

View results

Respondent

26

Anonymous

27:27

Time to complete

City and Country

1. City name *

2. Country name *

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

<https://addis.data.gov.et/>

7. Public procurement:

<https://cityaddisababa.gov.et/tenders>

8. Other major portals at the city/municipality level:

- www.aaminfo.gov.et Addis Ababa City Government Trade bureau
- www.aahdab.gov.et Addis Ababa City Government Housing Development bureau
- www.addisfms.gov.et ASTA file management, www.greenaddis.gov.et Green authority
- www.aacconclifms.gov.et council office, www.addisleaders.gov.et mayor office
- www.addisyouth.gov.et Addis youth biro www.aataxapeal.gov.et Addis tax appeal commission.
- Public service and human resource development bureau: [https:// www.pshrb.gov.et](https://www.pshrb.gov.et)
- Public service and human resource development bureau administrative tribunal: <https://www.pscourt.gov.et>
- Fire and disaster risk management commission: <https://www.addisfire.gov.et>
- Addis Ababa justice bureau: <https://www.aajs.gov.et>
- Addis Ababa city courts: <http://www.aacc.gov.et/>
- Addis Ababa city administration trade bureau; <http://www.addistradebureau.gov.et>
- Addis Ababa social trust fund: <http://www.aasocialtrustfund.gov.et/>
- Akaki Kality sub city administration: <https://akakikalitysubcityadmin.gov.et/>
- Addis Ababa City Culture, Arts and Tourism Bureau: www.discoveraddis.gov.et
- Addis Ababa City Culture and Theater Hall: www.addisculturehall.aacat.gov.et
- Addis Ababa City Council Office: www.aacitycouncil.gov.et
- Addis Ababa City Environmental Protection Authority: www.addisenvironment.gov.et
- Addis Ababa City Finance Bureau: www.aabof.gov.et
- Addis Ababa City Revenue Bureau: <http://aarevenuesbureau.gov.et>

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

Yes

No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

Yemane Desalegn

11. Title *

Deputy Bureau Head, Innovation and Technology Development Sector Head

12. Organization *

Innovation and Technology Development Bureau

13. Email *

Yemane.desalegn@aaca.gov.et/ yemaboz@gmail.com

14. Phone *

+251911230178

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

The local CIO is responsible to plan, manage, and execute e-government related initiatives. The CIO works with the national CIO in working together and implementing national e-government strategies developed by the MInT.

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

The laws related to digital government are national by nature and have boundary to be applied in all public bodies in which public body is defined to forms part of any level or branch of the federal or regional state or owned, controlled, or directly or indirectly substantially financed by funds provided by the federal or regional governments or accountable to the federal or regional states.

1) On Access to Information or data privacy and/or protection <http://ethombudsman.gov.et/web/guest/-23> contains two laws related to access to information or privacy. The first one is Proclamation No. 590/2008 and is titled "Freedom of the Mass Media and Access to Information". The second one is Proclamation No No. 1238/2021 and is titled "The Ethiopian Institution of the Ombudsman Establishment (as Amended) Proclamation. All the 9 Regional states have incorporated the same principles in their constitution concerning access to information or data privacy and /or protection.

As per art 2/2/ of the Freedom of the Mass Media and Access to Information Proclamation No. 590/2008 defines Public Body as the Federal Constitution or state constitution or any other law which forms part of any level or branch of the federal or regional state or owned, controlled, or directly or indirectly substantially financed by funds provided by the federal or regional governments or accountable to the federal or regional states.

2) Data privacy and/or protection: <https://mint.gov.et/wp-content/uploads/2020/10/Draft-Open-Data-Policyand-Guideline.pdf>, <https://www.lawethiopia.com/index.php/federal-laws/2445-proclamation-no-1>

Following Article 26 of the constitution on the Right to Privacy of the Constitution of Ethiopia, all Regional States, have incorporated the following principles in their constitution

Everyone has the right to privacy. This right shall include the right not to be subjected to searches of his home, person or property, or the seizure of any property under his personal possession.

Everyone has the right to the inviolability of his notes and correspondence including postal letters, and communications made by means of telephone, telecommunications and electronic devices.

Public officials shall respect and protect these rights. No restrictions may be placed on the enjoyment of such rights except in compelling circumstances and in accordance with specific laws whose purposes shall be the safeguarding of national security or public peace, the prevention of crimes or the protection of health, public morality or the rights and freedoms of others.

These principles obliged to formulate and protect in a comprehensive way and to consolidate laws and disciplines that are found concerning the personal data protection in a scattered form in different areas. To formulate uniformity application of the data protection following the Digital Ethiopia policy, The Government of Ethiopia is in the process of preparing a draft Personal Data Protection Proclamation (which is equivalent to an Act in other jurisdictions). The draft envisages the establishment of an independent Personal Data Protection Commission as a regulatory body.

