

## APPENDIX

### **FORMAT FOR STATES TO PRESENT THEIR EXPERIENCES, ACHIEVEMENTS, AND/OR LESSONS LEARNED IN THE USE OF NEW INFORMATION AND COMMUNICATION TECHNOLOGIES FOR PREVENTING AND COMBATING CORRUPTION**

1. Title: Office of the Attorney General and Ministry of Legal Affairs implemented a series of e-services portals including payment options as an operational measure to enhance effectiveness in information-sharing, inter-agency coordination, collection and use of relevant data in relation to specialised authorities in accordance with Article 36 of the Convention.
2. Institution: Mr. Ian Rampersad, Director International Law and Human Rights Unit, Office of the Attorney General and Ministry of Legal Affairs,
3. Description of the experience, achievements and/or lessor learned: Government e-services through Information Communication and Technology software. The Government of Trinidad and Tobago has launched essential e-services within several Ministries which allows citizens of Trinidad and Tobago to have ease of access to public sector services. For instance, the Office of the Attorney General and Ministry of Legal Affairs has implemented a series of e-service portals including payment options. The options include:
  - Essential events (Births, Death and Marriage certificates);
  - Companies Registry Payment Portal;
  - Post-Incorporation filing (Annual Returns/Non-Profit and Beneficial Owners)
  - Intellectual Property Office (IPO) (Trademark searches);
  - IPO (all services);
  - IPO payment system;
  - Land Registry;
  - Land Registry filing;

The Office of the Attorney General and Ministry of Legal Affairs e-service options were implemented as a means of enhancing the efficiency and transparency of the public services provided by the Registrar's Department within the Ministry and to allow for better interaction with citizens by reducing the face to face time spent with public officers thus reducing any possible discretion and gateways to corruption from the application to approval process. The introduction of Beneficial Ownership information filed at the Companies registry, collated by an IT Platform via the Register which is accessible by law enforcement for investigations for all companies in Trinidad and Tobago.

4. Reasons and importance: Prior to the implementation of the current ICT solutions for conduct business transactions, the public would plague the Registrar General Department with long lines and often resulted in communication issues with officials. Therefore, the Honourable Attorney General and

Minister of Legal Affairs oversaw the implementation of the use of e-services including e-payment options to ensure the members of the public will have easier access to essential services offered by the Office of the Attorney General and Ministry of Legal Affairs.

5. Approach: If applicable, what was the proposed design and methodology proposed for making use of the ICTs for preventing and combating corruption? What was considered in its design and methodology? Were other countries' experience considered?

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6. Implementation: Apart from the essential events certificates, the e-services portals can be used as a tool to prevent corruption as it streamlines the persons who can carry out transactions in relation to companies, non-profit, land matters and intellectual property. To have access to these services, a person must register for a subscription to use these portals in an attempt to protect the data contained therein.

Further, the use of e-services, reduces the possible discretion a public officer would have and also allows for monitoring of the process from application to approval or denial, requiring reasons to be given. Thus ensuring accountability and transparency of the public office.

7. Experience: \_\_\_\_\_

8. Lessons learned: \_\_\_\_\_

9. Outcome: E-service portals have allowed the public to continue to access services provided by the Registrar's Department with ease, particularly during the COVID-9 pandemic.

10. Contact:

Office of the Attorney General and Ministry of Legal Affairs  
AGLA Towers, Government Campus Plaza  
Corner of London and Richmond Streets  
Port-of-Spain  
Tel: 1-868-223-2452

