

ICT Development at the Ministry of Local Government in Trinidad and Tobago

*Moving from Policy to Implementation: A
People-Oriented Approach*

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Empower people in communities to manage governmental affairs in accordance with accepted democratic principles.



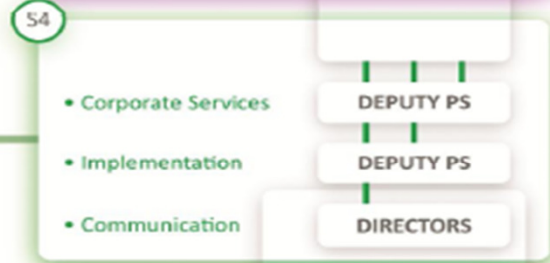
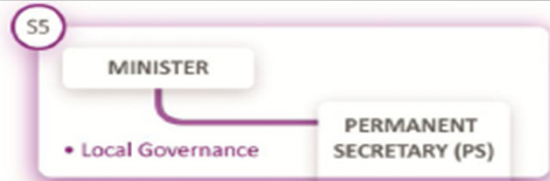
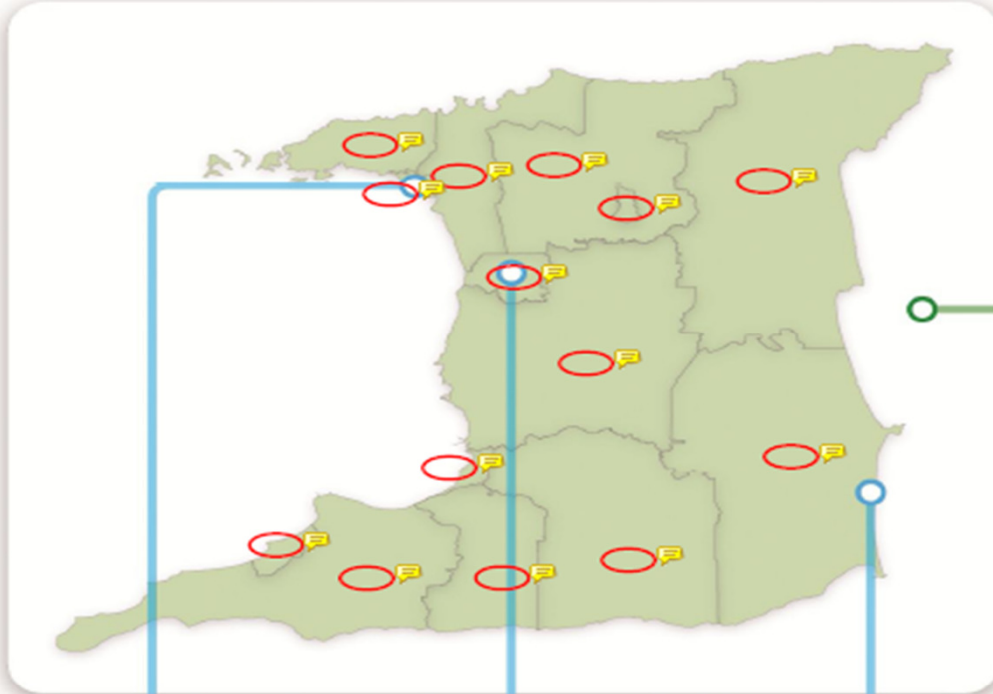
Local councils known as Municipal Corporations provide direct services to the public and also facilitate the provision of services by other state organisations.



Another key role of the local government bodies is that they provide an avenue through which the voices of citizens could be heard.