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

- Yes
- No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

The city has developed an e-Government strategy with reference to the National "Digital Transformation Strategy" and other related strategies. Addis Ababa City Government (Strategic document- Amharic version 2013-2022 Ethiopian Calendar) <http://www.ethiopia.gov.et/download/addis-ababa-city-administration-science-and-technology-agencystrategy-plan/?wpdmdl=1049>

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

Yes, the city has a dedicated budget of 0.7959% of the municipality annual budget for 2015 E.C fiscal year.

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

The budget information shall be published in the www.cityaddisababa.gov.et/announcement, www.aabof.gov.et

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

The city is participating in the national "Green Legacy" Initiative
 Link: <https://www.greenlegacy.et/green-legacy/home>
 In addition, the city has developed an e-waste management system project proposal and development consultant identified and it is now in the project phase. Stakeholders had already been identified and there is an ongoing plan to proceed to implementation for the coming fiscal year. It is part of the smart city initiative.

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

Yes, It is part of the Smart City initiative under the smart mobility pillar.

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

Yes, It is part of the Smart City initiative under the smart economy pillar.

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

Yes, It is part of the Smart City initiative under the smart environment pillar.

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

Addis Ababa city government has sister city partnerships with 25 cities such as Ankara, Beijing, Dakar, Los Angeles, Lyon, etc around the world. These partnerships are designed to promote cultural exchange, economic cooperation, and peace.
 The city government is partnering with a number of UN offices such as
 The United Nations Economic Commission for Africa (ECA):
 The United Nations High Commissioner for Refugees (UNHCR): The UNHCR is a UN agency that provides protection and assistance to refugees and displaced persons. The UNHCR has a large presence in Addis Ababa, where it provides assistance to refugees from all over Africa.
 The United Nations Children's Fund (UNICEF)
 The World Food Programme (WFP): The WFP is a UN agency that provides food assistance to people in need. The WFP has a large presence in Addis Ababa, where it provides food assistance to people affected by conflict, drought, and other emergencies.
 Besides, the city is working with the World Bank on a number of projects such as:
 The Addis Ababa Water Supply and Sewerage Project
 The Addis Ababa Sustainable Urban Development Project
 The Addis Ababa Green Economy Project
 Supporting the city government to become climate-resilient city
 Promoting the city's economic development and job creation.

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

The city has implemented 8 eservices accessed from www.business.gov.et dedicated to the construction sector workflows and an e-service access from www.eservices.gov.et and is about the construction permit. However, we can't compute the % as is.

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

[Empty text box for answer to question 30]

31. Do you collect usage statistics of e-Government services? *

Yes

No

V. User Satisfactor

32. Do you measure the satisfaction of citizens with the e-Government services provided? *

Yes

No

Other

33. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

[Empty text box for answer to question 33]

VI. Social Media

34. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

Yes, reaching the citizen through social media is widely applicable and almost all major offices in the City administration have a Facebook and Twitter account which are updated regularly by the communication offices in the city. Some current activities including meetings, consultations, public engagements, inaugurations of infrastructures, public announcements, etc. are communicated using social media. The accounts include City Mayor, Press Secretary Office, Health Bureau, Roads Authority, City Court, Public Service, Revenues Bureau, etc. Links to the sites is provided below Adanech Abiebie- አዳነች አቤቤ (City Mayor): <https://www.facebook.com/OfficialAdanechAbiebie/>, <https://twitter.com/AdanechAbiebie> Addis Ababa City Press Secretary Office: <https://www.facebook.com/Addisinfo.Official/> Addis Ababa Health Bureau: <https://www.facebook.com/www.aahb.gov.et/> Addis Ababa City Roads Authority /አዲስ አበባ ከተማ መንግሥት ባለሥልጣን: <https://www.facebook.com/AbabaCity/> Addis Ababa City Court: <https://www.facebook.com/Addis-Ababa-City-Court-796133990720808/> Addis Ababa City Public Service and Human Resource Development Bureau: https://www.facebook.com/Addis-Ababa-City-Public-Service-and-Human-Resource-DevelopmentBureau-1669851343241909/?ref=page_internal Addis Ababa Revenues Bureau/የአዲስ አበባ ገቢዎች ቢሮ <https://www.facebook.com/AACGRA.info>

VII. Crisis/Emergency Response and Recovery

35. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

Yes, the city government has a dedicated institution that handle crisis/ emergency <https://www.addisfire.gov.et/details.php?webinfodata=MjA2>

VIII. Smart City and New Technologies

36. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

The city has a Smart City initiative already on building smart technologies in the city including a smart environment. Research has already been conducted. Stakeholders have been identified depending on the 6 pillars including the smart environment. There is an ongoing plan to proceed to implementation for the next fiscal year.

IX. Contact information

37. Your name *

Dr.-Ing. Abiot Sinamo

38. Title *

CEO, eGovernment Development

39. Email *

Date: Jun 15, 2023

40. Organization *

Ministry of Innovation & Technology, Ethiopia

41. Submission Date *

19/06/2023



42. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.