



# Digital Transformation (DX) Efforts in Lao PDR

Progress, Challenges, and Roadmap Assessment

Ministry of Technology and Communications

Digital Government Center

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# 1 Vision and Strategic Goals

- **Vision:** Achieve a digitally integrated economy and society by 2040.
- **Strategic Goals:**
  - Digital Government
  - Digital Economy
  - Digital Society
- **Timeframes:**
  - 20-Year Vision (2021-2040)
  - 10-Year Strategy (2021-2030)
  - 5-Year Development Plan (2021-2025)



## 2 Key DX Programs Overview



Vision, strategy and national digital economy development plan

### 14 Key Programs:

- Digital Infrastructure Development
- Smart Cities Initiatives
- Cybersecurity Enhancements
- Digital Economy Logistics Systems
- Digital Identity Systems
- Telecommunications and DX Development Fund
- Human Resource Development



Consists of 14 programs and each program is further divided into projects for implementation, totaling 69 projects.

## 2 Key DX Programs Overview

### Achievements

- **Legislation:**
  - Complete the decree
  - Decree on the National Internet Committee,
- **Infrastructure:**
  - Expanded postal network covering 80% of cities.
  - Initiated 5G equipment procurement.
- **Digital Identity:**
  - e-ID system under development.
  - Registration of 7.4M mobile IDs.
- **Cybersecurity:**
  - Signed international agreements.
  - Organized training and awareness campaigns.
- **International Collaboration:**
  - ASEAN Smart Cities inclusion.
  - Partnerships with Vietnam, Cambodia, and Australia.

