Information Service  
Barbados Fire Service  
Fair Trading Commission  
Edutech 2000  
Customs and Excise Department  
Corporate Affairs and Intellectual Properties  
Ministry of Commerce, Consumer Affairs  
Commission for Pan-African Affairs  
Coastal Zone Management Unit  
Central Emergency Relief Organisation  
Barbados National Productivity Council  
Barbados Building Standards Authority

7. **ICT Indicators collected by Statistics Office**

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Number of persons living in households with access to mobile phones	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A

Frequency of collection

A Annually  
 C Census

M Monthly  
 O Occasional survey

**8. Documents**

- Barbados information technology indicators study: Systems Consulting Ltd. - Prepared for the National Council for Science and Technology. 16 September 2004.
- Review of the Status of ICTs in Barbados: designing the networked nation: final report. ACB Knowledge Consultants. Ministry of Commerce Consumer Affairs and Business Development. 7 May 2004
- Barbados' national ICT Strategic Plan. Mobile Barbados. Building the networked nation. Ministry of Commerce Consumer Affairs and Business Development. August 2005

**9. Documents in Caribbean Digital Library 80****10. Related New****11. Contact persons**

## **Belize**

### **1. Policy statements**

The 2003 manifesto on which the return to office of the People's United Party of Belize was based, promised "a high tech Belize" as a means of helping poor people bypass some traditional barriers to development, assuring, that the computer will become as commonplace in homes, at school and in the workplace as television sets. To achieve this, competition in the telecommunications market would be encouraged in order to lower rates, ensure a community 'phone and internet access in every village and promote affordable internet access everywhere.

Commitments were made to: restructure educational institutions to provide ICT skill development and prepare professionals able to maximize ICT use for development; provide opportunities for the existing workforce to retrain to meet the new ICT thrust; develop incentives for the private sector to have computer literate employees and to reduce the brain drain; provide the legislative and regulatory framework for effective licensing of new technologies; establish, with the support of the relevant international organizations, a permanent National ICT Advisory Body to recommend strategies for a National ICT Policy and to monitor developments in the field; apply ICT in particular to the health and education services, including the provision of country-wide distance learning; formulate an investment policy which targets, and provides greater incentives to strategic industries that will have significant spin-off effects in transferring ICT to Belizeans; formulate a National Telecommunications Policy that will regulate competition, interconnection, tariff and network development; implement specific strategies for the roll-out of the telecommunications infrastructure to rural communities; design strategies to ensure that the Public Utilities Commission is adequately funded, expertly staffed and that it operates proactively and transparently; and establish a Science and Technology Park.

### **2. ICT strategic plan**

There does not appear to be a detailed strategic plan for ICTs. However, the Public Sector Reform document entitled: Charting the way forward - 2000 and beyond, outlines the following strategy in respect of information technology:

"If the Belize Public Sector is to keep pace with developments in the global sphere, its modernization must embrace advancements in information technology (IT). The Government will therefore seek to modernize the Belize Public Sector through information technology to facilitate efficient decision-making, public administration and policy implementation. It will also seek to provide an information policy framework for government institutions. Furthermore:

- Automated management systems will be installed in all government agencies;
- A human resource management information system will be installed in the ministry responsible for the Public Service;
- The Ministry of Finance will seek to standardize existing systems throughout the Public Service; and
- An IT Unit will be established to render operational support as well as enforce policy compliance.

**3. Lead institutions**

Ministry of Energy and Communications

**4. Legislation****5. Government web sites**

Government of Belize

Office of the Prime Minister

Belize Trade and Investment Development Service

Ministry of Natural Resources and the Environment

Belize Intellectual Property Office

National Emergency Management Organization

Belize Tourism Board

**6. ICT Indicators collected by Statistics Office**

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A
Number of persons employed in the telecommunications sector	A

Frequency of collection

A Annually

C Census

M Monthly

O Occasional survey

## **British Virgin Islands**

### **1. Policy statements**

The appropriate application of science and technology to production platforms for tourism, financial services and IT is one of the most critical developmental strategies which our government will choose in the future.

The Government is devising clear strategies for turning the BVI into a knowledge-based economy

### **2. ICT strategic plan**

Not found

### **3. Lead institution(s)**

Ministry of Communications and Works

### **4. Web sites**

[BVI Government Gateway](#)  
[Library Services Department](#)  
[Development Planning Unit](#)  
[BVI Ports Authority](#)  
[BVI Tourist Board](#)  
[BVI Financial Services](#)  
[Department of Disaster Management](#)  
[Public Sector Development Programme](#)  
[Trade and Investment Promotion Unit](#)  
[Government Information Service](#)  
[BVI National Parks Trust](#)  
[BVI International Finance Centre](#)

## 5. ICT Indicators collected by Statistics Office

INDICATOR	Frequency of Collection
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Number of persons living in households with access to mobile phones	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A
Number of persons employed in the telecommunications sector	A
Number of firms active in Information Communications Technology (ICT)	A
Number of persons employed in firms active in ICT	A

Frequency of collection

A Annually  
C Census

M Monthly  
O Occasional survey

## Dominica

### 1. ICT strategy

A draft ICT policy in education has been prepared by the Planning Unit of the Ministry of Education Sports and Youth Affairs.