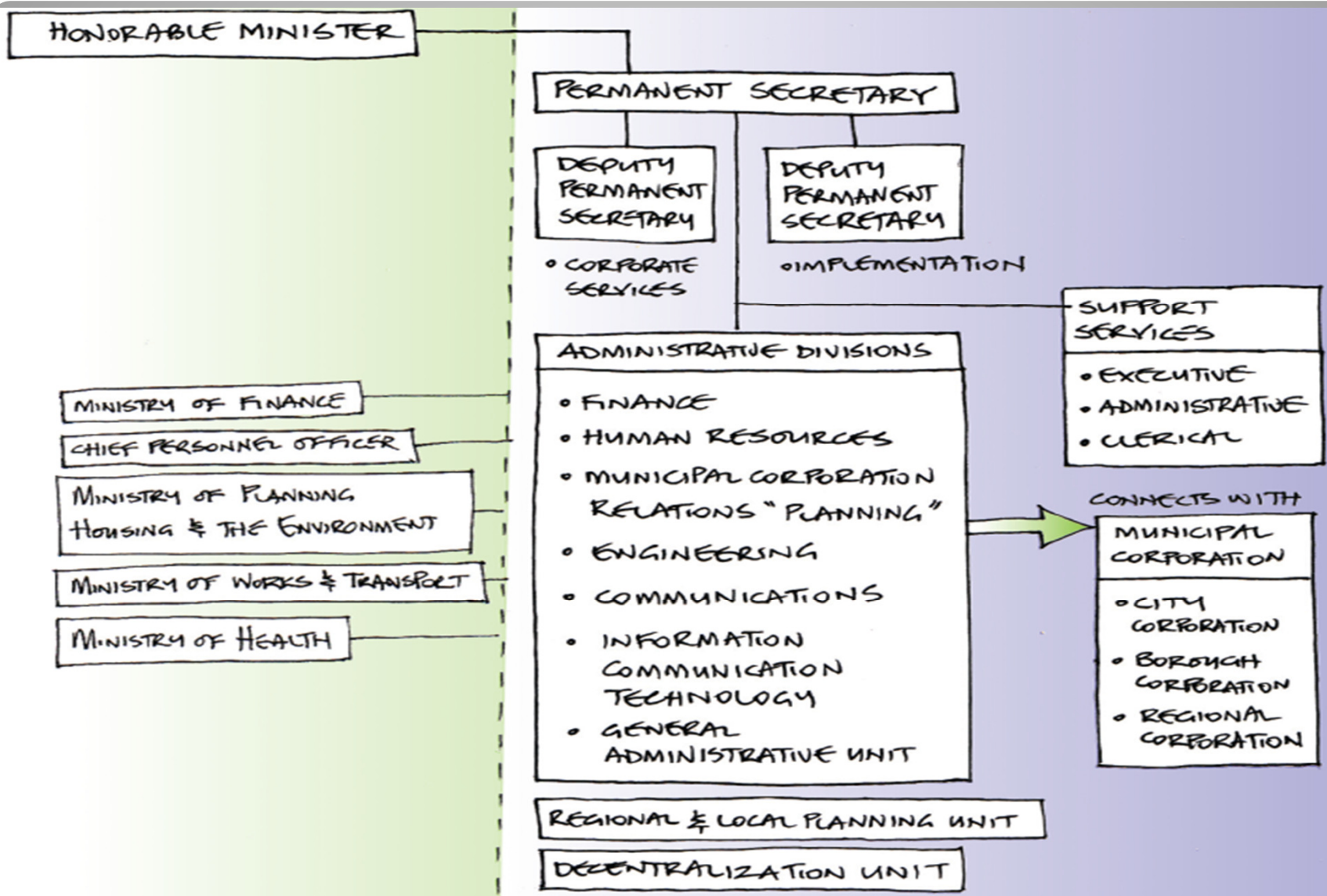
Local Government Broad Mandate





Ministry and Municipal Corporations





Local Government Organization



- MoLG ICT Policy objectives are to:
 - Provide a framework that will enable ICT to contribute towards achieving Local Government goals
 - Provide the requisite infrastructure to support local government business
 - Transform Local Government of Trinidad and Tobago into an e-government vessel providing e-citizens with the infrastructure to participate in community governance

ICT Policy Broad Objectives



Service Delivery

Enabling expeditious decision-making among Municipal Corporations by allowing a substantial measure of autonomy;

Facilitating and ensuring the timely delivery of high quality services to customers;

Service Delivery

Enhancing the Ministry of Local Government and Municipal Corporations' ability to deliver quality services promptly and ensure easy community access and wider service delivery coverage;

Implementation and use of e-governance which will provide both cost saving for Corporations and improve service delivery for citizens

Local Government Objectives in Context



Capacity Building

Encouraging more entrepreneurial, productive and responsive Local Government Institutions;

Increasing intellectual capacity through institutional strengthening and adding value through proper exposure to appropriate training and technology;

Capacity Building

Improving management and operational efficiency and effectiveness

Local Government Objectives in Context



Communication Delivery Channels

Increasing
engagement and
participation of
citizens in the
democratic process
through e-
democracy

Communication Delivery Channels

Broadening local
government
institutional
involvement in
development
issues such as
education, poverty
eradication, equal
opportunity and
justice for all.