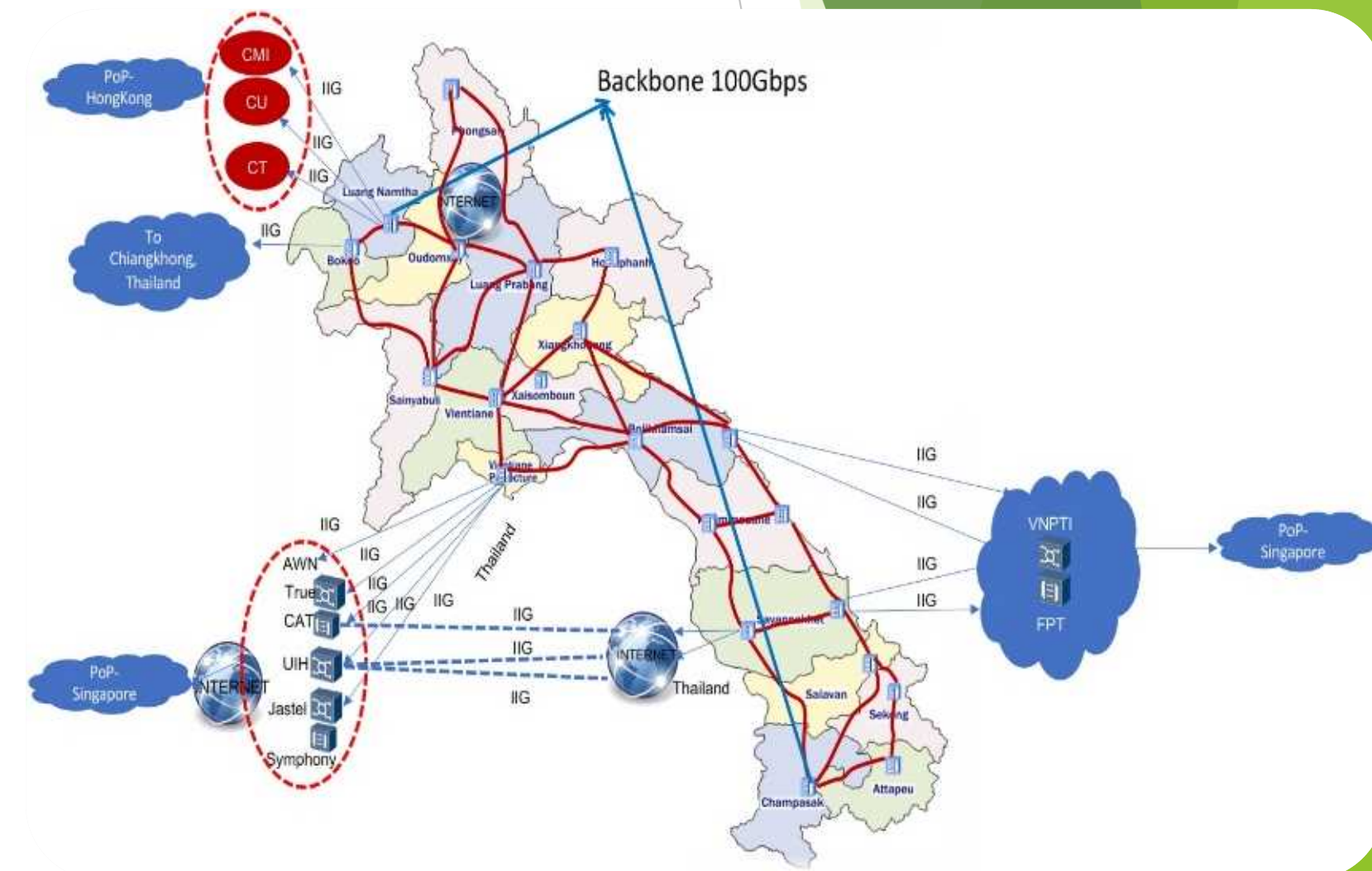
### In-Progress Initiatives

- **Infrastructure:**
  - National Data Exchange (LaoLink).
  - Expansion of high-speed networks (Digital Silk Road).
- **Digital Economy:**
  - Research on CBDC and digital asset management.
  - Increased e-commerce logistics use by 60%.
- **Smart Cities:**
  - Continued development of Vientiane and Luang Prabang.
- **Human Resources:**
  - ICT training for civil servants and entrepreneurs.

## 2 Key DX Programs Overview

### Challenges Identified

- **Infrastructure:**
  - Uneven coverage of 3G, 4G, and 5G networks in rural areas.
  - Limited funding for comprehensive implementation.
- **Cybersecurity:**
  - Insufficient detailed reference data for mobile IDs.
  - Need for capacity building in cybersecurity.
- **Digital Adoption:**
  - Limited public awareness and skills.
  - Slow adoption of e-Government services.