### 2. Lead institution(s)

Ministry of Communications. Telecommunications Unit  
National Telecommunications Regulatory Commission

### 3. E-Government initiatives

### 4. Enabling legislation

- Treaty establishing the ECTEL
- Telecommunications Act
- International Business Companies (IBC) Act 1996
- Offshore Banking Act 1996
- National Development Corporation Act

### 5. Government web-sites

Official web-site of Dominica  
National Telecommunications Regulatory Commission  
National Development Corporation  
Dot DM Domain name registry  
The Government of Dominica  
Dominica Travel Document System  
Dominica Tourism Offices

### 6. ICT Indicators collected by Statistics Office

INDICATOR	Frequency of Collection
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C

Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Number of persons living in households with access to mobile phones	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A
Number of mobile cellular subscribers	A

Frequency of collection

A Annually  
C Census

M Monthly  
O Occasional survey

**7. ICT related documents**

- Analysis of the IT sub-sector in Dominica
- Draft ICT policy in education
- Report on the Informatics Industry in the Commonwealth Caribbean - Miriam Jacobs
- Application Package for International Business Companies (IBC's) Engaging in Offshore Business (Excluding Internet Gaming) in the Commonwealth of Dominica
- Internet Gaming - Application Procedures Forms and Guidelines
- The Commonwealth of Dominica Telecommunications Sector Policy
- Diagnostic Evaluation of the Enabling Environment for Informatics in the Commonwealth of Dominica - The Chicago Group and Wolf et al (1995)
- List of Operational Internet Gaming Companies in Dominica
- Progress Report of OECS Informatics Programme
- Dominica Draft Telecommunications Act, 2000
- Informatics Sector Report - Barbados Investment & Development Corporation

**8. Caribbean Digital Library references 77**

## **Dominican Republic**

<http://www.presidencia.gov.do/frontend/home.php> Presidencia de la Republica Dominicana

[http://dmoz.org/Regional/Caribbean/Dominican\\_Republic/Government/](http://dmoz.org/Regional/Caribbean/Dominican_Republic/Government/) Government

<http://members.lycos.co.uk/dominicanrepublic/GP.htm> Dominican Republic Politics and Government

<http://www.thedominicanrepublic.net/government.html> Government structure

[http://www.workmall.com/wfb2001/dominican\\_republic/](http://www.workmall.com/wfb2001/dominican_republic/) Dominican Republic 2001

## Grenada

### 1. Policy statement

In the Prime Minister's Millennium Vision delivered on the 31 December 1999, the Honorable Dr. Keith Mitchell proposed the acquisition and utilization of knowledge as one of the most effective ways of reducing the level of poverty in the domestic economy.

The Prime Minister is convinced that ICT must be embraced as a vital tool in the next phase of Grenada's development.

*"My government is totally committed to creating an attractive policy and regulatory environment to facilitate the development ...of Grenada as a Knowledge Society"*

The Government also designated the new decade as the Knowledge Enhancement Decade for Grenada, and set out a series of specific objectives to be achieved within the 10-year period.

*"At least fifty percent of our human resources [must be] engaged in high-value knowledge based activities, including information and communication technology, financial services education, agriculture, tourism, sport and entertainment"*

*Source: Information and Communication Technology: A Strategy and Action Plan for Grenada 2001 - 2005*

### 2. ICT strategy

ICT offers a novel and effective tool to help advance sustainable development in Grenada. ICT is a new significant factor that can propel performance and growth of the Grenada economy. This Strategy and Action Plan represents Grenada's approach to capturing the potentials of these technologies and to utilizing them for sustainable development and the fight against poverty. [ICT, Grenada, telecommunications]

### 3. Lead institutions

- National Telecommunications Regulatory Commission

### 4. Web Sites

<http://www.gov.gd/> Govt. of Grenada  
<http://www.belgrafix.com/> Grenada on the internet  
<http://www.postcolonialweb.org/caribbean/grenada/government.html> Grenada fact book  
<http://www.indexmundi.com/grenada/constitution.html> Grenada Fact book  
[National Telecommunications Regulatory Commission](#)  
[Ministry of Agriculture](#)  
[Prime Ministers' Office](#)  
[Ministry of Tourism](#)  
[Ministry of Finance](#)

## Guyana

### 1. Lead institution(s)

Office of the Prime Minister (Telecommunications Regulation)  
Ministry of Finance. ICT Unit