Local Government Objectives in Context



Business Process Development

Ensuring better accountability and transparency in Local Government operations;

Continuously improving organizational performance by focusing on

Business Process Development

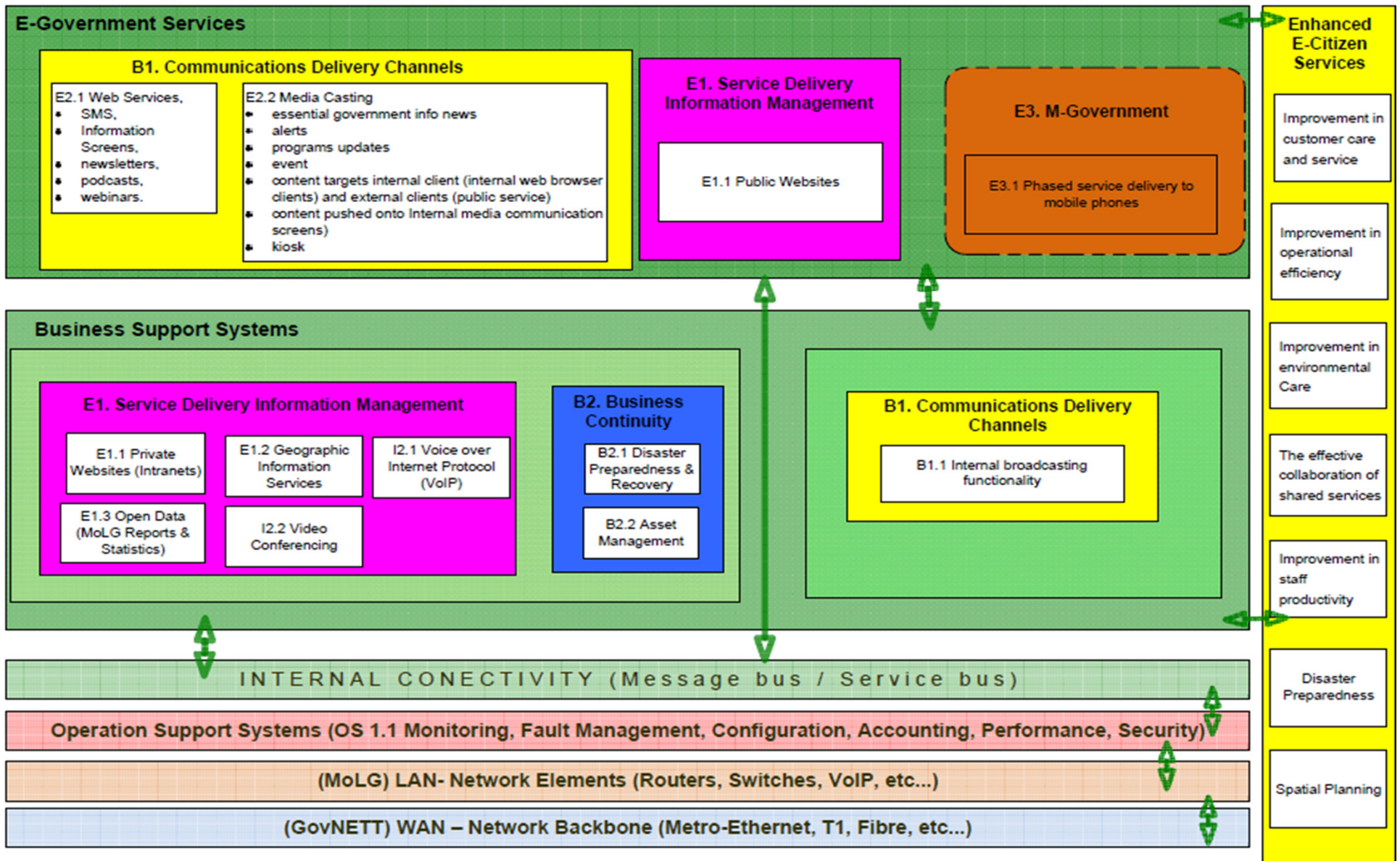
the modernization and upgrading of management systems, techniques and practices,

developing a strategic management culture and work environment conducive to self motivation, competitiveness, high levels of output and

receptiveness to change;

Local Government Objectives in Context





ICT Service Delivery Architecture



Thank You

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