1. Title: E-Tax portal an operational measure to enhance effectiveness in information-sharing, inter-agency coordination, collection and use of relevant data in relation to specialised authorities in accordance with Article 36 of the Convention.
2. Institution: The E-Tax portal was created by the Inland Revenue Division in the Ministry of Finance. The platform will be discussed by Mr. Ian Rampersad, Director International Law and Human Rights Unit, Office of the Attorney General and Ministry of Legal Affairs.
3. Description of the experience, achievements and/or lessor learned: E-Tax portal by Inland Revenue Division, Ministry of Finance, Trinidad and Tobago. The Government of Trinidad and Tobago has launched essential e-services within several Ministries which allows citizens of Trinidad and Tobago to have ease of access to public sector services. For instance, the E-Tax portal implemented by Inland Revenue Division (IRD), Ministry of Finance, Trinidad and Tobago is an e-tax portal for taxpayers to manage their tax accounts online. By accessing **e-Tax** at <https://etax.ird.gov.tt> in any standard web browser, taxpayers can register to view their accounts, file returns, check refund status and correspond with IRD. **E-Tax** is safe, secure, easy, convenient, and free.

**E-Tax** allows users to authorize other persons to access your account. These persons include tax practitioners or accountants. In addition to viewing personal accounts, there can also be management of company's or client's accounts through [External Access](#) to **e-Tax**.

4. Reasons and importance: Prior to the implementation of the e-Tax portal, members of the public would be plagued with long lines and difficulties in filing taxes or receiving returns, postal delays, difficulties in tracking returns and long processing times. Therefore, the Honourable Minister of Finance oversaw the development and implementation of the **e-tax** including e-payment options to ensure the members of the public will have ease of access to taxation services in Trinidad and Tobago.
5. Approach:
6. Implementation: The **e-Tax** portal can be used as a tool to combat corruption as it is a convenient and reliable service which provides a secure environment for the use as all information entered is secured, it is advised that users do not give their account number and user information to strangers. Users will have access 24 hours a day, 7 days a week.

The importance of the e-tax portal is that it potentially cuts out any corrupt tax collectors, thus ensuring accountability and transparency of the public office. Additionally, it provides a database of tax

information which can use accessed by investigative bodies and other specialized authorities such as the Financial Intelligence Unit of Trinidad and Tobago probing possible cases of corruption.

7. Experience:

8. Lessons learned:

11. Outcome: What was the result or expected end result of implementing the ICTs as a tool for preventing and combating corruption? Have they addressed the problems originally identified as necessitating making use of the ICTs a tool to prevent and combat corruption? What has been its impact?

9. Contact: Please state whom to contact for further information, and the contact details (name, email, and direct phone number to reach that person):

IRD Tower, Government Campus Plaza  
Head Office  
2-4 Ajax Street  
PORT OF SPAIN  
**Tel: 868-800-TAXX (8299)**  
868-623-1211

1. Title: The UTurn System from the Ministry of Works and Transport to facilitate cooperation between national authorities in accordance with Article 38.
2. Institution: The Ministry of Works and Transport. The platform will be discussed by Mr. Ian Rampersad, Director International Law and Human Rights Unit, Office of the Attorney General and Ministry of Legal Affairs.
3. Description of the experience, achievements and/or lessor learned: In 2017, the Motor Vehicles and Road Traffic Act (Amendment) was enacted, and the Judiciary entered into a collaborative working relationship with a team comprising representatives of the Ministry of Works and Transport, the Office of the Attorney General and Ministry of Legal Affairs, the Trinidad and Tobago Police Service, TTPost and other stakeholders, to implement a new traffic system.

Under the new legislation, matters will only reach the court's list when a motorist decides to contest a Ticket or charge, and files a Notice to Contest. This allows the Judiciary to concentrate on its core function, which is adjudicating where disputes arise. The UTurn software provides real time connectivity among the Judiciary, the Trinidad and Tobago Police Service, the Licensing Authority, TTPost and the new Traffic Management Center. The interface allows a motorist to file a Notice to Contest on-line, upon answering three short questions. This triggers scheduling of the matter on the court's list, and the motorist receives a court date and location, as well as a video conferencing link if it is required. Upon completion of a matter, the perfected court order will be dispatched from our court case management system via the UTurn interface, to the Traffic Enforcement Center.