### 2. Government web-sites

<http://www.op.gov.gy/> Office of the President  
<http://www.sdn.org.gy/minfor/> Ministry of Foreign Affairs  
<http://www.moftic.gov.gy/> Ministry of Foreign Trade and International Cooperation  
<http://www.mintic.gov.gy/> Ministry Tourism, Industry and Commerce  
<http://www.sdn.org.gy/minedu/> Ministry of Education  
<http://www.sdn.org.gy/moh/> Ministry of Health  
<http://www.sdn.org.gy/mohss/> Ministry of Labour, Human Services and Social Security  
<http://www.sdn.org.gy/psm/> Public Service Ministry  
<http://www.sdn.org.gy/mininfo/> Ministry of Information  
<http://www.iastguyana.org/> Institute of Applied Science & Technology  
<http://www.guyana.org/> Guyana News and Information  
<http://www.gina.gov.gy/> Guyana Information Agency  
<http://www.sdn.org.gy/parliament/> Parliament of Guyana  
<http://www.epaguyana.org/> Environmental Protection Agency  
<http://www.goinvest.gov.gy/> Guyana Office for Investment  
<http://www.bankofguyana.org.gy/> Bank of Guyana

### 3. ICT indicators collected by Statistics Office

INDICATOR	Frequency of Collection
Number of households with television sets	C, O
Number of persons living in households with television sets	C, O
Number of Households with personal computers	C, O
Number of persons living in households with personal computers	C, O
Number of households with telephones (fixed lines)	C, O
Number of persons living in households with fixed lines	C, O
Number of households with internet connections	C, O
Number of persons living in households with internet connections	C, O
Number of households with access to mobile phones	C, O

Number of persons living in households with access to mobile phones	C, O
Number of persons employed in the telecommunications sector	C, O

## Frequency of collection

- A Annually
- C Census
- M Monthly
- O Occasional survey

## Haiti

### Institutions/Activities/Web resources

2<sup>nd</sup> National Youth Forum on the Information Society. 1-2 April 2005 at Fonds Jean Noel. The first was held in 2003. This is in an effort to include them in the second phase of the WSIS process and in general to increase e-literacy. Participants will be drawn from rural areas and youth organizations. It will be a joint effort of the United Nations Development Programme (UNDP), the Ministries of Education and Telecommunications, the private sector and civil society.

[www.caiti.org](http://www.caiti.org) Centre for Assistance with IT initiatives

[http://www.photius.com/wfb2000/es/haiti/haiti\\_government.html](http://www.photius.com/wfb2000/es/haiti/haiti_government.html) Haiti Govt. 2000

<http://www.palaishaiti.net/>

Presidence d'Haiti

<http://www.rehred-haiti.net/membres/bme/>

Bureau of Mining and Energy

<http://www.brh.net/>

Bank of the Republic of Haiti

<http://www.haititourisme.org/>

State Secretariat of Tourism

## Jamaica

### 1. Policy statements

Since 2000, over US \$600 million has been spent modernising the system. We are now one of the leading offshore locations for ICT services.

Another initiative of the Heart Trust will be awarding new scholarships for Information & Communication Technologies through a new project with the Ministry of Commerce, Science and Technology to train some 750 software developers and network specialists over a five-year period.” (Source: 2004-2005 National Budget)

### 2. ICT strategic plan

A 5-year information technology plan was prepared and revised in 2002. The plan is: "intended to position the island as a major centre of excellence in the ICT industry in the emerging markets" 2004 Budget Statement

### 3. Lead institution(s)

- Central Information Technology Office
- Jamaica Information Services

### 4. E-Government initiatives

### 5. Enabling legislation

The Access to Information Act commenced on Monday 5 January 2004  
An Electronics Transactions Bill is being drafted  
Copyright Act (1913)

### 6. Government web-sites

Cabinet Office  
Jamaica Information Service  
Ministry of Justice  
Jamaican Diaspora Forum  
Access to Information  
Administrator General's Department  
Ministry of Agriculture  
  
Agriculture Services  
Airports Authority  
Anti-dumping and Subsidies  
Commission

Bank of Jamaica  
Betting Gaming and Lotteries Commission  
Broadcasting Commission  
Bureau of Standards  
Cabinet Office  
Children's Services  
Civil Aviation Authority  
Central Information Technology Office  
(CITO)  
Other Links

## Statutory Bodies

Statistical Institute of Jamaica  
Planning Institute of Jamaica

### 7. **Related documents**

Jamaica's Development Gateway  
National ICT Strategy for Jamaica  
Jamaican Ecommerce blueprint  
A five-year strategic information technology plan for Jamaica

### 8. **Documents in Caribbean Digital Library** 74

### 9. **Related news**

12 May 2004: Jamaica's telecommunications sector earned some \$50 billion in revenues last year with \$8 billion of that amount going to the Government's coffers. Source: Sectoral debate 2004-2005.