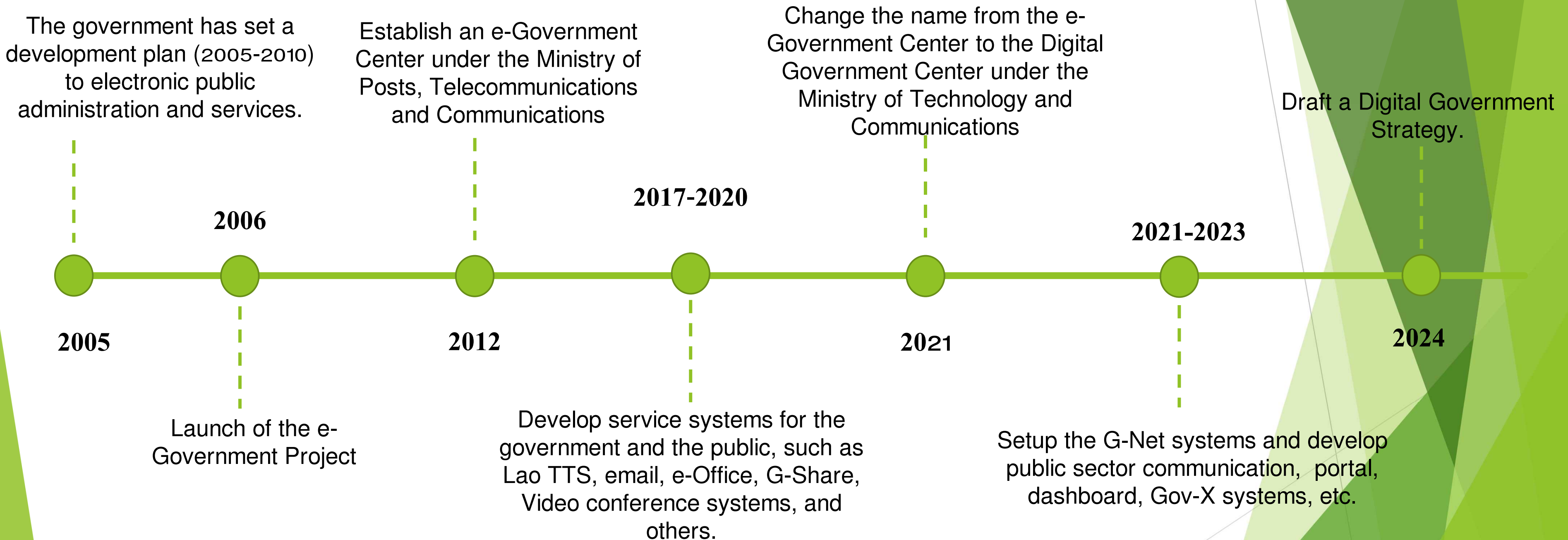


# 3 Status of Digital Government Transformation

- **Achievements:**
  - Introduction of e-Office, e-Mail, and G-Chat systems.
  - Development of citizen database and e-ID.
- **In Progress:**
  - Full implementation of National Data Exchange.
  - Enhanced online e-Services.
- **Pending:**
  - National standards for digital governance.

# 3 Status of Digital Government Transformation

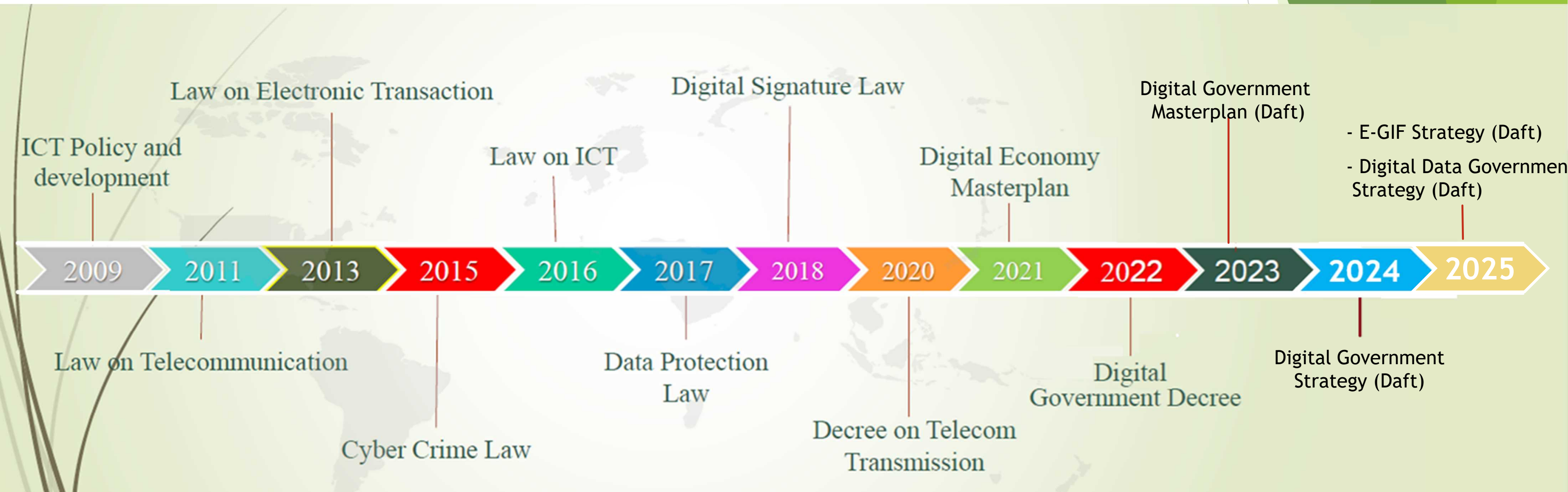
## Milestones in Lao PDR's Digital Government Journey





# 3 Status of Digital Government Transformation

Digital Policies and legislation support the digital transformation of the Lao PDR.



