



KINGDOM OF CAMBODIA
NATION RELIGION KING



OFFICE OF THE COUNCIL OF MINISTERS

No.: 265 SCN.PB

Phnom Penh, 18 February 2025

Permanent Deputy Prime Minister
Minister in charge of the Office of the Council of Ministers

To

His Excellency Minister of Post and Telecommunications

Subject : Regarding the most esteemed recommendations of **Samdech Thipadei Prime Minister**, at the Closing Ceremony of the Conference on Five-Year Achievements 2020-2024 of the Journey towards Digital Transformation and Future Directions of the Ministry of Post and Telecommunications.

References : - Letter No. 298 BT. dated 7 February 2025 from the Ministry of Post and Telecommunications
- Letter No. 029 KN/025 SCN dated 14 February 2025 from the Cabinet of **Samdech Moha Borvor Thipadei HUN MANET**, Prime Minister of the Kingdom of Cambodia
- The most esteemed notes of **Samdech Moha Borvor Thipadei HUN MANET**, Prime Minister of the Kingdom of Cambodia, dated 13 February 2025.

With respect to the above subject and references above, the Office of the Council of Ministers would like to inform Your Excellency that the Royal Government has decided to instruct the Ministry of Post and Telecommunications (MPTC) and all relevant ministries and institutions to implement 11 recommendations in order to prepare comprehensive and effective action plans as follows:

1. MPTC shall continue to strengthen governance in the fields of post, telecommunications, and digital technology; develop institutional capacity; and further strengthen the capacities of civil servants by building upon the foundation of reforms that have been implemented in order to become an exemplary institution for leading and governing the sectors under the Ministry's authority with the highest level of effectiveness.

2. MPTC shall continue to accelerate the preparation of relevant policies, laws, regulations, and guidelines in the fields of post, telecommunications, and digital technology, especially emerging technologies such as artificial intelligence, machine learning, big data, cloud computing, blockchain, and the Internet of Things. Relevant ministries and institutions shall cooperate to expedite the preparation of the Draft Law on Cybersecurity as a foundation to support ongoing work.

3. MPTC shall continue to enhance the quality of postal services, build trust in postal services, and promote the development of the postal sector to support e-commerce by continuing to strengthen the operations of *Cambodia Post*, expanding the postal network, developing key postal infrastructure—such as postal logistic warehouses and bonded warehouses—and last-mile delivery systems, and preparing for the deployment of DGPost to foster a vibrant postal ecosystem. MPTC, the Ministry of Commerce, and the National Bank of Cambodia, as key enablers in supporting and promoting e-commerce, along with other relevant ministries and institutions, shall collaborate to boost e-commerce activities effectively by eradicating the sale of counterfeit goods and online scams.

4. MPTC shall pay close attention to enhancing the quality of services and expanding the coverage of mobile and broadband services through the cellular stations, the installation of aerial and underground cable networks, the expedited completion of submarine fiber-optical cable project, and the installation of fiber-optical networks to all households in need. MPTC shall also plan for the rollout of fifth-generation (5G) mobile services to enable the Royal Government to determine an appropriate timeline for launching. All relevant ministries, institutions, and sub-national administrations shall provide full cooperation in facilitating and accelerating the approval process for the construction of digital connectivity infrastructure, recognizing that telephone and internet services are essential services on par with electricity and clean water. Concurrently, the public is encouraged not to be concerned about the potential health impacts of mobile phone stations, as studies by the World Health Organization have found no scientific evidence that mobile phone stations pose any adverse effects on people's health. Moreover, if such impacts existed, developed countries would have discontinued the use of mobile phone services.

5. MPTC shall continue to pay close attention to enhancing the management, development, research, and innovation in the digital technology sector, with a particular focus on emerging digital technologies, maximizing the benefits and mitigating the negative impacts. MPTC shall develop phased strategic and investment plans to build a national ecosystem that supports the advancement of emerging technologies. This ecosystem should encompass governance, digital technology resources, human resources, technical capabilities, and the expansion of emerging digital technology markets. MPTC and the Digital Government Committee shall establish governance in a timely manner, given the prominence of artificial intelligence, which brings both positive and negative impacts. MPTC shall continue its cooperation with the Ministry of Education, Youth, and Sports, the Ministry of Industry, Science, Technology, and Innovation, and other relevant ministries and institutions to promote the research, development, innovation, and application of artificial intelligence in support of their respective sectors. MPTC shall monitor, study, and understand trends in the development of artificial intelligence, and actively participate in key regional and international forums.