In the information and communication technology sector, there was increased activity continuing the trend established since the liberalisation of the communication sector in 2002. The liberalisation of the sector has resulted in reduced cost thereby enhancing Jamaica's competitiveness in IT-enabled Services such as, software development, business process outsourcing services and contact centres. As the Prime Minister indicated in his budget presentation, we are now positioned as a leading offshore location for ICT services. In 2003 activity was concentrated in network expansion by Cable and Wireless, Oceanic Digital and Digicel.-affiliated computer services--- a fortune 500 Company, e-services and west corporation, among others, all expanded their activities significantly. As a result of the expansion in the sector, Employment has grown to over 15,000 and is expected to reach 20,000 by 2005. While the expansion has been concentrated in Montego Bay, the corporate area and Portmore are attracting business.

Source: Sectoral debate 2004-2005

## Montserrat

### 1. Policy statements

“Again, we cannot modernise the service without the use of appropriate technology. Our efforts to date have cost over four million dollars (\$4m). My Government intends to support our E-government initiatives. At this point every ministry has the capability to make payments and manage their budget allocation electronically. There is a corporate email and other facilities to enable all public officers to communicate quickly and efficiently and to work on an electronic document from different locations without ever printing the document until it is necessary to do so. We are also, in the process of developing our government website.

We still need to introduce systems that will allow persons to file forms electronically and to pay their bills online. The Inland Revenue and Customs Department are targeted for these initiatives.”

(Source 2005 Budget Statement)

Telecommunications: (Source: Speech outlining Ministry of Communications and Works Strategic Objectives. February 2004)

- Review and upgrade the legislative framework to make it more relevant to the 21st century environment.
- Develop a strategy for liberalizing the telecommunications sector in 2007.
- Establish a telecommunications unit.

### 2. Strategic plan

The Strategic Objectives for 2003 - 2006 prepared by the Department of Administration clearly outline the policy for the development of ICTs in the country.

### 3. E-government - Information and Communication Technology

The introduction of ICT within the public sector has opened up significant opportunities for:

- \* The transformation of processes and procedures to modernise the business of government, to enable better service delivery, better procurement of goods and services, and more efficient operations;
- \* Achieving a more "joined up" working between different parts of the public sector;
- \* Providing newer and more efficient and convenient ways for individuals and organizations to communicate with government and to receive services.

*“Development of the ICT capability is also required:*

*to support the achievement of a professional HR function within government*

*to enable Montserrat to take full advantage of opportunities for economic and social development in an information age, and*

*to enhance the provision of information and services to Montserrations relocated overseas, to advance the success of initiatives to encourage their return”.*

**4. Lead institution(s)**

Ministry of Communications and Works  
Government Information Services

**5. Web-sites**

<a href="http://www.gov.ms/">www.gov.ms/</a>	Government of Montserrat
<a href="http://www.devunit.gov.ms/">www.devunit.gov.ms/</a>	Economic Development Unit
<a href="http://www.visitmontserrat.com">www.visitmontserrat.com</a>	Montserrat Tourist Board
<a href="http://montserrat-natltrust.com">http://montserrat-natltrust.com</a>	Montserrat National Trust
<a href="http://www.mvo.ms">http://www.mvo.ms</a>	Montserrat Volcano Observatory
<a href="http://mratgov.com/zjb.htm">http://mratgov.com/zjb.htm</a>	ZJB - Radio Montserrat
<a href="http://www.montserratreporter.org/">www.montserratreporter.org/</a>	The Montserrat Reporter
<a href="http://www.giu.gov.ms/">http://www.giu.gov.ms/</a>	Government Information Unit
<a href="http://www.gis.gov.ms/">http://www.gis.gov.ms/</a>	Government Information Systems
<a href="http://www.montserratstampbureau.com/">www.montserratstampbureau.com/</a>	Montserrat Philatelic Bureau

## 6. ICT Indicators collected by Statistics Office

INDICATOR	Frequency of Collection
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	O
Number of persons living in households with access to mobile phones	O
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A
Number of pager subscribers	A
Number of mobile cellular subscribers	A
Number of cell sites	A
Number of Internet cafes	A
Number of fixed line service providers	A
Number of Internet Service Providers(ISPs)	A
Number of pager service providers	A
Cost of internet access from ISPs	M
Cost of internet access from internet cafes	M
Cost of (main) fixed line services: Business	A
Cost of (main) fixed line services: Residential	A
Cost of pager services	A
Number of persons employed in the telecommunications sector	A
Number of firms active in Information Communications Technology(ICT)	A
Number of persons employed in firms active in ICT	A

Frequency of collection

A Annually

C Census

M Monthly

O Occasional survey

## Netherlands Antilles

### 1. Lead institution(s)

Bureau Telecommunicatie (Regulations and ICT)