# 3 Status of Digital Government Transformation

## Digital Government Application Service



e-Office



G-Chat



G-NET



LaoPedia  
ກະດານຂໍ້ມູນຊຸມຊົນ  
LaoPedia



Video Conference



G-Share, G-Drive



G-Could




Gov-X  
Citizen Services




e-Mail



G-web Platform



Phetsarath OT,  
Dictionary,  
Converter...



LoudChat




e-Portal  
LAOPORTAL  
gov.la



Lao KYC



G-Form



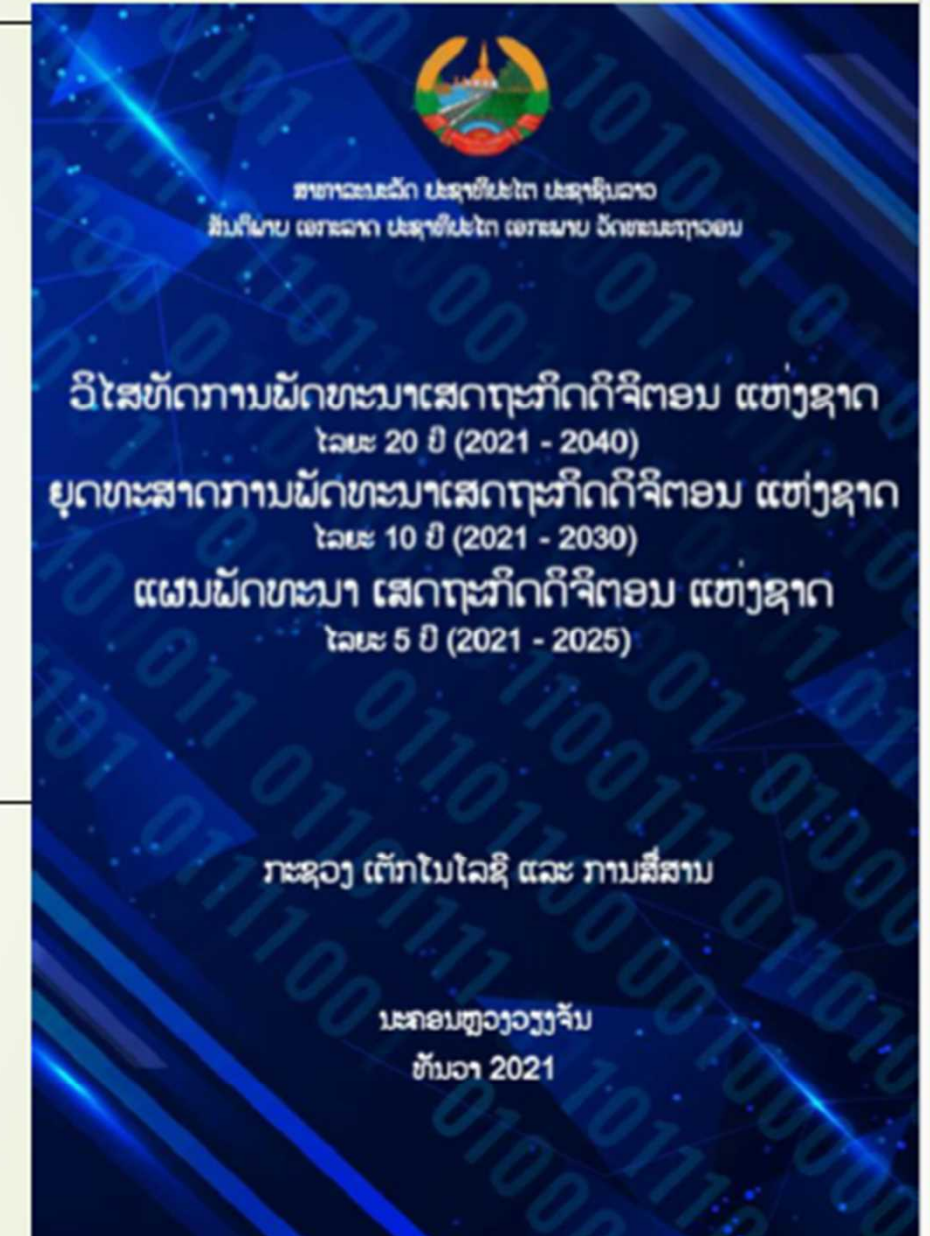
QR Code App Service

# 4 Status of Digital Economy Transformation

## Digital Policies of Lao PDR

20-Year National Digital Economy Development Visions (2021-2040),  
10-Year National Digital Economy Development Strategies (2021-2030)  
and 5-Year National Digital Economy Development Plans (2021-2025)

- Digital Government Strategy (Draft)