4. Reasons and importance: At the time of publication, 60.4% of all cases filed at the Magistrates' Courts were Traffic cases. Traffic cases filed over the 2018-2019 law term (September 2018 to June 2019) stood at 85,187 new cases, with over 19,000 of those cases (20.2% of all matters, and the largest share) filed at the Port of Spain Magistrates' Court. Under the law at that time, when a police officer or other designated authority issued a Fixed Penalty Traffic Ticket, the Ticket indicated the fine for the offence, and that fine had to be paid at the courthouse within the district where the alleged offence occurred. In the event of default of payment, a date was given for the alleged offender to appear before the Traffic Court, again within the said district.

As a result of the inconvenience to drivers, court lists were saturated with traffic cases due to unpaid tickets, and those cases continue to clog the system with backlog, due to non-appearance of drivers at court. Additionally, this system meant that the Courts had the responsibility of collecting and processing traffic related payments on behalf of the state.

5. Approach:

6. Implementation: The UTurn System-Revolutionary System will see the total transformation of the Motor Vehicles and Road Traffic Laws through the introduction of key systems that will strengthen the Administrative and Legal framework which are supported by Information Communication Technology. That will inevitably equip the Licensing Authority to deploy effective management of the system of motor vehicles registration and issuance of licences in this country. The creation of a Motor Vehicles Authority will provide the appropriate legal framework to strengthen the Transport Division's (Licensing Department) in order to function in a 21st century environment, using the best information technology resources available to register motor vehicles and offer modern online services for the benefit of citizens. A new and modernised system will combat endemic corruption. In this sector and guarantee the reliability of records and other pertinent data. A strong ICT approach at the transport division will facilitate better collaboration with law enforcement agencies in the fight against crime and criminal activities not only in Trinidad and Tobago but regionally and internationally.

The Uturn System comprises of the following:

- \* The Red-Light Camera System
- \* Spot Speed Camera Enforcement System
- \* Demerit Points System
- \* The Reform of the Fixed Penalty Ticketing System and
- \* Transformation of the Licensing Authority

These new systems play a crucial role in the fight against lawlessness, crime and corruption in Trinidad and Tobago as well as ensure the safety and well-being of all citizens.

7. Experience:

8. Lessons learned:

9. Outcome: The expected outcome is that customers will no longer have to endure the inconvenience of possibly taking time off from work to go back to the district where the offence alleged occurred, as they can pay their fines at any TTPost location.

They can also file their Notice to Contest from any location on-line. The court system benefits by only having to deal with matters where a genuine dispute arises. Evidence and all supporting documents are now securely transmitted through a secured link, between and among the respective agencies.

10. Contact:

Ministry of Works and Transport Head Office  
2-4 London Street

Port-of-Spain 100623

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1. Title: Opening of virtual courts and implementation of CaseLines by the judiciary in an attempt to utilize operational measures to enhance effectiveness in accordance with article 36.
2. Institution: The Judiciary. The platform will be discussed by Mr. Ian Rampersad, Director International Law and Human Rights Unit, Office of the Attorney General and Ministry of Legal Affairs.
3. Description of the experience, achievements and/or lessor learned: The Judiciary, in association with the Office of the Attorney General and Ministry of Legal Affairs, opened twelve (12) virtual courts within the prison system, with over fifteen thousand (15,000) virtual hearings being conducted.

Further, the judiciary launched a new software system for evidence management in hearings conducted by Thomson Reuters. It is proposed that CaseLines will replace the large paper bundles of Court documents and evidence with a secure online system that would allow users of the Courts to upload and display documents, videos and audio on their devices, both in virtual and in-person hearings and on screens in the physical courts.

4. Reasons and importance: The opening of these virtual courts is important as it mitigates undue delay in the hearing cases, especially during times where physical court is impossible as in the case of the COVID-19 pandemic. Through the use of virtual courts, members of the judiciary were even able to hear emergency case during the night and on short notice. It is hoped that the use of virtual courts will decrease delay and inadvertently contribute to the decrease in the backlog of matters before the courts in Trinidad and Tobago, including matter involving corruption.