### 2. Web-sites

[www.gov.an](http://www.gov.an) Central Government of Netherlands  
[www.curacao-gov.an](http://www.curacao-gov.an) Island Government of Curacao has its own website:  
<http://www.antillenhuis.nl/> Gevolmachtigde Minister van de Nederlandse Antillen  
<http://www.centralbank.an/>  
<http://central-bureau-of-statistics.an/>  
<http://www.minoc.an/DocCenterLib.htm#notas> Ministry of Education and Culture  
 Doc. Centre  
<http://www.antillenhuis.nl/> The Ministry responsible for the Netherlands Antilles in the  
 Kingdom of the Netherlands, in the Hague  
<http://www.centralbank.an/> the Central Bank of the Netherlands Antilles  
<http://central-bureau-of-statistics.an/> the Central Statistics Office  
<http://www.minoc.an/DocCenterLib.htm#notas> Documentation Center, Ministry of  
 Education and Culture  
[http://www.gov.an/ccg/home.nsf/vContentW/Binnenlandse+Zaken--  
 Directie+Personeel+en+Organisatie+en+ICT!Opendocument](http://www.gov.an/ccg/home.nsf/vContentW/Binnenlandse+Zaken--Directie+Personeel+en+Organisatie+en+ICT!Opendocument) ICT Department, The  
 Central Government

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<http://www.gov.an/ccg/home.nsf/vContentW/525E5FA0F083E09406256D2B0072D961>  
 Ministerie van Algemene Zaken en Buitenlandse Betrekkingen  
<http://www.gov.an/ccg/home.nsf/vContentW/4E9799354859852F04256E8B00678A8B>  
 Ministerie van Economische en Arbeidszaken  
<http://www.gov.an/ccg/home.nsf/vContentW/43CB0BB06D0D4B2304256E8B00675652>  
 Ministerie van Constitutionele en Binnenlandse Zaken  
<http://www.gov.an/ccg/home.nsf/vContentW/05782D85CB393C7A06256D28007727F7>  
 Ministerie van Volksgezondheid en Sociale Ontwikkeling  
<http://www.gov.an/ccg/home.nsf/vContentW/782A99D74923977306256D280077BB0E>  
 Ministerie van Justitie  
<http://www.gov.an/ccg/home.nsf/vContentW/0E794E322790125806256D2B0072C1EC>  
 Ministerie van Onderwijs en Cultuur  
<http://www.gov.an/ccg/home.nsf/vContentW/E1364B4AF80CD0BF06256D2B0072F771>  
 Ministerie van Financien  
<http://www.gov.an/ccg/home.nsf/vContentW/22958D41E591B2B006256D2800779738>  
 Ministerie van Verkeer en Vervoer

The Central Government has a department for ICT:  
<http://www.gov.an/ccg/home.nsf/vContentW/Binnenlandse+Zaken--Directie+Personeel+en+Organisatie+en+ICT!Opendocument>

### 3. ICT indicators collected by Statistics Office

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Number of persons living in households with access to mobile phones	C

Frequency of collection

A Annually  
 C Census

M Monthly  
 O Occasional survey

## St. Kitts and Nevis

### 1. Policy statements

#### Information Technology and Telecommunications

“Madame Speaker over the past year, the telecommunications and information technology sector in our Federation has continued to flourish and to open new avenues of advancement for our people. The signing of the Eastern Caribbean Telecommunications Authority (ECTEL) Agreement some three (3) years ago was critical in shaping the direction of the telecommunications sector here in St. Kitts & Nevis.

As a result of the liberalized environment created by the ECTEL agreement there are now two cellular phone companies, AT&T and UTS-Cariglobe, busily installing the appropriate infrastructure and equipment which will allow them to begin offering services to the people of St. Kitts & Nevis by the end of the first quarter of this year. In addition, The Cable will be providing fixed line telephone services including local and overseas calling capabilities. A number of other telephone service providers have also entered the market, having obtained simple voice retail licenses.

Of course such advances in telecommunications and information technology must be supported by appropriate training and human resource development activities. Hence, my Government will continue to improve on the computer education provided in our primary and secondary schools and expand the activities of the computer laboratories at the schools. We understand however, that even adults need to keep pace with technological developments if they are to function properly at the workplace. We therefore provide them with a variety of training opportunities through programmes, such as the Rural Computer Education Programme, that target adults with little or no knowledge of information technology.

Madame Speaker, our initiatives in information technology are achieving the desired results. St. Kitts & Nevis already has a relatively high rate of penetration in both telephone and Internet services. It is ranked 20th in the world in internet access availability. Internet access is already available in all our institutions of learning, and in the coming year, additional services will be made available to community centres, clinics and community-based institutions, so that no one would be left behind in this digital age.

Employment creation is one of the critical objectives that we have set for this fiscal year. We expect that our expansive Public Sector Investment Programme and our initiatives in the various sectors of economy including tourism, agriculture, information technology and financial services will provide hundreds of job opportunities for all of our citizens and for many of the employees of the SSMC, in particular the narrowing of the balance of trade and current account deficits by enhancing our competitiveness, strengthening our export capability and boosting our receipts from services, including tourism, financial services, and information technology.”