- Digital Health Strategy
- ICT Strategy of Land Management (Draft)
- Other Sector



# 4 Status of Digital Economy Transformation

## ➤ Achievements:

- Increased use of logistics and postal networks.
- Partnerships for smart technology.

## ➤ In Progress:

- Implementation of 5G roadmap.
- Development of digital payment systems (CBDC).

## ➤ Pending:

- Full deployment of AI and big data strategies.
- Enhanced e-Commerce taxation mechanisms.

# 5 Status of Digital Society Transformation

## ➤ Achievements:

- Awareness campaigns for cybersecurity and DX.
- Training programs for society through Social Media Channel.

## ➤ In Progress:

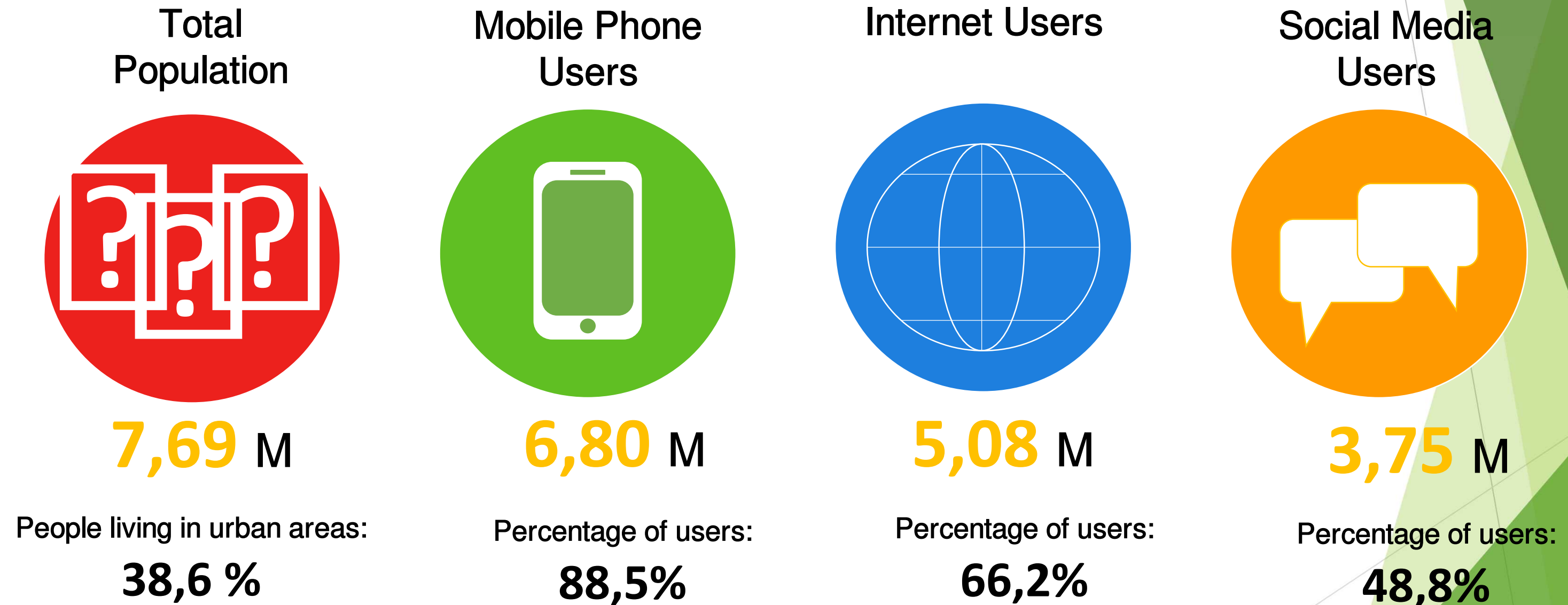
- Expanded access to ICT education.
- Research on societal adoption of digital tools.