6. MPTC shall continue to enhance the development of digital human resources through digital literacy initiatives, digital curricula in higher education, training programs aimed at strengthening digital skills among civil servants, and digital leadership programs. MPTC shall also formulate a plan to promote digital literacy in alignment with the “Digital, Media, and Information Literacy Competency Framework.” In the area of higher education digital curricula, the Royal Government supports and encourages MPTC to continue providing an increasing number of scholarships and

financial assistance to outstanding students, and to continue implementing competition programs at the level of educational institutions to raise public awareness on the significance of digital technology, and supports the collaboration between MPTC and the Ministry of Education, Youth, and Sports in digitally transforming and equipping digital technology assets to higher education institutions, especially the linkage of digital skills training to the Digital Park initiative, which is a new initiative aimed at improving the quality of education and facilitating employment for graduates, including both in-person and remote working, by collaborating with leading companies in Silicon Valley of the US and other digital startup centers.

7. Relevant ministries and institutions shall prepare digital talents to support internal digital transformation and the provision of digital public services to the private sector and citizens in order to promote the development of digital government. The Royal Government encourages MPTC to continue training civil servants on the use of digital tools and software for administrative functions, and to promote the completion of digital transformation action plans in ministries and institutions where such plans are not yet in place. MPTC shall continue its cooperation with the Ministry of Civil Service and the Ministry of Economy and Finance to finalize the draft Sub-Decree on the Principles for Organizing Digital Transformation Units in Ministries and Institutions, noting that the implementation of digital transformation work, which is a supporting function, will commence upon the issuance of a formal approval. The Digital Government Committee, the Digital Economy and Business Committee, together with the Secretariat of the National Committee for Promoting the Implementation of Key Measures in Public Administration Reform of the Royal Government for the 7th Mandate of the National Assembly, shall cooperate with relevant ministries and institutions to ensure that digital public services are organized extensively and effectively at both the national and sub-national levels.

8. MPTC shall pay close attention to data governance and management, the preparation of digital government architecture, implementing interoperability, applying data encryption, and storing data in ministries and institutions in accordance with data security and cybersecurity principles. MPTC must accelerate the construction of the National Data Center as soon as possible. Each and every development of digital platforms and applications of all ministries and institutions must be subject to technical review and evaluation by the Digital Government Committee.

9. Support the pilot deployment of the DG SuperApp in March 2025.

10. MPTC shall provide cooperation and technical assistance in cybersecurity to ministries and institutions to safeguard digital platforms and applications by strengthening the capabilities of the Computer Emergency Response Team for Cambodia (CamCERT), implementing the Internal Regulations on Cybersecurity Management, and implementing the Cybersecurity Architecture within ministries and institutions to enable secure connection to the MPTC Security Operations Center. Ministries and institutions that have not had internal regulations and procedures in place yet, may consider adapting those from MPTC, as appropriate. MPTC shall continue to participate with relevant ministries and institutions in efforts to more effectively combat online scams, as well as promote public awareness campaigns on online safety, especially focusing on child online protection and awareness raising among technology companies, educational institutions, etc.

11. Encourage the Co-chairs of the Digital Economy and Society and Telecommunications Working Group (Working Group “N”) of the Government-Private Sector Forum to continue discussions on requests and challenges and actively contribute to the promotion and attraction of more businesses and investments in the digital sector, with the aim of achieving more impactful outcomes for society and the national economy.

As stated above please, Your Excellency, kindly take note and proceed with the implementation.

**On Behalf of the Minister in Charge of the
Office of the Council of Ministers
Secretary of State**

[Signed and Stamped]

Huy Vannak

Copy to:

- All ministries and institutions
- Cabinet of Samdech Moha Borvor Thipadei Prime Minister
- Cabinet of His Excellency Permanent Deputy Prime Minister
- Royal Capital and Provincial Administrations
- Archive – Chronicle