(Source "Budget Statement")

**2. ICT strategy**

**3. Lead institutions**

- National Telecommunications Regulatory Commission

**4. E-government initiatives**

“Of course, we will also continue to upgrade and modernize our entire education system. To this end, we will continue the implementation of the Basic Education Project and the Secondary Education Development Project which will include the construction of a new secondary school at Saddlers and the modernization of the management, content and delivery of secondary education in our Federation. In addition, the implementation of the EU-funded Information Technology Based Training and Management Project will commence in 2005. This is yet another of our initiatives aimed at advancing the Information Technology Sector by helping our young people to acquire the appropriate skills that would enable them to provide information technology services that would be comparable in quality and price to any such service offered anywhere on the face of the globe.

The Inland Revenue Department has been modernized and computerized, and the Customs Department is undergoing a reform process that will modernize its organization, management and operations. It will also give the Customs Department state-of-the-art Information Technology systems that would allow brokers and importers the convenience of electronic transfer of documents to and from the Department. “

**5. Web sites**

[www.stkittsnevis.net/](http://www.stkittsnevis.net/)

St Kitts Nevis Government

<http://www.stkittsnevis.org/>

St Kitts Mission to the OAS

[National Telecommunications Regulatory Commission](#)

**6. ICT indicators collected by Statistics Office**

INDICATOR	Frequency of Collection
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C

Frequency of collection

A Annually  
C Census

M Monthly  
O Occasional survey

**7. ICT related documents**

## Saint Lucia

### 1. Policy statements

In order to ensure the strategic and coordinated development at the organizational and national levels, key integration measures must accompany the expansion of IT infrastructure in the Public Service. Computer systems need to be integrated with each other, with the data and information resources that they act upon, with related business processes and procedures, and executed within a suitable institutional framework.

A total of \$1.5 million has been allocated for the project on “Expanding Information Technology (IT) and Electronic Government” for the current financial year, with a total cost of \$8.4 million over the 4-year period of the project.

### 2. ICT strategic plan

None found.

### 3. Lead institutions

- Office of the Prime Minister. Public Sector Reform (ICT and Electronic Government)
- Ministry of Communications and Works
- National Telecommunications Regulatory Commission

The Electronic Government Unit in the Office of the Prime Minister will be expanded to allow it to coordinate the IT initiatives within the Public Service. The E-government Unit will also be supported by an executing/implementing agency. This will entail the restructuring of the government-owned Computer Center Limited (CCL) as the central IT executing agency for the Public Service, operating within a clear mandate and with the necessary policy and strategic direction.

### 4. E-Government initiatives

1. The computerization of the Treasury Department and the accounting functions of all line Ministries, including streamlining operating procedures in the procurement and payment processing functions;
2. The implementation of a specialized computer system for the Inland Revenue Department (Standard Integrated Government Tax Administration System - SIGTAS);
3. The upgrade of the Customs computer system (Automated Systems for Customs Data - ASYCUDA++),
4. Machine readable passports, and a comprehensive Immigration Management and Control System, including Border Control Systems
5. The implementation of a new National Identification System, the key element of which will be a unique number assigned to each individual from cradle to grave, with

technology that will allow the card to be swiped through a reader and provide secure access to data and services.

6. The integration of information technology in the education sector. All secondary schools have at least one fully equipped computer lab and an island-wide computer network for all schools and District Education Offices has been set-up.
7. Island-wide Voice and Data/Frame Relay Network for the Police Department will result in the implementation of several modern systems for law enforcement.

The use of IT in several other areas is well advanced and will be developed further during this financial year, including the analysis and design of computer systems for the establishment of Universal Health Care and the new General Hospital; the implementation of a computerized network solution to forecast demand and schedule production in agriculture; and the upgrade and rationalization of the government's wide area network infrastructure, as well as the online services and web-sites in the Public Sector

(Source. 2005 Budget Statement)

## **5. Enabling legislation**

The following legislation is planned:

1. An Electronic Transactions Bill, which will establish the legal basis for the safe, but free conduct of electronic commerce, by making provision for electronic signatures, and rules of evidence for electronic transactions, among other areas;
2. A Privacy and Data Protection Bill, which will safeguard citizens from the potential abuse of their personal data through computer systems; and
3. A Computer Misuse Bill, which will protect the rights of the owners of valuable data and computer systems.

## **6. Web sites**

St Lucia Government

St Lucia National Development Corporation

National Printing Corporation

Government Statistical Department

Government Information Service

National Emergency Management Organisation

National Television Network

Consulate General of Saint Lucia, Miami

Electoral Office

Inland Revenue Department

Ministry of Agriculture, Forestry, Fisheries & the Environment

Ministry of Commerce, International Financial Services and Consumer Affairs

Ministry of Education, Human Resource Development, Youth and Sports

National Telecommunications Regulatory Commission

Office of Private Sector Relations

Permanent Mission of Saint Lucia to the United Nations

Saint Lucia's Climate Change Website

Saint Lucia's National Biodiversity Strategy And Action Plan Project

Saint Lucia Met. Office  
Saint Lucia National Development Cooperation  
Saint Lucia Solid Waste Management Authority  
Saint Lucia Tourist Board  
St. Lucia Air and Sea Ports Authority  
St. Lucia Chamber of Commerce  
St. Lucia Jazz Festival  
St. Lucia Hotel and Tourism Association  
Mon Repos Youth & Sports Council  
National Community Foundation  
St. Lucia Nobel Laureates  
Saint Lucia's Telephone Directory

