



Government of the Republic of Trinidad and Tobago
Ministry of Public Administration

MPA: 3/8/2 Vol. VIII

October 30, 2023

Ms. Keiba Jacob Mottley

Clerk of the House (Ag.)
Office of the Parliament
Parliamentary Complex
Cabildo Building
St. Vincent Street
Port-of-Spain

Dear Ms. Mottley,

The Ninth Report of the Public Administration and Appropriations Committee on the implementation of the 2021 budget with emphasis on the “Green Economy”

Further to your letter Parl: 5/6/19 dated April 19, 2023 on the subject at caption, please find enclosed the Ministry of Public Administration’s response to your request.

I must express my sincere apology to the Public Administration and Appropriations Committee (PAAC) and to you for the late submission on this matter. There was no intention to disregard or disrespect the Committee.

An e-copy is simultaneously submitted to the coth@parliament.org for your attention and records.

Sincerely,

.....
Ms. Abigail Bynoe
Permanent Secretary (Ag.)



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Public Administration and Appropriations Committee (PAAC)

Inquiry into the implementation of the 2021 budget with emphasis on the “Green Economy”

Request for Written Submission

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31	<p>The MPA and the MDT should submit a status report to Parliament identifying:</p> <ul style="list-style-type: none"> - The benefits derived since the implementation of these practices - The challenges faced during its implementation: - The successes since its implementation <p>Technological Practices being promoted within the Public Service:</p> <p>1. <u>Development of E-Services</u> GoRTT continues to develop e-services which utilize shared information across Ministries, Departments and Agencies (MDAs). This allows for an enhanced Ease of Doing Business (EODB) and eliminates the need for the public to use paper-based documents, as they conduct business with Government and also reduces the carbon footprint of citizens to travel to government offices. Additionally, the movement to e-payments/digital payments also enables the reduced use of paper as well as more environmentally friendly practices in the Public Service. Example: Courtpay, GovPay.</p>	<p>The MPA submits, in relation to the development of its e-services the undermentioned initiatives –</p> <ul style="list-style-type: none"> o The digitisation of the Property and Real Estate Services Division (PRESD) embracing a Property Management Information System (PMIS) which aimed at improving the integrity of data, access to records and automation of core business processes. o The System provided the opportunity for PRESD to deploy a fully automated system which provides access to records and information for effective decision making in an

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		<p>efficient manner in the management of government's property and real estate.</p> <ul style="list-style-type: none"> ○ The first phase accommodated the digitisation of existing files and provided Management with access to reports on all property matters. ○ The subsequent launch of the PRESD portal on December 14, 2022; the first service of which allows property owners to register properties for government Ministries, Departments and Agencies to select for rental, lease or purchase. <p>The benefits derived since the implementation of these practices are:</p> <ul style="list-style-type: none"> ○ The ability to generate real time Reports on the status of GoRTT rental and state owned properties thereby improving the speed of decision making, reporting and increased accountability. ○ Access to accurate, timely information to make decisions or respond to Ministerial queries. ○ Transparent process for listing properties for selection and use by GoRTT ○ Reduced reliance on paper and/or physical files as over 5,000 property files were digitised and are now accessible via the PMIS. ○ Improved service delivery to PRESD clients and streamlining the work of PRESD staff. ○ Decreased potential loss of documents when files are misplaced.

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		<p>The challenges faced during its implementation:</p> <ul style="list-style-type: none"> ○ The inability to ascertain the true scope of the project and more specifically the number of records to be digitalised. ○ Loss of man-hours due to absenteeism, shut downs and restrictions resulting from the Covid 19 pandemic. ○ Resistance to change in work processes and use of electronic records ○ Enforcement of the use of revised and approved processes ○ Inability to have access to fully dedicated ICT project resources to facilitate the timely configuration of the PMIS. ○ Inability to retain trained staff due to public service promotion rules. <p>The successes since its implementation:</p> <ul style="list-style-type: none"> ○ Digitisation and access to over 5,000 property files. ○ Standardisation of letters and forms for use within the PMIS. ○ Re-engineered Business Processes and training for PRESID staff, as well as the delivery of process manuals.

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		<ul style="list-style-type: none"> ○ Access to online property matters (files) by staff of PRESD and Legal Services Division as well as MPA's Executive. ○ The PRESD Portal allows Property owners to list properties for selection by GoRTT, this was accomplished through collaborations with the Associations of Property and Real Estate Agents of T&T. ○ The PRESD Portal also allows MDAs to submit requests for accommodation while selecting from the list of available properties. ○ Access to online auto generated reports and statistics on government property rentals / leases ○ Online PMIS that grants remote access to and review of all property files by PRESD, Legal Services Division, Deputy Permanent Secretary and the Permanent Secretary, MPA. ○ The property register which allows property owners to list properties for lease or acquisition by the State in a transparent manner. ○ Access to online submission of requests for accommodation by Ministries, Departments and Agencies (MDAs). ○ The ability to track property matters from the point of property listing to acquisition, lease or eviction, inclusive of maintenance issues on the online portal by property owners and MDAs.

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31-32	<p><u>2. Development of Internal Solutions</u> Within the Ministries, Departments and Agencies (MDAs) email and messaging are provided and encouraged to reduce printing and the reliance on consumables. The Digitization of Records is a major thrust towards a greener economy. Examples of the Digitization projects in the public service are:</p> <ul style="list-style-type: none"> - The Ministry of Planning and Development digitization of over 100,000 records. - The movement to Digitization of Notes for Cabinet. This system allows for Notes to be sent by email as opposed to the traditional practice of printing hard-copies. - The digitization of files at the Property and Real Estate Services Division (PRESD). A Property Management Information System (PMIS) was implemented to house all property records. <p>The implementation of intranets in MDAs for e.g. the then MPA, allows for the reduction of and reliance on printing for easy retrieval of documents as well as facilitates collaboration.</p>	<p>The benefits derived since the implementation of these practices: (Digitization of property records)</p> <ul style="list-style-type: none"> o Reduction on the reliance of paper and/or physical files. o Improved service delivery to PRESD clients and streamlining of the work of PRESD staff. o Decrease in the potential loss of documents when files are misplaced; and o Improvement in the speed of decision making, reporting and improved accountability.

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32	<p>3. <u>Adoption of Green ICT into operations</u> The ICT industry actually provides equipment with the environment in mind. As such, newer laptops, printers and other such devices include power savings features. When put into operation in MDAs, these devices will contribute to the reduction of energy consumption. Additionally, simple practices such as changing Default Printer Settings to print on both sides and Grey printing contribute to less consumption of consumables.</p> <p>It should be noted that updates to the Electronic Transactions Act also create a regulatory framework for the functional equivalence of electronic documents as this would allow for an electronic transaction to be accepted as valid with electronic documents in place of paper-based documents for a wide variety of applications.</p>	<ul style="list-style-type: none"> o The practices highlighted in the Report are related to MPA in that we have default settings in place that contribute to Green ICT into operations in terms of digitalisation of our internal processes which in turn can lead to the reduction and reliance on paper-based documents.
32	<p>The MPA should indicate the steps to be taken in the future to ensure the successful promotion of the technological practices in the public sector.</p>	<p>The MPA is planning to scale up its Digitalisation Programme to lend its support to a number of MDAs in their digitization efforts. Specific support extended will include process reengineering, digitisation of records and support in the identification of optimum information technology solutions. The MPA is currently seeking to recruit the requisite human resources to aid in this initiative.</p>