## ➤ Pending:

- Comprehensive digital literacy initiatives nationwide.
- Integration of digital services into rural communities.

# 5 Status of Digital Society Transformation

## Digital use in Lao PDR in 2024 (January)



Source: DATAREPORTAL, 23 February 2024  
<https://datareportal.com/reports/digital-2024-laos>

# 5 Status of Digital Society Transformation

## Payment Service



## Lifestyle



Loca  
On-demand car service



Esabai  
Lifestyle



LaoBusNavi  
Map and Navigation



108 Jobs  
Job vacancy advertisement and  
manpower agency in Laos

## Delivery



Go Teddy  
Food & Drink



Chompa Delivery  
Food & Drink



Me Delivery  
Food & Drink



Kamu Delivery  
Food & Drink



Mydelivery.la  
Food & Drink



## Entertainment



LaoApp - ລາວແອັບ  
Social Networking



Major Laos  
Entertainment



Cityplex Laos  
Entertainment

# 6 Challenges and Opportunities

## Challenges in Implementation

- **Policy and Regulation:**
  - Delays in drafting key legislative frameworks.
- **Funding:**
  - Reliance on external grants and limited domestic investment.
- **Coordination:**
  - Fragmented implementation across provinces.
  - Need for synchronized efforts between ministries and agencies.



# 6 Challenges and Opportunities

## Proposed Solutions

- ▶ **Accelerate Legislation:**
  - Prioritize pending laws and decrees.
- ▶ **Enhance Collaboration:**
  - Strengthen inter-ministerial coordination.
  - Foster partnerships with private and international stakeholders.
- ▶ **Invest in Education:**
  - Broaden digital skills training.
  - Develop specialized ICT curriculums.

# 6 Challenges and Opportunities

## Opportunities Ahead

- ▶ **Regional Connectivity:**
  - Leverage ASEAN partnerships and Digital Silk Road.
- ▶ **Innovation and Entrepreneurship:**
  - Encourage tech startups and SMEs.
- ▶ **Economic Growth:**
  - Expand e-Commerce and digital payment systems.
- ▶ **Public Services:**
  - Improve access to healthcare, education, and government services.

# 7 Summary

## Summary and Roadmap Assessment

- ▶ **Achievements:**

Significant progress in infrastructure, ID systems, and cybersecurity.

- ▶ **Ongoing Efforts:**

DX programs showing promise but require sustained focus.

- ▶ **Challenges:**

Funding, legislative delays, and uneven implementation.

- ▶ **Conclusion:**

Lao PDR's DX roadmap aligns with national visions, but addressing gaps is critical for long-term success.



ຂໍຂອບໃຈ  
ありがとう  
**Thank You**  
Questions and Discussion