7. **ICT indicators collected by Statistics Office**

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Number of persons living in households with access to mobile phones	C
Number of persons employed in the telecommunications sector	Q
Number of firms active in Information Communications Technology (ICT)	A
Number of persons employed in firms active in ICT	A

Frequency of collection

A Annually  
C Census

M Monthly  
O Occasional survey

**8. Related documents**

National Telecommunications Regulatory Commission annual report 2002-2003

**9. Related News**

**INTERNET FIESTA Thursday 21 April 2005** - Internet Fiesta 2005 got off to a steady start on 19 April. Now into its second year the event according to the National Coordinator Dr. Cletus Bertin promises to be bigger than last year's. A major boost to this year's event is the heavy emphasis on decentralization. Organizers believe that the event must profit every St. Lucian. According Dr. Bertin, "The theme for this year which is really a point of departure from last year is the information society lifelong learning and you. The second thing is that we try this year to have the activities in a more relaxed, fun environment for example last year we had a symposium at the NIC conference centre this year we are taking it to the community level, so we will be meeting in town halls, villages and halls."

**(Source: St Lucia Government Press Release)**

## **St. Vincent and the Grenadines**

### **1. Policy statement**

The Ministry of Telecommunications, Science, Technology, and Industry is responsible for implementing elements of the WSIS Plan of Action.

### **2. ICT strategy**

An ICT strategy has been prepared and several institutions established to transform the Plan into reality.

### **3. Lead institution(s)**

- Ministry of Telecommunications Science Technology and Industry
- National Telecommunications Regulatory Commission
- National Institute of Technology
- Ministry of Telecommunications Web Unit

### **4. E-Government Initiatives**

A Web Unit has been established within the Ministry, to develop Internet and Intranet applications. Staffed with a web manager, web editor, two documentation officers, a graphic artist and six web administrators, the Unit is expected to have an impact on the manner in which government services are accessed, and facilitate more transparent communication between the citizens and the government.

### **5. Capacity building**

The Government of St Vincent and the Grenadines has also established a National Institute of Technology which offers training to citizens at all levels, from basic computer literacy to advanced certification courses. The government is in the process of creating an Intranet linking all government agencies through a wide area network. Already the Prime Minister's Office, ministries of agriculture, education, the treasury, and the Police Department are linked via the Intranet.

### **6. Government web sites**

Earlier this year (2005) launched its official web site. [www.wvg.gov.vc](http://www.wvg.gov.vc). For the time being this site does not appear to be listed by any of the major search engines so one would need to know of its existence in order to locate it.

St Vincent and the Grenadines Government  
National Investment Promotions Inc  
St Vincent and the Grenadines Port Authority

National Insurance Services  
National Broadcasting Corporation  
St Vincent and the Grenadines Broadcasting Corp  
St Vincent Electricity Services  
National Telecommunications Regulatory Authority  
Embassy (USA)  
St Vincent and the Grenadines Maritime Administration  
Ministry of Tourism and Culture  
St Vincent and the Grenadines Consulate in Liechtenstein

7. **ICT indicators collected by Statistics Office**

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of households with access to mobile phones	C
Cost of (main) fixed line services: Residential	M

Frequency of collection

A Annually  
C Census

M Monthly  
O Occasional survey

## Suriname

### 1. Policy statements

Suriname is particularly concerned about its massive digital divide, especially between its urban and rural areas. The government, therefore, plans to establish a national institute, the main goal of which will be to bring this digital gap to a more acceptable level. To this end, the Ministry of Transport, Communication and Tourism together with the Telecommunication Company are establishing telecommunication centres using Very Small Aperture Terminal (VSAT) technology to serve the rural areas. Suriname has many cyber cafés, but these are used mainly by young people in urban areas.

### 2. ICT strategic plan

The Ministry of Education has drafted a National Educational Plan which will provide more access to computers and the Internet for school children especially from the primary and secondary schools. Suriname is also making full use of a number of ICT scholarships which are offered every year by India.

### 3. Lead institutions

Ministry of Internal Affairs

### 4. E-Government initiatives

With regard to e-government, there is encouraging progress as most of its services have been computerized or digitalized. Passports are now machine readable and basic information such as name, date of birth, marital status, nationality and other basic information about the public are computerized. Most of the government ministries in Suriname are working on creating their own web-site. Commercial banks in Suriname are offering E-banking and the Suriname Post Office is facilitating E-commerce.