The implementation of CaseLine as a secure online evidence system, will also aid in mitigating undue delay in getting matters underway and improving efficiency of court proceedings, as attorneys will be able to stay in the comfort of their offices and disclose evidence to opposing counsel and the court, as opposed to filing through various court offices. The use of the platform to display evidence during hearings may also quicken proceedings, thus in turn quickening the time in which final decisions can be made.

5. Approach:
6. Implementation:
7. Experience:
8. Lessons learned:

9. Outcome:

10. Contact:

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1. Title: The Trinidad and Tobago Police Service (TTPS) “See Something, Say Something” mobile application to enable cooperation with law enforcement authorities in accordance with Article 37.
2. Institution: The TTPS “See Something, Say Something” mobile application. The platform will be discussed by Mr. Ian Rampersad, Director International Law and Human Rights Unit, Office of the Attorney General and Ministry of Legal Affairs.
3. Description of the experience, achievements and/or lessor learned: The TTPS mobile App, is a technology deployed by the Trinidad and Tobago Police Service, to partner with the citizens and residents of T&T, to help eradicate crime in our communities. Through the TTPS App, every citizen has access to technology to better report criminal activities to the Police Service, who will act on all crime reports. Officers at the TTPS Operational Command Centre receive all crime reports and emergency messages and will dispatch these reports to emergency responders or to the relevant police station or unit. Members of the public can make reports anonymously on the App. A person’s identity and location will only be shared with officers when the individual makes a report and willingly shares their information or an ‘SOS’ is activated by a user, police have no way of accessing, receiving or storing information about users.
4. Reasons and importance: This mobile application encourages members of the public to report crimes as a mechanism to facilitate access to information by law enforcement authorities and to encourage the reporting of all criminal activities including corruption. Additionally, it is intended that the Apps will aid in rebuilding public confidence in the TTPS and to decrease criminal activities on communities.
5. Approach:
6. Implementation:
7. Experience:
8. Lessons learned:

9. Outcome: The expected result of the See Something, Say Something mobile TTPS app is that members of the public will be more comfortable to report criminal activities, including acts of corruption.

10. Contact:

Police Administration Building,  
Corner Edward and Sackville Streets,  
Port of Spain, Trinidad, West Indies.

Phone: (868) 627-5217

Email: [corporatecommunications@ttps.gov.tt](mailto:corporatecommunications@ttps.gov.tt)

1. Title: The Police Complaints Authority (PCA) Make a Complaint mobile application to enable cooperation between national authorities and the private sector in accordance with Article 39.
2. Institution: The PCA Make a Complaint mobile application. The platform will be discussed by Mr. Ian Rampersad, Director International Law and Human Rights Unit, Office of the Attorney General and Ministry of Legal Affairs.
3. Description of the experience, achievements and/or lessor learned: The PCA mobile App, is a technology deployed to partner with the citizens and residents of T&T, to expose acts of misconduct. Through the PCA App, every citizen has access to technology to better report police misconduct. The PCA will act on all crime reports. Officers at the PCA all mobile reports and those entered on the PCA website and assign investigators to each case. Members of the public can make reports anonymously on the App. A person's identity and location will only be shared with officers when the individual makes a report and willingly shares their information.
4. Reasons and importance: This mobile application encourages members of the public to report police misconduct as a mechanism to facilitate access to information by those authorities that investigate law enforcement and to encourage the reporting of all acts of corruption. Additionally, it is intended that the App will encourage the public to aid in keeping the police service accountable by reporting acts of corruption.
5. Approach:
6. Implementation:
7. Experience:
8. Lessons learned:
9. Outcome: The expected result of the Make a Complaint mobile PCA app is that members of the public will be more comfortable to report criminal activities, including acts of corruption committed by the police service.

10. Contact:

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