### 5. Enabling legislation

None found

### 6. Government web sites

[Anton de Kom Universiteit van Suriname](#)  
[Conservation International, Suriname](#)  
[Amazonia - Suriname](#)

## 7. **Related news**

According to the Digital Access Index of the International Telecommunications Union (ITU), Suriname is in 74<sup>th</sup> place out of a number of 178 countries. Suriname is in the category of middle/low access. About 46% of the Suriname population has access to information technology.

## **Trinidad and Tobago**

### **1. Policy statements**

The government's vision to bring Trinidad and Tobago to Developed Nation Status by 2020 recognises that developments in the ICT sector are critical to achieving this goal. The National Information and Communication Technology (NICT) Project is linked and integrated with Vision 2020. There are common members on the Steering Committees of both efforts

### **2. ICT strategy**

“Trinidad & Tobago’s National Information and Communication Technology (NICT) Plan will provide us all with a “connectivity roadmap” to connect people, communities, businesses, government and educational institutions through an integrated technology network.”

Fastforward agenda: “The vision is of a Trinidad and Tobago in a prominent position in the global information society through real and lasting improvements in social, economic, economic and cultural development caused by deployment and usage of information and communication technology.”

“Our National ICT Vision is to provide real, lasting improvements in social, economic and cultural development through the development and use of information and communication technology, and to establish Trinidad and Tobago in a prominent position in the global information society. “

Our National Connectivity Program will:

- “Provide all citizens in our country with Internet access
- Focus on the development of our children, and adult skills to ensure a sustainable solution and a vibrant future
- Promote citizen trust, access, and interaction through good governance
- Maximize the potential within all of our citizens, and accelerate innovation, to develop a knowledge-based society.”

**Connected. Committed. Creative. Competitive. Caring. Community.**

### **3. Lead institutions**

Ministry of Public Administration and Information  
E-commerce Secretariat

#### 4. Web-sites

##### Government Ministries

The Ministry of Science Technology and Tertiary Education

The Ministry of Trade Industry and Consumer Affairs

The Ministry of Energy and Energy Industries

The Ministry of Finance

The Ministry of Health

The Ministry of Labour & Small & Micro Enterprise Development

The Ministry of the Attorney General

##### Government Information Services

National Libraries Information Service

The Freedom of Information Act of Trinidad and Tobago

##### State Agencies

National e-commerce Secretariat

National Information & Communication Technology Plan

T&T Agencies

The Central Bank

The Central Statistical Office

The Intellectual Property Office

The National Emergency Management Agency

Trinidad and Tobago Bureau of Standards

Trinidad and Tobago Defense Force (Ministry of National Security)

Youth Training Employment Partnership Programme

##### State Enterprises

First Citizens Bank Limited

Telecommunications Service of Trinidad and Tobago Limited (TSTT)

Water and Sewage Authority

##### Wholly Owned Enterprises

Environmental Management Authority

National Agricultural Marketing and Development Corporation

The National Gas Company of Trinidad and Tobago

Tourism and Industrial Development Company

##### Statutory Boards and Other Bodies

Airports Authority of Trinidad and Tobago

Caribbean Agricultural Research and Development Institute

Chaguaramas Development Authority

Institute of Marine Affairs

National Institute of Higher Education Research, Science and Technology

National Insurance Board

National Lotteries Control Board

[National Training Agency](#)  
[Police Complaints Authority](#)  
[Public Transport Service Commission](#)  
[Regulated Industries Commission](#)  
[The Port Authority of Trinidad & Tobago](#)  
[The University of The West Indies](#)  
[Trinidad and Tobago Civil Aviation Authority](#)  
[Trinidad and Tobago Hospitality and Tourism Institute](#)  
[Trinidad and Tobago Institute of Technology and National Energy Skills Sector](#)

#### Government Offices

[Consumer Affairs Division \(Ministry of Legal Affairs\)](#)  
[Government of The Republic of Trinidad and Tobago](#)  
[Judiciary of the Republic of Trinidad and Tobago](#)  
[Office of the Ombudsman of TNT](#)  
[Parliament of the Republic of Trinidad and Tobago](#)  
[The Trinidad and Tobago Prime Minister's Office Website](#)

#### General T&T Links

[Metal Industries Company Limited \(MIC\)](#)  
[T&TEC: Trinidad and Tobago Electricity Commission](#)

#### 5. **ICT indicators collected by Statistics Office**

<b>INDICATOR</b>	<b>Frequency of Collection</b>
Number of households with television sets	C
Number of persons living in households with television sets	C
Number of Households with personal computers	C
Number of persons living in households with personal computers	C
Number of households with telephones (fixed lines)	C
Number of persons living in households with fixed lines	C
Number of households with internet connections	C
Number of persons living in households with internet connections	C
Number of (main) fixed line subscribers: Business	A
Number of (main) fixed line subscribers: Residential	A
Number of Internet cafes	A
Number of Internet Service Providers(ISPs)	A
Number of persons employed in the telecommunications sector	A

## Frequency of collection

A Annually  
C Census

M Monthly  
O Occasional survey